



Division of Rehabilitation Services

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Workforce and Technology Center Admission Packet Director's Welcome

Welcome!

On behalf of the staff and administration, I warmly welcome you to the Workforce and Technology Center. This handbook will give you some information about the Center, your rights and responsibilities as a consumer, and the opportunities that are available to you. I am hopeful that your time at the Center will help you to reach your goals of employment and independence. The Center staff is available to work with you to achieve your goals. Thousands of men and women with disabilities have benefited from our programs. I sincerely hope we can be of similar help to you. I wish you the best for the future.

The Workforce and Technology Center is part of the Division of Rehabilitation Services of the Maryland State Department of Education. The Center is accredited by the Commission on Accreditation of Rehabilitation Facilities, and is operated within by-laws that are contained in the Code of Maryland Regulations.

Our shared vision is that the State of Maryland is the best place in our nation for persons with disabilities to live, work and raise a family. Individuals with disabilities are welcome, fully included

and actively participate in all Maryland communities. The mission of DORS is to provide leadership and support in promoting the employment, economic self-sufficiency and independence of individuals with disabilities.

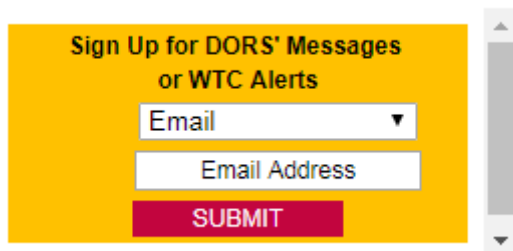
It's important to note that the WTC is a drug, alcohol, tobacco, and smoke-free campus.

Jean Jackson, Director
Workforce and Technology Center

The Workforce & Technology Center has an email and text service with GovDelivery. This service is available for you. It will enable you to receive emails and text messages about general information and emergency alerts occurring for WTC at 2301 Argonne Drive.

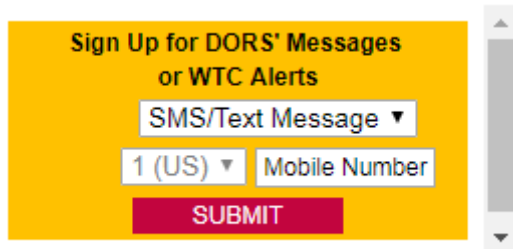
Information that may be shared includes general information such as training class closures, and building and maintenance issues, etc. Emergency alerts will include lockdown drills, fire drills, and severe weather alerts.

To sign up for emails, go to the DORS website www.dors.maryland.gov and locate the link on the lower right hand corner of the first page.

A screenshot of a sign-up form titled "Sign Up for DORS' Messages or WTC Alerts". The form is set against a yellow background. It features a white input field with the placeholder text "Email" and a small downward arrow on the right side. Below this is another white input field with the placeholder text "Email Address". At the bottom of the form is a red button with the word "SUBMIT" in white capital letters. To the right of the form is a vertical scrollbar.

To unsubscribe, choose the UNSUBSCRIBE link in the email.

To sign up for text messages, text *MSDE WTC* to 468311. Standard text message rates apply. To unsubscribe, text *STOP*. You can also sign up for text messages using the link on the DORS website.

A screenshot of a sign-up form for DORS' Messages or WTC Alerts. The form has a yellow background and contains the following elements: a title "Sign Up for DORS' Messages or WTC Alerts", a dropdown menu for "SMS/Text Message", a dropdown menu for "1 (US)" and a text input field for "Mobile Number", and a red "SUBMIT" button.

WTC Programs and Services

The services that you will receive at WTC will be guided by what you and your DORS field counselor have identified as your rehabilitation plan. Below is a list of programs and services available at WTC. Contact your center counselor or case manager if you have questions about these programs and services.

- Academic Services
- Autism Services
- Career Assessment Services
- Career and Technology Training Programs
- Center Counseling and Case Management Services
- Comprehensive Outpatient Rehabilitation Facility Services
- Deaf and Hard of Hearing Services

- DORS Police Services
- Employment Services
- Enrichment Services
- Health & Wellness Center
- Mental Health Services
- Office for Blindness & Vision Services at WTC
- Rehabilitation Technology Services
- Residential Services
- Substance Abuse Support Services
- Work Readiness Services

WTC RULES AND REGULATIONS

We hope that your experience at WTC will be rewarding and helpful. Our purpose is to provide you with programs which will help you reach your employment goal. We hope you can make full use of the many opportunities available to you. The staff will work with you to make that possible. Whether you commute daily to the Center or live here, we want your stay to be positive and productive.

You can help us make that possible by being aware of and observing Center Rules and Regulations. Please be aware that any activity illegal in the community is also illegal at the WTC. Failure to comply with these rules and regulations may result in loss of privileges or suspension and/or discharge from services. There are some things that may result in more serious

disciplinary action or discharge from WTC and could also lead to legal action. These include:

- possession of alcohol, illegal drugs, or weapons
- theft
- gambling
- misuse of fire or emergency alarms or equipment
- destruction of State Property
- general non-compliance with your programs and services

While at the Center, we expect you to respect and cooperate with both staff and other consumers. Fighting, physical or verbal abuse and other forms of misconduct may result in disciplinary action, and may have other serious consequences such as police involvement.

ALCOHOL AND ILLEGAL DRUGS: WTC is a school under the Maryland State Department of Education and a law exists that prohibits alcohol and drugs from being brought into the Center. Possessing, using, or distributing illegal drugs or alcohol in the Center or on its property is illegal and may lead to suspension and/or discharge from your programs and services and are subject to local laws.

CELL PHONES or ELECTRONIC DEVICES: Electronic devices are identified as iPods, mp3 players, video games, game systems, any device with text messaging capabilities, and pagers. The following guidelines for use of cell phones and other electronic devices have been established and must be adhered to at all times:

1. The use and security of cell phones and electronic devices at WTC are your responsibility. You are allowed the

privilege of using cell phones and electronic devices at WTC during the appropriate times (stated below). You should report any loss or theft to Security immediately but please note that WTC is not responsible for the replacement of any stolen or lost cell phones or electronic devices.

2. Do not loan or borrow cell phones or any electronic devices to anyone.
3. All devices must be set on silent mode (such as flashing or vibration) while in the building. No sounding alerts (ring tones) are acceptable at WTC. Also, use of a speakerphone, walkie-talkie feature, or music options is not acceptable at the WTC.
4. Taking photographs or audio and/or video recording using a cell phone or any electronic device requires the approval of all individuals present, consistent with Maryland law. This includes recording individual or group meetings or posting pictures on social media without approval.
5. Cell phones and electronic devices may not be used at any time in the following locations: classrooms, evaluation labs, Health and Wellness Center, and during meetings.
6. Your cell phone and electronic devices may be used on silent mode during your free time/breaks in the following locations: hallways, Enrichment Services area, lobby, lounges, cafeteria, and outside the building.
7. Please demonstrate respect and courtesy if using the cell phone and electronic devices in the hallways during business hours as not to disturb those in class, meetings, or other programs.
8. If your cell phone vibrates for an incoming call during class, evaluation, or a meeting, you must wait until a break to respond. If there is an urgent need to respond immediately, you must request approval from the instructor,

evaluator, or other WTC staff before leaving the area to respond.

9. Repeated violation of the above guidelines is subject to referral to your center counselor or case manager for disciplinary action.

CENTER PROPERTY: The WTC building and the grounds, as well as all WTC equipment and furniture, are the property of the State of Maryland. While your assistance in keeping equipment and furniture in good working order is very important, abusing or destroying State Property is illegal and may result in your discharge from the program. We also need your help in keeping the Center clean. Please assist us by properly disposing of your trash or recycling cans, bottles, and paper, especially in the Pattycakes' Cafe, cafeteria, and Enrichment Services areas.

COMPUTER EQUIPMENT AND INTERNET POLICY: The Division of Rehabilitation Services (DORS) and WTC provides and maintains computers to help you get ready for employment and independence. Everyone must adhere to the following rules and restrictions.

The use of internet is not private. It is possible to reconstruct sites visited on the internet even when the user may believe such information has been deleted. DORS/WTC reserves the right to monitor all use of the internet and electronic messages and files on the computer equipment at WTC. DORS/WTC reserves the right to conduct investigations of consumers who are suspected of violating any provisions of this policy. This investigation could lead to recommendations of disciplinary actions. The following uses of DORS/WTC computer equipment are not permitted:

- Activities that threaten the integrity or capacity of the system. This includes, but is not limited to, downloading or installing unauthorized programs; inserting disks or thumb drives without first scanning them for viruses; launching viruses or other attacks on computers; altering or attempting to alter computer hardware, software; or password configurations; using instant messaging or chat; viewing streaming video without prior authorization; and “hacking’ into systems.
- Engage in any unauthorized or illegal activities. This includes, but is not limited to, accessing pornographic, obscene or hate material; violating copyright laws; violating harassment laws; promoting personal, religious, or political views; or engaging in any activity that would discredit this agency.

CONDUCT: While at WTC, all consumers are expected to act in a responsible and respectful manner. Information entitled “Consumer Expectations” is included as part of this Admissions Packet. Public conduct must be consistent with accepted community standards.

CURFEW: All WTC Residential dorm consumers must be in their dorm room by 11:00 p.m. All public areas in the building, including the Enrichment Services area, Pattycakes’ Cafe, and the courtyard, close for the evening at 11:00 p.m. If you need to be out of the building past 11:00 p.m. for special circumstances, you need to make these arrangements with your residential advisor, center counselor, or case manager. When you return to WTC, please keep in mind the following:

- You may ONLY ENTER through the doors at the Main Entrance (Lobby).

- From 9:30 p.m. to 11:00 p.m., the front doors are locked, and you must use your ID card to re-enter.
- After 11:00 p.m., your ID card will NOT open the door. You must ring the doorbell to the right of the doors, and the guard will let you back into the building.

DISCHARGE: Since your stay at the Center is only temporary, discharge planning really starts the day that you enter the Center. Consumers are usually discharged when their programs are completed, but in some cases, discharge may be sooner than expected due to medical problems, lack of progress, or for some other reason. On the day of discharge, you must:

1. Clean your room, if you are a WTC Residential dorm consumer, and make sure that you packed all your belongings, and return all dorm items (linens, equipment, etc.) to the residential advisor.
2. Return your dorm and WTC post office box keys, if you are a WTC Residential dorm consumer, identification badge, and any other WTC property to your center counselor or case manager, residential advisor, or security staff.

DRESS CODE: While at the Center, you should dress as if you were going to your place of employment. The goal of everyone at WTC is employment, and your clothing must be appropriate for the evaluation, testing, or training areas. Some individuals may be required to wear uniforms.

If your training program requires you to wear a uniform, you will be expected to wear your complete uniform (including special shoes) as required. If you are in a training program that requires more of an office/professional dress, then you should

dress accordingly. Depending upon the type of training, you may be allowed to wear jeans.

For security reasons, “hoodies” or other garments that conceal your face or full-length coats that could conceal illegal objects may not be worn in the building at any time. Consumers who wear face and/or head coverings or long full garments due to religious observances should discuss this need with their center counselor or case manager who can inform DORS Police.

Consumers residing at the Center are welcome to dress in more casual comfortable clothing after program hours. However, casual clothing does not include garments that are:

- sexually revealing or provocative
- very short shorts or mini-skirts
- undergarments that are visible or worn as an outer-garment, or pants below the waist exposing buttocks or undergarments
- clothing with profanity, vulgarity, sexually suggestive, drug or drug paraphernalia, or violent writing or pictures
- spiked or sharp accessories or chains that could cause physical harm
- pajamas, robes, or nightgowns

While you are participating in WTC programs, your center counselor, case manager, residential advisor, or Enrichment Services staff will reserve the right to ask you to change your clothing if what you are wearing is considered to be inappropriate by the standards outlined here. If you are a Day consumer, you may be asked to turn your inappropriate or

offensive clothing inside out or wear something from our Nearly New Shop.

Some form of shoe must be worn in the Center at all times. If you have a required uniform, then you should wear the required footwear for that program. After program hours (after 4:00 p.m.), you may wear your choice of footwear including sandals or flip-flops with the following exceptions: You may not wear “heelies” (tennis shoes with retractable wheels) or slippers.

Unless you have medical approval from your doctor, you should not be wearing sunglasses inside the building. Wearing headphones or ear buds in the program areas, classroom, etc., is not permitted. You may use them outside, in your room, the Enrichment Services area, lounges, cafeteria or Pattycakes’ Cafe.

EMERGENCIES:

- Fire: Exit the building quickly whenever a fire alarm sounds unless you are given other directions by staff. Staff will inform you when you can reenter the building after a fire alarm.
- Lockdown: During a lockdown drill or emergency which is announced on the loudspeaker, “Attention, WTC is under lockdown. Proceed to the nearest classroom or office and lock your doors”, go to the nearest classroom or office and lock the doors until the announcement, “All Clear”, is made.
- Medical: In case of an accident or medical emergency, please alert any staff member.

HELP: If you have questions about your program, the Center’s Rules and Regulations, or if you need help in resolving a

problem or simply need someone to talk to, please contact your center counselor or case manager during the day or evening staff during the evening hours, if you are a WTC Residential dorm consumer. If that person cannot answer your questions or resolve your problem, s/he will direct you to someone who can. If you have a concern needing immediate attention and the center counselor or case manager is not on duty, please see another staff person for help. We want you to be successful with your program and will do everything possible to make that happen.

IDENTIFICATION BADGE: You will be issued an identification (ID) badge on admission day. You must display your ID badge at all times on your outermost clothing while in the building or on our grounds. When asked to identify yourself, consumers must provide their name to Center personnel. Your badge must be scanned in the cafeteria in order for you to be served meals. Please see DORS Police if you forget or lose your ID card or it stops working. NEVER loan your ID card to anyone!

Consumers, who will be at the Center for a brief period of time, will receive a yellow wrist band identifying them as a “WTC Consumer”. This wrist band entitles consumers to lunch only. At the cafeteria checkout, consumers need to sign their name on a clipboard at the cash register.

ILLNESS: If you become ill at WTC, you will be required to be seen in the Health and Wellness Center. The doctor and nurse will decide if you can remain at WTC or must return home. Depending on the illness, you may be required to remain in your room and not socialize in public areas such as the (Enrichment Services, lounges, courtyard, etc.). If you are not able to participate in your evaluation or training due to the illness for

more than one day, it may be recommended that you return home.

If you feel ill prior to leaving home to return to WTC, when you see the doctor and nurse in the Health and Wellness Center they may decide that you must return home if the illness is considered contagious or warrants being seen by your primary care physician. This is VERY important to consider if you live a distance from the Center. Therefore, it is best to stay home if you are ill. You will not be penalized for missing your program due to illness.

LOCKERS: Lockers are available for day consumers to store your personal belongings. You may choose any locker for your personal belongings. You will need to provide your own lock.

MEDICAL MARIJUANA: If you have been prescribed medical marijuana, please inform your center counselor or case manager so you can receive a lock box if you are residing at WTC and learn where you can use the marijuana.

MEDICATION: If you are taking any kind of medication, you are expected to bring your own medications in your most recent prescription bottles. You need to bring enough medications for your stay at the Center. If you run out of your medications, you must have someone bring them to you or go home until you can get more. Your medication is a very important part of your health and success. Staff are available to assist you with monitoring your medication.

PARKING AND PERSONAL VEHICLES: WTC provides parking for staff and consumers in areas as conveniently located as possible. These spaces are provided on a first come,

first serve basis and WTC does not guarantee the availability of spaces.

- Consumers who wish to have a vehicle on the premises must register their vehicle with security on the day of admission. The registered vehicle of consumers residing at WTC must display the security issued parking permit. In order to obtain a WTC parking permit, the vehicle must be in good standing with the registered State's MVA, i.e. current registration and proper tags.
- Consumers may access their vehicle to place or retrieve items but may not use the vehicle on the WTC campus for social interaction, smoking, eating, sleeping or other activities. Disturbing social behavior (i.e., sexual activity, playing loud music, disorderly conduct, use of drugs or alcohol, any illegal behavior, etc.) in or around vehicles is not allowed.
- Speed limits are posted and must be observed. Speeding, dangerous or erratic driving on the grounds of WTC is prohibited.
- WTC parking lots are subject to video recording.
- Consumers must observe all traffic laws while operating their vehicle on the grounds of WTC.
- Violations of any of the above guidelines will result in a team meeting to determine consequences up to and including discharge from WTC.

RESIDENTIAL SERVICES: Residential dormitory rooms are available, if this is a part of your rehabilitation plan. You will receive an orientation to WTC Residential Services and will review the Residential Dormitory Rules related to residing at WTC at an orientation designed specifically to provide you with information that will assist you in making your vocational

rehabilitation program successful while residing at WTC. Candles, incense, and all lighted products are not allowed in the Center.

SEARCHES: State of Maryland Police Officers may stop and search any person if the search is essential to prevent dangerous or illegal activities in the building or on the grounds. Any search of your room or locker will only be done when there is a reasonable belief that the search is essential to prevent imminent danger to the safety or welfare of a consumer, an employee, or other person on Center property, or that the search will produce evidence that you have violated either the law or rules of the Center. Such searches shall be made with you present, if reasonably possible, and in the presence of a third person.

SMOKING/TOBACCO: The Center is a tobacco and smoke-free facility. Smoking, with standard or smoke-free electronic cigarettes, cigars, pipes, vaporizers, or any other use of tobacco (e.g., snuff) is not permitted anywhere on the campus by staff, consumers, or visitors.

STAFF RELATIONSHIPS: Consumers are required to maintain professional relationships with staff at all times and are not permitted to become personally involved on or off Center grounds. Consumers and staff should only participate in off-Center grounds activities for authorized rehabilitation-related purposes.

VALUABLES: Personal property or valuables that you bring to the Center will not be replaced if it is lost, damaged, or stolen. While we consider the Center a safe and secure place, we cannot accept responsibility for the loss of money or other

valuables kept in rooms, lockers, or other places within the facility. If an item is lost or stolen, you are responsible for reporting it immediately to Security.

VISITORS: Your family and friends are welcome to visit the Center. Visiting hours are from 6:30 p.m. to 9:30 p.m., Monday through Thursday. Some consumers may be participating in evening activities or programs; therefore, visiting should not occur while the consumer is in evening program.

Your visitors must sign in at the main lobby, receive a visitor's badge, stay with you, and observe all Center rules and regulations while here. Visitors are not allowed in the residential dormitory areas and should not be wandering through the Center. Children visiting the Center must be supervised by family members at all times.

It is your responsibility to make sure that your visitors follow the Center rules and regulations. You are responsible for their actions and behaviors. You must ensure that they leave the building by 9:30 p.m.

WEAPONS: WTC is a school under the Maryland State Department of Education and a law exists that prohibits certain weapons from being brought into or possessed in the Center. A weapon includes all firearms, all knives, Pepper Spray, Mace, or Tear gas and anything that is designed specifically to harm an individual in an offensive or defensive manner. Remember, if in doubt, ask DORS Police before bringing any suspected prohibited items into WTC.

WTC CONSUMER EXPECTATIONS

While you are attending programs and services at WTC, it is expected that you will be working towards achieving both your personal and professional goals. During this time, you are expected to treat fellow consumers and staff with respect, and demonstrate honesty and responsibility. These are the core values of life at WTC. The staff at WTC will be working with you to help you reach your goals and to be successful.

What is Expected of You

It is important for you to understand the many accomplishments that come along with a successful experience here at WTC. Our training programs offer a variety of work-based learning experiences, hands-on training, social interaction, life skills training, in addition to a number of other skills necessary to function independently. The culmination of all your efforts will result in taking part in you achieving your goals. While at WTC you will be expected to do the following:

- Do the best that you can do at all times and focus on your program.
- Be responsible for your behaviors and actions.
- Follow the rules and regulations in this packet, and if you are a dormitory resident adhere to the dormitory rules and regulations.
- Be on-time to your program.
- Attend your program every day.
- Dress according to your program.
- Communicate with WTC staff, in particular center counselor or case manager, instructors, etc.

- Exhibit knowledge of our core values by treating staff and fellow consumers with respect and demonstrating honesty and responsibility.
- Complete all tasks and assignments as given on-time.
- Attend dormitory meetings, if you are a dormitory consumer.
- Ensure that your visitors follow the Center rules and regulations.

Personal Relationships

While at WTC, you will meet new people and possibly people you know from your community. You will also develop new friendships. It is important for you to understand that socializing should not interfere with your ability to focus on your program. These new friendships should be positive and respectful. You will also be asked to refrain from gossip, starting or spreading rumors, or occupying yourself in other people's business.

Sexual activity is not allowed anywhere in the building or on the grounds of WTC including Rehab Park, Morgan State University buildings and property, or in personal vehicles. There are to be no public displays of affection at WTC. Behavior such as sexual harassment, unwanted touching, sexual abuse, and indecent exposure are not permitted at WTC.

Bullying

WTC is committed to a safe and civil environment for all consumers, employees, volunteers and guests free from harassment, intimidation or bullying. Harassment, intimidation or bullying can take many forms including: cyberbullying

(includes cell phone text messages, email, Facebook, Instagram, and any other social networking sites), rumors, jokes, demeaning comments, drawing inappropriate cartoons, pranks, gestures, physical attacks, threats, or any other written or oral actions with intent to harm someone else. WTC takes bullying seriously and each situation will be addressed accordingly.

Being Accountable for Your Actions and Behaviors

At WTC, you will be held accountable for your actions and behaviors. You are to demonstrate behaviors and attitudes that are positive and expected at a work setting. If you continue to demonstrate negative actions and behaviors which are disruptive and interfere with your program and success, disciplinary action may be taken. A team meeting will be arranged by your center counselor or case manager to discuss the appropriate action to be taken. In some situations, you may be placed on leave until a team meeting is held. Depending on the severity or frequency of the behavior/offenses, the following may occur:

- Counseling
- Room/floor restriction
- Behavior or Action Plan
- Suspension
- Discharge

The following is a list of behaviors/offenses which may be subject to discipline depending on the frequency and severity of the behaviors/offenses:

1. Food fight
2. Breaking cafeteria guidelines, i.e. cutting in line, taking extra food, lending badge
3. Disrespect to staff
4. Not showing or wearing ID badge
5. Violation of dress code
6. Use of profanity, or racial or ethnic slurs
7. Horseplay and/or rough-housing
8. Running in the building/disrupting others
9. Littering
10. Loud music
11. Breaking curfew-not being in room at curfew
12. Cell phone violation
13. Display of inappropriate social behavior/manners
14. Failure to follow policies regarding guests and lack of responsibility for guests
15. Failure to keep your room clean, if you are a dorm consumer
16. Failure to follow dormitory rules and regulations, if you are a dorm consumer
17. Smoking or using tobacco on the Center campus
18. Sexual activity
19. Any consumer returning to the Center intoxicated and/or demonstrating disruptive behavior
20. Verbal or physical harassment, threats, fighting, or abuse (aggressive and intimidating behaviors)
21. Sexual harassment
22. Threatening or intimidating others
23. Bullying
24. Gang recruitment or participation at WTC
25. Any use of intimidating gang gestures, symbols, wearing of colors, or talk is considered a threat and is taken seriously

The following offenses may result in immediate suspension:

1. Possession and/or use of alcohol on Center grounds or at Center activities
2. Possession, transfer, offering to buy/sell, or use of alcohol or illegal drugs, including prescription drugs used in a manner other than for a prescribed purpose
3. Possession and/or use of weapons, including firearms, knives, ammunition, etc. on Center grounds
4. Physical violence or assault including sexual assault
5. Willful or malicious damage to property
6. Gambling
7. Pulling a fire alarm
8. Breaking into or unlawfully entering a consumer's room or Center property.
9. Unauthorized possession of or stealing property from consumer, staff or WTC

Other behaviors/offenses not included in these lists may be subject to discipline, up to and including discharge.

WTC ATTENDANCE EXPECTATIONS

Regular and prompt attendance during your program at WTC is very important if you are to reach your employment goals. It is especially important to establish a good attendance record so that employers who wish to hire you can be assured of your reliability. The most successful consumers view their programs as employment.

DAILY SCHEDULE: Once your plan of services is finalized, you will be given a daily schedule specific to your program plan.

ATTENDANCE EXPECTATIONS:

1. You are to be in your WTC service or program on time each day that it is scheduled and to remain there until you are dismissed.

2. If you are absent or late, your service or program provider (instructor, evaluator, or therapist) will discuss with you any problems affecting your attendance.

3. After the first three days (consecutive or separate) you are absent or late during your scheduled service or program, a team conference will be scheduled with you, your field counselor, and WTC staff working with you to look for ways to help you attend regularly. If you need a modified schedule because of your disability, that can be considered. If you cannot attend regularly, you will be discharged until you are able to attend and fully participate in your program. Please understand that even though your reasons for being absent may be justifiable, poor attendance must be addressed. Training consumers will be documented as having unsatisfactory attendance on their Monthly Progress Reports if absent and/or late on three or more dates.

PROCEDURES FOR ABSENCE OR LATENESS: If you will be late or absent, you must contact your instructor, evaluator, center counselor or case manager, or service provider.

- Each absence or lateness will be discussed with you.
Frequent absence or lateness will affect your programming.

- If you have occasional appointments with doctors, Social Services, etc. outside of WTC; please schedule them so they do not interfere with your program. If appointments must be scheduled during your program day, you must inform your program staff, including the residential advisor, if you live on the dorm, ahead of time. Documentation of your appointment must be presented when you return.
- If you are absent for medical reasons, you must provide medical clearance from your doctor, and be seen by the WTC Health and Wellness Center before returning to your program.

ABSENCE: You will be considered absent if you do not attend a scheduled class such as training, job seeking skills class, or service such as career assessment on a given day. You will also be considered absent if you leave before the end of the class or service, unless you are excused by the appropriate staff member.

LATENESS: You will be considered late if you arrive after the scheduled beginning time of a class or service, or if you return late from lunch or a break.

HOLIDAY SCHEDULE: The Center closes for a break at the end of December. Should housing be a problem, you will need to discuss this with your center counselor or case manager.

There is no formal consumer programming on the following holidays: Martin Luther King's Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Election Day, and on Thanksgiving and the

following day. When schedule changes occur and the Center is open on a holiday, consumers will be informed.

INCLEMENT WEATHER:

If the Baltimore City Schools are closed due to inclement weather, commuting consumers (“day consumers”) should not attend. Residential consumers who are in the Center at the time of the inclement weather are expected to attend classes and services if they are open. Residential consumers who are not at the Center at the time of the inclement weather should not attend. If the Baltimore City Schools are delayed or close early, WTC maintains standard operating hours. If the Baltimore City Schools are open, but you are concerned about hazardous conditions due to bad weather in your home area, please call your instructor, evaluator, or service provider. When State offices are closed due to inclement weather, all services and programs will be closed. If you have any specific questions or concerns about attendance and punctuality, please see your center counselor or case manager, instructor, evaluator, or service provider.

WTC CONSUMER RIGHTS

As a consumer of WTC, you have rights and responsibilities that are explained below. If you believe that you have not been treated fairly or provided appropriate services by WTC, you can ask for help from your center counselor or case manager, the WTC Risk Manager, or from the Client Assistance Program. As a consumer of the WTC:

1. You have the right to receive services regardless of your race, color, sex, age, national origin, religion, disability, gender identity, or sexual orientation.
2. You shall be treated with consideration, respect and full recognition of your dignity, privacy, and individuality, and shall receive from staff reasonable and prompt responses to your requests for assistance.
3. You shall receive care, treatment, and services which are appropriate to your needs and in compliance with relevant Federal and State laws and regulations.
4. You will participate in developing your plan of services and any amendments to it. You also have the right to review your plan of services at any time during your program.
5. You shall have access to services and programs on a voluntary basis.
6. You have the right to be informed about any delay in the provision of your services.
7. You, or your official representative, have the right to review information in your Center Record. Medical, psychological, or other information which the staff believes may be harmful to you may not be released directly to you, but provided through your representative, a physician, or a licensed or certified psychologist.
8. You have the right to be free from physical, sexual, or psychological abuse or physical neglect. You have the right to be free of chemical and physical restraints, except in situations in which your behavior threatens your safety or the safety of others. In such situations, immediate restraint may have to be applied. Any continuing restraint must be authorized and monitored by a physician.

9. You have the right to receive the help necessary for your rehabilitation program including, as necessary, special communication aids and other assistive technology, and shall have access to any appropriate means of communication at any reasonable hour while at the facility.
10. You have the right to retain your clothing and personal articles and the right to reasonable security in their storage and use.
11. You have the right to present grievances, pursue appeals, and recommend changes in policy and procedure without fear of reprisal or barriers to services. You have the same right to request services or question services.
12. You have the right to be protected from physical, sexual, psychological, and fiduciary abuse; harassment and physical punishment or neglect; and retaliatory, humiliating, threatening, or exploiting actions.
13. You have a right as a resident consumer to be assigned a room, floor and section in a manner consistent with Title VI of the Civil Rights Act of 1964; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; and the ADA of 1990, Titles II and III, Title 20 of State Government Article, and DORS Policy, RSM 2, Section 1206.
14. Resident consumers will not be asked if they are willing or desire to share a room with a person of another race, color, sex, age, national origin, religion, disability, gender identity, or sexual orientation.
15. You have the right to be informed that an observer will be at your meeting or appointment with as much notice as

possible. You will be informed of the reason for the observer and the observer's role at the appointment or meeting. You have the right to refuse an observer in a counseling session.

16. You have the right to request an observer but you must request approval from the WTC service provider. WTC service providers may decline the request if they feel that the observation will affect the results of the meeting or appointment.

CONFIDENTIALITY: All information given to or obtained by your center counselor or case manager will be used only for your rehabilitation and the administration of the program. Information may be released for purposes of your rehabilitation program, or if required by Federal or State law or in response to legal investigations and court order. Information requested about you from DORS or WTC for any other purpose can only be released by your written consent.

COMPLAINTS: Complaints can be made to any staff person at the Center. If you desire to make your complaint formal (in writing), you may do so by completing the Complaint Form, included in this packet. The staff person designated to receive this form is the WTC Risk Manager, telephone 410-554-9145. The Risk Management Office is located on the WTC administrative hallway near the lobby. Formal complaints will be responded to within two weeks.

CONFLICT RESOLUTION: Individuals who believe they have not been treated fairly or provided appropriate services by WTC may ask for help, either on their own or with assistance from the Client Assistance Program (CAP), in the following ways:

1. WTC Staff Review: The individual may request a meeting with the center counselor or case manager and the supervisor to discuss the problem and seek a solution.
2. Consumer Complaint Procedure: The individual may request to fill out a formal consumer complaint form (Consumer Complaint Form RS-WTC-1b and included in this packet) and forward it to the Risk Manager for investigation.
3. CAP staff give advice and provide clarification of, or assistance with, the rehabilitation services provided by WTC and other agencies. CAP staff work with individuals and DORS staff to help resolve concerns and problems and can offer assistance with mediation or the Appeal Process. CAP staff are located near the therapy services area of WTC in room M102 and M110a and may be reached by calling 410-554-9363, 410-554-9361, or 1-800-638-6243. The videophone number is 410-415-9308.

WTC Residential Services Dormitory Rules

We hope your stay on the dormitory will be an enjoyable experience. To keep your dorm safe, clean, and pleasant, all dormitory consumers are expected to follow these rules. These rules are designed to help everyone respect each other. They also help our WTC Residential staff meet their responsibilities for safety and accountability. If, at any time, you have questions or concerns, please see any residential advisor.

Your Room

Keys

Keys to your room (plastic cards and keys) will be issued on admission day. Don't lose them! You should always close and lock your door when you leave your room. The residential advisors will have a master key for all rooms.

Cleaning

You are responsible for cleaning your own room. If you do not know how to clean, instruction will be provided by residential advisors. Cleaning supplies are available. This is a mandatory activity for all consumers and will occur every Wednesday evening. You may begin cleaning in the afternoon, but the room check will be held beginning at 6:00 p.m. Once checked by a residential advisor, if your room is cleaned appropriately (a checklist is provided), you may continue with your desired evening activities.

Decorating

You can decorate your own room with appropriate pictures, posters, etc. You may not display pornographic, obscene, or other inappropriate pictures or decorations. The use of permanent hanging materials (e.g., nails, screws) is not permitted. Candles, incense, and all lighted products are not allowed in the Center. Residential Advisors have the right to indicate whether or not material is inappropriate and you will be asked to remove the items.

Heating and Cooling

Each dorm room is equipped with a heating/cooling unit; however, there are a few things to keep in mind. First, the Maintenance Department will turn on the heat/cooling system at a certain time of the year. SRD 1 windows may be open (see a residential advisor) at certain times if necessary, but you need to ensure that you close and lock them when you leave for the

weekend. Because SRD 2 rooms are in a different part of the building, those windows are not able to be opened. Please do not attempt to open them.

Secondly, since you will most likely be sharing your room with another consumer you will need to cooperate and compromise with each other on the room temperature, which is set by electronic thermostat mounted on the wall.

Day Room Check

Day shift residential advisors will conduct daily room checks to ensure that you are safe, awake, out of your room, and have gone to your program. These room checks also will let you know what areas need attention in your room such as putting clothes away, making up the bed, cleaning off the desk, etc.

Night Room Check

Every night, residential advisors will be checking to make sure that you are in your room by 11:00 p.m. If you will not be staying the night at WTC or will be late, please let residential advisors know.

Staff Access

Outside of the daily room check during the day and curfew checks in the evening, staff may need to enter your room for different reasons. If staff suspect any behavior problems, unsafe situations, possible health issues, or suspect that you either possess or are using any of the following: drugs, alcohol, tobacco, standard or smoke-free electronic cigarettes or cigars, pipes, vaporizers or weapons, or if staff hear loud or unusual noises, they will enter your room. Staff will always knock and announce themselves before entering your room.

Schedule

Daily

You are expected to get up in the morning independently. However, if you need some additional help and guidance, residential advisors will help you work on your morning routine so that you can become independent in this area. If you do not own an alarm clock you need to purchase one and bring it in as you should not depend on residential advisors to wake you up. You and your room may be checked by residential advisors before leaving the floor to make sure you are prepared for the day, dressed and groomed appropriately and that your room is in order. Unless you are in the Food Service Training program and working the later shift, you are expected to be out of your room and ready for the day by 7:00 a.m. to go to breakfast. If you do not choose to eat breakfast, then you should be out of your room by 8:00 a.m.

Showering

Showering can begin at 5:30 a.m. but if needed earlier due to preference or your program, please inform a residential advisor. Showering **MUST** be completed by 11:00 p.m.

Leaving and Returning to the Floor

When leaving or returning to the floor, consumers must use the “Sign In/Out” board on the wall. This will assist residential advisors in knowing your whereabouts in the event of an emergency.

If you choose to leave the building grounds, please inform residential advisors of your plans and when you plan to return. It is also recommended that consumers travel in groups and not venture off the building grounds alone. You should plan your

time outside of the building so you make it back to the dormitory by 11:00 p.m. If you find yourself in a situation where you are going to be late (e.g., bus is running late), call the residential advisor to let them know what is going on.

Important: If you violate the curfew you most likely will receive a consequence. Depending on how late you are in returning will determine whether or not you receive a consequence of losing a privilege (e.g., an earlier curfew, floor restriction). Continued violation may result in loss of privileges of residing on the dorm.

Floor Restriction

If you violate any rule of the dormitory or the Workforce and Technology Center, you may be given a consequence of floor restriction. Continued violation may result in loss of privileges of residing on the dorm.

Curfew

On Sunday - Thursday, you must be in your room by 11:00 p.m. Those consumers residing in a room with no bathroom may certainly use the community bathroom as necessary but you are not to hang-out in the hallways talking, etc. You do not have to go to sleep at 11:00 p.m. but if you watch T.V. or listen to the stereo you must do so using your headphones so that you do not bother your roommate. Please consider your roommate; being courteous and respectful of each other's space (including noise and light) and belongings.

Your ID badge allows you into the card access back door from 7:00 a.m. until 9:30 p.m. Monday-Thursday. After 9:30 p.m., you can either 1) press the call button for Security staff to let you in the back door or 2) you can enter the building with card access at the front lobby until 11:00 p.m. After 11:00 p.m., you will need

to press the front lobby call button for Security staff to let you in. On Sundays and Holidays, you will need to enter at the front lobby. On Sundays and Holidays, you can enter the building with card access at the front lobby until 9:30 p.m. After 9:30 p.m., you will need to press the front lobby call button for Security staff to let you in.

Dorm Visits

Dormitory consumers are allowed to visit with one another ONLY in the lounge areas or the WTC common areas (i.e., Enrichment hall, courtyard). No consumer is allowed to visit any other consumer in each other's rooms; or congregate in the hallways or stairwells to visit.

Linens/Laundry

You may bring your own linens during your stay. If you decide to use your personal linens, they should be for a twin-sized bed. You may also want to bring pillows, mattress pads, and comforters. If you do not bring your own linens and pillows, those will be provided.

You are expected to wash your own linens and clothes once a week. As with room cleaning, if you need instruction and assistance for any part of the laundry process, residential advisors are here to assist you. Laundry tasks may occur when the washers and dryers are available, and all consumers will need to sign-up to use the machines. The sign-up sheet is on the front of the door to the laundry room. If you do not have your own laundry detergent, we can provide you with a limited amount. You should remain on the floor while your laundry is being done. WTC is not responsible for lost articles of clothing or other mishaps of your laundry. The last wash is at 9 p.m. All

laundry activities are to be completed by 10:45 p.m. except on Fridays, when it must be completed by 4 p.m.

Trash

You are expected to properly dispose of trash in your room and place it in the small room trashcan. Throwing trash and leaving crumbs on the floor or on furniture is not acceptable. At the end of every day, please place your small room trashcans outside of your room, near the door so it can be picked-up the next morning for disposal. If you have food packages (e.g., candy wrappers, cracker/cookie crumbs, food wrapping paper, drink containers), then put this trash in the large, covered trashcans available in the hallways.

NEVER throw the paper towels in the toilet as these will clog up the plumbing.

Female Consumers

NEVER throw and dispose of your pads and tampons in the toilet. You should wrap them up and place them into a small brown bag or seal them in a small plastic bag before throwing them away in the trash can. If no bags are available, roll the pad or tampon in toilet paper and dispose of it in the can in the stall.

Consumers with Bowel and/or Bladder Issues

If you catheterize or wear disposable underwear to prevent accidents, you are expected to dispose of these items in a proper manner as well to control odors. Whatever items are soiled with urine and/or feces should be wrapped up and placed into a small red plastic bag and sealed. See a residential advisor for the red plastic bags. You may tie, tape, or use a twisty-tie to seal the bag. You will be provided with a box to

place the red bags after sealing. If residential advisors notice odors due to urine or feces, you may be asked to double-bag the item and take it to a special can outside of your room.

Food

Food requiring refrigeration should not to be stored in your room unless you are approved to have a refrigerator. Other perishable food such as snack food should be stored in sealed, plastic containers (like Tupperware) to avoid rodents/insects. See the residential advisor for a plastic container. Refrigerators available for WTC must be approved by Health and Wellness Center staff for a medical need. Priority is given to consumers needing refrigerators for medicine.

Electronic Appliances and Devices

You may have the following electrical items in your room: personal grooming appliances such as hair dryers, curling irons, electric razors; or lamps, radios, clocks, stereos, T.V. (27" or smaller). NOTE: there is no cable/satellite/Internet or phone jacks in individual rooms. You cannot have cooking appliances in the room such as coffee pots, microwaves, or hot plates. If you have a medical reason to store food or medication, you may have a small refrigerator in your room (if you do not have one, the residential advisor will provide one for your use while at the WTC).

As with any electrical appliance, it is extremely important that you follow safe practices when using them and make sure that the electrical cords are not frayed (no exposed wires). You may not hang lights up in your room. If you are not sure about a particular appliance, or are concerned about its safety, please see a residential advisor.

During dormitory consumer meetings, using any of these electronic devices is not permitted. Up to 11 p.m., all electronic appliances and devices (e.g., radios, stereos, TV) must be played at low volume as to not disturb others. After 11:00 p.m., headphones must be used. If any offensive language played on any of these devices is heard by residential advisors, you will be asked to turn it off. If residential advisors continue to hear offensive language, you will lose the privilege of using and listening to the device and must take it home.

You are responsible for your electronic games (e.g., Gameboy, PlayStation, Wii) and other similar devices.

Musical Instruments

Musical instruments can be brought in to be played in a designated area, scheduling time with Enrichment staff. They should not be played in your room or in common areas.

Lending/Borrowing Personal Items

It is strongly recommended that you DO NOT borrow or lend any of your personal belongings, especially money to your friends at WTC. Do not leave your items unattended. If an item is broken, lost, or not returned to you, it is not the responsibility of the residential advisors to get it back for you.

Use of Cell Phones

You may NOT talk on your cell phone after 11 p.m. in your room as it may be disturbing to your roommate but you may text message. Please do not use your speaker phone in common areas, as it is disruptive to other consumers. If it is an

emergency, you should see residential advisors and you may use your cell phone or the WTC phone to make your call.

Taking photographs or audio and/or video recording using a cell phone or any electronic device requires the approval of all individuals present, consistent with Maryland law. This includes recording individual or group meetings or posting pictures on social media without approval.

Emergencies

Fire

Exit the building quickly whenever a fire alarm sounds unless you are given other directions by WTC staff. WTC staff will inform you when you can reenter the building after a fire alarm.

Lockdown

A lockdown or emergency will be announced on the loudspeaker: "Attention, WTC is under lockdown. Proceed to the nearest room or office and lock your doors". When you hear this announcement, go to the nearest room or office and lock the doors. When the lockdown or emergency has concluded you will hear the announcement, "All Clear, WTC All Clear". At this time you can leave the room or office and return to your regular activities.

The following steps should be followed:

1. IMMEDIATELY go to the nearest room or safe space.
2. Remain quiet and calm.
3. Lock your doors. If there is no lock, barricade the door with available objects.
4. Turn off all lights.
5. Silence all mobile devices (cell phone, iPad, tablet, etc.)

6. Close all window blinds. Stay away from the windows and doors.
7. Seek cover.
8. DO NOT respond to anyone at the door.

Medical

In case of an accident or medical emergency, please alert any WTC staff.

Weekends

All consumers must return to their home or place of residence on weekends. Some programs end for the week on days other than Friday. You should leave for the weekend on the day your program ends for the week. If you use public transportation, you need to plan accordingly. If you have any transportation-related concerns or problems, you will need to meet with your center counselor or case manager for assistance. Please arrange for transportation to come when you are done for the day. Do not wait until Friday to worry about who is picking you up, or how you are getting home. Start making arrangements earlier in the week.

All residential consumers must be out of the building by 6:00 p.m. on Friday. If your transportation cannot pick you up by 6:00 p.m., then please inform your residential advisor. Before leaving for home on the weekend, do not move your pin to the "Home" position until you are actually leaving the Center for the weekend.

Consumers residing on SRD 2 should turn in your badge and key to a residential advisor. You can pick it up when you return on Sunday.

You may return to WTC after 3:00 p.m. on Sunday.

Holiday and Class Closings

All WTC services are closed on New Year's Day, Dr. Martin Luther King Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving and the following day, and Christmas. The WTC closes all services for a winter break between Christmas and New Year's Day.

In the event of bad weather, if the Baltimore City Schools are closed, WTC Student Services are closed for Day consumers. Residential consumers at the Center at the time of the closure will be informed if their program is open on days when Baltimore City Schools are closed.

Discharge

Upon discharge from the Center for completion of your program or as determined by your center counselor, please take all your belongings with you. A residential advisor will go with you to your room to ensure that you took everything. If for some reason you are not able to take everything with you, we will keep it in storage for up to 30 days. Please make arrangements within those 30 days to come and get your belongings. Items remaining after 30 days will either be thrown away or donated.

The Division of Rehabilitation Services' Vision, Mission, Charge, and Values

Vision

Our shared vision is that the State of Maryland is the best place in our nation for persons with disabilities to live, work and raise

a family. Individuals with disabilities are welcome, fully included and actively participate in all Maryland communities.

Mission

The mission of the Division of Rehabilitation Services is to provide leadership and support in promoting the employment, economic self-sufficiency and independence of individuals with disabilities.

Charge

- The charge of the Division of Rehabilitation Services is to maintain and enhance opportunities for individuals with disabilities by:
- Promoting employment and independent living through the administration and development of the State's rehabilitation services program;
- Maximizing independence and self-sufficiency through the administration and development of the State's disability determination services program;
- Promoting empowerment and inclusion in all of Maryland's communities;
- Building collaborative relationships with public agencies, private organizations, employers, and community groups; and
- Fostering a skilled workforce that reflects the diversity of Maryland's communities and the people we serve.

Organizational Values

- The Maryland Division of Rehabilitation Services will strive to be recognized nationally as an outstanding organization in administering public rehabilitation and disability determination services. Maryland's citizens with disabilities and the

business community will readily recognize DORS expertise in employment and disability issues.

- To achieve this goal, the Division and its staff will be committed in principle and practice to the following organizational values:
- Mission-Driven Organization – our staff, stakeholders and customers will know the mission of our organization; our mission will focus and direct all actions of the organization with emphasis on building outstanding relationships with our customers.
- True Concern for Our Customers – we will respect, select, nurture and develop staff that possess a genuine concern and respect for the people we serve.
- Belief In and Commitment to Our Employees – the greatest asset an organization has is its people; we will communicate and act on that value, fostering respect, communication, trust and empowerment.
- Collaboration & Teamwork – the strength and effectiveness of an organization is tremendously enhanced when it supports and encourages staff to work in teams and to partner with other organizations.
- Sense of Urgency – we will lead, manage, act and communicate with a sense of urgency; what we say and do today will become our organization's legacy.
- Eagerness to Learn, to Take Necessary Risks and to Change – we realize that our environment and our disciplines are dynamic; we will lead our organization in a manner that welcomes and flourishes in a dynamic and ever-changing environment.
- Commitment to Continuous Improvement – we will thrive on innovation and performance enhancement; being the best requires never being satisfied with today's accomplishments.

WTC IMPORTANT NUMBERS

Academic Services	410-554-9272	Addictions Services	410-554-9335
Autism Services	410-554-9173	Cafeteria Daily Menu	410-296-2915
Career Assessment Services	410-554-9159	Career and Technology Training	410-554-9272
CORF (Therapy)	410-554-9553	Deaf & Hard of Hearing Services	410-554-9582 (VP) 410 415 9306
Employment Services	410-554-9130	Health & Wellness Center	410-554-9326
Enrichment Services	410-554-9252	Medical Director	410-554-9324
Lobby	410-554-9100	Residential Services	410-554-9256
Office for Blindness & Vision Services At WTC	410-554-9277	Toll-Free	1-888-200-7117
Rehabilitation Technology Services	410-554-9466	WTC Director	410-554-9439
Security	410-554-9320	WTC Residential Night	410-554-9192

		Supervisor 11:00 p.m.– 7:30 a.m.	
Work Readiness Services	410-554-9145	WTC Evening Administrator 3:00 – 11:30 p.m.	410-554- 9256

WTC PAY PHONE

WTC Main Lobby	410-889-9391 (TTY or Voice) 410-366-9728
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WTC Consumer Dining Room Hours & Guidelines

(Monday – Friday)	Breakfast:	7:30 a.m. – 9:00 a.m.
(Monday – Friday)	Lunch:	11:30 a.m. – 1:00 p.m.
(Monday – Thursday)	Dinner:	4:30 p.m. – 5:30 p.m.

- ❖ Your ID card serves as a debit card for your meals. Day consumers receive lunch, while attending WTC, and residential consumers receive breakfast, lunch, and dinner. Staff will show you how to use the ID cards in the cafeteria.
- ❖ Please have your ID ready when you enter the dining room. Your ID may need to be presented prior to you entering the serving line. Consumers will not be served without their ID badge present.
- ❖ A consumer without their ID badge will be required to return to retrieve the badge or be required to see Security to obtain a replacement badge or consumer pass.
- ❖ Consumers are allowed to go through the serving line one time per meal.
- ❖ Food and beverage service is only available at the posted times.

- ❖ Upon exiting the serving line, consumers are to scan their ID badge to account for their meal.
- ❖ Carryout containers, including cups, are sale items except during designated meals. Anyone using carryout cups to get cold or hot beverages must pay the full cost of that item.
- ❖ All food and beverages using standard cafeteria dishes are to be consumed in the cafeteria area only and are not to be taken out of the dining room.
- ❖ No food is to be transferred to personal containers for removal from the cafeteria.
- ❖ The *Pattycakes' Forever* reusable mug is for coffee, fountain soda, cappuccino, hot tea and ice tea.
- ❖ Upon completion of your meal, please take your finished tray with dirty dishes to the carts located on either side of the dining room.
- ❖ Complaints, concerns, or suggestions should be submitted via the complaint forms provided inside the cafeteria.
- ❖ *Pattycakes' Café* (located near the Enrichment Hall) is available to consumers, but on a cash basis only. ID badges cannot be used.

❖ A meal consists of the following:

○ Breakfast

- Choice of 1 entrée and 2 sides (meat and/or potatoes) or 2 servings of hot or cold cereal and 2 sides (meat and/or potatoes);
- 1 serving of toast, bagel, or muffin;
- 1 serving of fruit or breakfast dessert per meal;
- 1 cup of juice (available, upon request, on serving line);
- 1 cup of milk (available, upon request, on serving line);
- 1 cup of coffee, hot tea, cappuccino, or hot chocolate;
- Only coffee and hot tea refills are available.

○ Lunch

- Choice of 1 entrée or sandwich, 2 sides, soup, and a salad;
- 1 serving of fruit or dessert per meal;
- There is a limit of 2 fountain drinks per meal;

- 1 cup of milk (available, upon request, on serving line);
 - 1 cup of coffee, hot tea, cappuccino, or hot chocolate;
 - Only coffee and hot tea refills are available.
 - Juice is not available for lunch.
- Dinner
 - Choice of 1 entrée, 2 sides, soup, and a salad;
 - 1 serving of fruit or dessert per meal;
 - There is a limit of 2 fountain drinks per meal;
 - 1 cup of milk (available, upon request, on serving line);
 - 1 cup of coffee or hot tea;
 - Only coffee and hot tea refills are available.
 - Juice is not available for dinner.

Maryland State Department Of Education
Division of Rehabilitation Services
Workforce and Technology Center

ACCESSIBILITY REQUEST FORM

Directions: Complete this form to express an accessibility concern or issue at WTC. Complete numbers 1, 2, 3, and 4 below. Please request that a staff member interoffice mail or email this form to Brenda Isenock, Rehabilitation Technology Services.

1. Name: _____

2. If you are a consumer, what program are you attending?

3. If you are a staff person, volunteer, or visitor, list your phone number: _____

4. What is your Accessibility concern/issue? (Please be specific, e.g. location, room number, etc):

Signature: _____ Date: _____

ACTION

WTC Accessibility Coordinator Signature: _____

Date: _____

Maryland State Department of Education
Division of Rehabilitation Services
Workforce and Technology Center

CONSUMER COMPLAINT FORM

Complete this form to express your concern or dissatisfaction with WTC services or staff. Submit this form to Robin Griffin, Risk Manager. Make a copy of this form for your record before submitting it.

NAME: _____

COMPLAINT: _____

ACTION(S) THAT I FEEL SHOULD BE TAKEN TO RESOLVE MY COMPLAINT:

SIGNATURE: _____

DATE: _____

WTC management will respond to your complaint within two weeks. If you disagree with the response, you may contact the Client Assistance Program (CAP) to discuss your right to appeal. (CAP, 2301 Argonne Drive, Baltimore, MD 21218, (410) 554-9363 or 1-800-638-6243, cap.dors@maryland.gov).