



(828)-757-5680 PHONE
1617 COLLEGE AVE. SW
LENOIR, NC 28645

CLIENT HANDBOOK

“BUILDING FUTURES TOGETHER”

CARF ACCREDITED

for the following services:

**Organizational Employment Services
Community Integration**

MISSION STATEMENT:

The mission of Caldwell Opportunities is to provide developmental and vocational services for adults with disabilities who live in Caldwell County in order to maximize independence and employment.

VISION STATEMENT:

Caldwell Opportunities, Inc. will continue its legacy of assisting persons with Developmental Disabilities to achieved independency, to experience meaningful relationships, and to contribute to their community.



INTRDUCTION

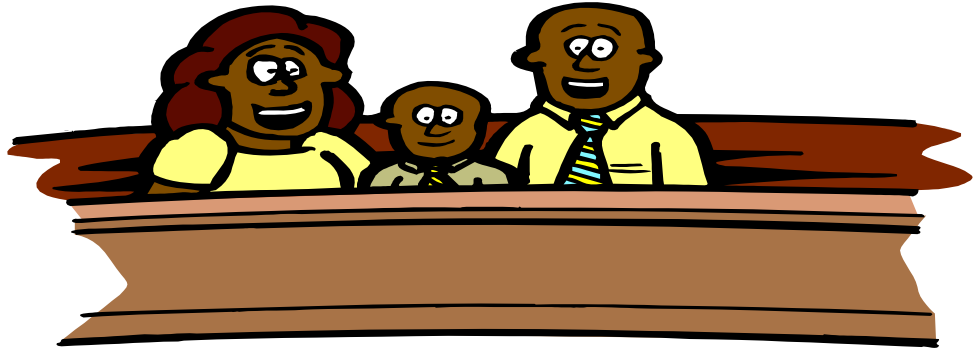
Welcome to Caldwell Opportunities, Inc. (COI). We are pleased to have you as part of our program. We want to get to know you. We look forward to helping you in any way that we can.

It is important that you feel comfortable and that your stay at this facility is pleasant, interesting and rewarding. Our purpose is to provide you with job training, to help you develop skills, and to learn about your interests which will help you to achieve your highest potential. We will need your help to do this.

This book will help you understand what we do at Caldwell Opportunities. It also explains our rules. Please read it carefully and keep it for future use. If you have any questions, please ask any staff member for help. You need to know and understand as much as you can because you will be asked to participate in making facility decisions and making decisions about your future.

Again we welcome you to Caldwell Opportunities. We are glad you are here.

Sincerely,
The Staff of Caldwell Opportunities



PROGRAM VALUES

- ❖ We believe that the most effective outcomes arise from participation in the design and direction of services. Therefore, we work as partners with program participants, families, guardians, residential providers, referral sources, team members, case managers/care coordinators, and communities which we serve.
- ❖ We believe that all people deserve to be treated with courtesy and respect.
- ❖ We place value in providing the most effective client outcomes in the most cost-efficient manner.
- ❖ We strive to continually improve all aspects of our service delivery system.
- ❖ We strive to provide an easily accessible environment – in both attitude and environment.
- ❖ We strive to achieve measurable, observable and demonstrable outcomes that affect each person's quality of life in positive ways.
- ❖ We strive to deliver services promptly, according to each individual's needs.
- ❖ It is important that individuals involved in our programs are satisfied with the service they receive. It is also important that our staff, stakeholders, and members of our community are satisfied with our organization.
- ❖ Caldwell Opportunities supports cultural diversity and will provide services without discrimination.

PROGRAM DESCRIPTIONS

Caldwell Opportunities is a Community Rehabilitation Program. We have 3 programs available:

I. Adult Developmental and Vocational Program (ADVP)

The ADVP program is a state funded day program for adults with intellectual developmental disabilities. This program provides organized developmental activities designed to prepare the individual to live as independently as possible by offering a variety of specific services and activities. These include paid work, development of personal and community living skills and adult basic education. Each individual will participate in these activities based on their needs and interests outlined in their person centered plan.

To be eligible for ADVP individuals must be 18 years of age, have a diagnosed intellectual developmental disability, care for their own personal needs and self-medicate if necessary, not be a threat to the health and safety of themselves or others and be willing to participate and benefit from the program.

All participants must meet the requirements of the Workforce Innovations and Opportunity Act (WIOA) through North Carolina Department of Vocational Rehabilitation before entering COI.

II. Long Term Community Supports Program (LTCS)

The LTCS program is a Medicaid funded day program for adults with intellectual developmental disabilities. This program provides organized developmental activities designed to prepare the individual to live as independently as possible by offering a variety of specific services and activities. These include paid work, development of personal and community living skills and adult basic education. Each individual will participate in these activities based on their needs and interests outlined in their person centered plan.

To be eligible for LTCS individuals must be 22 years of age, have a diagnosed intellectual developmental disability, have active Medicaid, care for their own personal needs and self-medicate if necessary, not be a threat to the health and safety of themselves or others and be willing to participate and benefit from the program.

All participants must meet the requirements of the Workforce Innovations and Opportunity Act (WIOA) through North Carolina Department of Vocational Rehabilitation before entering COI.

III. Innovations Waiver: Day Support Services

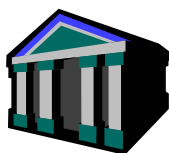
The Day Support program is funded through the Innovations Waiver for adults with intellectual developmental disabilities. Based on the individual's needs this program can be in a group setting or can be provided with one staff for the individual.

This program provides organized developmental activities designed to prepare the individual to live as independently as possible by offering a variety of specific services and activities. These include paid work, development of personal and community living skills and adult basic education. Each individual will participate in these activities based on their needs and interests outlined in their person centered plan.

To be eligible for Day Supports an individual must be on the Innovations Waiver, be 18 years of age, have a diagnosed intellectual developmental disability, have active Medicaid, self-medicate if necessary, is not a threat to the health and safety of themselves or others and be willing to participate and benefit from the program.

All participants must meet the requirements of the Workforce Innovations and Opportunity Act (WIOA) through North Carolina Department of Vocational Rehabilitation before entering COI.

GENERAL POLICIES



Human Rights

Caldwell Opportunities shall protect and promote the dignity and safety of clients. Each client is counseled regarding their rights while receiving services through Caldwell Opportunities. This is shared with you at orientation, at which time you will receive a written copy of your rights, and a reminder of your rights is provided annually. Staff will explain and answer any questions you may have.

Non-Discrimination Policy

Caldwell Opportunities does not discriminate in services provided to persons with disabilities, nor do we discriminate in the employment or provision of services for persons with regard to race, sex, national origin, religion, or any other factor. We abide by the provisions of Title VI of the Civil Rights Act of 1964, and Section 504 of the Rehabilitation Act of 1973. Caldwell Opportunities wants to insure that all clients, visitors, and staff are treated with dignity and respect.



Governing Authority

The Executive Director has the responsibility and authority for managing the daily activities of the facility; however, Caldwell Opportunities, Inc.'s Board of Directors is the final authority governing the facility and establishing our policies. We are a non-profit organization.



Appearance - Dress Code

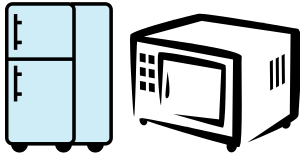
You must come to work clean and neat each day. You may not wear tank tops, halters, short shorts, sandals, or clothing having obscene language or illegal substances emblems. Due to safety regulations, jewelry or loose clothing should not be worn when operating machinery. If you have long hair, it should be tied back. Closed toed shoes must be worn on the work floor.



Lockers

All clients are assigned a locker upon entry into any program component. Personal property may be kept in your locker and you may bring a lock for your locker. You are responsible to keep your locker clean.

Lunches



Refrigerators are available in the break area for you to keep your lunch. Microwaves are also available to heat foods. You are asked to keep these areas clean.

Water and Ice



A water and ice machine is in the kitchen for your use. Please bring a sealed drinking container for water. Water in such a container is allowed on the work floor. No other beverages or food are allowed in the work area.

Smoking and Other Uses of Tobacco Products



Smoking, chewing tobacco and dipping snuff is permitted in the outside designated smoking areas at the gazebo only. You may use tobacco products/vape products only during lunch, break periods, and time permitting, before and after work. Use of tobacco is not allowed inside the buildings (including work areas, rest rooms, and hallways), on vans, or behind the building. These policies are subject to change as there are changes in the law. There are No Exceptions to this policy. Violation of this policy may result in termination from the program.



Telephones

Telephones may be used with the approval of your supervisor. Personal cell phones and COI phones are only to be used at break or lunch. Cell phones will be kept in your locker unless special arrangements have been made with the Program Director or the Executive Director. Your supervisor must feel that the reasons you wish to use the telephone is an emergency and cannot wait until after work. Please discourage your friends and family from calling you at work unless it is an emergency.

Visitors



All visitors must report to the office immediately upon arrival to the facility and sign in. You should not have visitors during work hours.

Rest Rooms



Rest rooms are located in the hallway between the break room and the work floor. You should use the restrooms before and after work, at lunch and at break. If you need to use the rest room at another time inform your supervisor. Please be sure to wash your hands thoroughly prior to returning to work or class. Another restroom is located off the kitchen.

Selling and Solicitation



Collections, pools, or selling of goods by consumers or outsiders is prohibited on facility grounds unless authorized by the Executive Director.

Bullying:



Caldwell Opportunities has a no tolerance stance on bullying.

Harassment:



Caldwell Opportunities, Inc. does not allow any form of harassment that makes you feel uncomfortable at work. No one has the right to treat you badly or to try to make you do things you do not want to do. Tell your supervisor if you ever think you are being treated unfairly or inappropriately.

Open Door Policy:



You have the right to report any problem or disagreement and someone will help resolve the problem. The first step is to tell your program director or supervisor. If we don't know we cannot help you.

DRUGS, ALCOHOL, WEAPONS



Caldwell Opportunities has a no tolerance stance on weapons, use of alcohol and drugs at COI.



Equipment and Supplies

Our equipment and supplies are very expensive. Your cooperation in helping us to take care of them is appreciated. You are asked to report all damaged equipment, or equipment that is not working properly to staff.



Fire and Disaster Procedures

You are expected to follow the instructions of the staff in emergency drills and in the event of an emergency. Fire drills will be held monthly. During fire drills, everyone is to evacuate the building through established routes. These are posted throughout the building and are usually the nearest exit. During severe weather, everyone will remain inside the building and follow staff instructions. Remember to remain quiet and listen for instructions during all emergencies and drills. Other emergency drills will be held periodically. Participation in all drills is mandatory.



Search and Seizure:

You will be free from unwarranted invasion of privacy, but there may be times when COI may conduct a search to maintain a safe workplace. The Search and Seizure policy will be followed if a search is required.



Disciplinary Policy

COI rules should be followed. It is the responsibility of everyone to show respect for themselves, their coworkers, and COI by following the work rules as stated in this Handbook. Policies will be followed when someone does not follow the rules.



Suggestions

We always welcome your suggestions. If you have ideas which may benefit those persons served by Caldwell Opportunities, please advise staff or place in the suggestion box located in the break area.

Client Records



Your Program Director will maintain a personal file or client record about you. This will include all information pertaining to your enrollment in our program. The contents of this file will be confidential and available for your inspection upon request to your program director. In order to keep your records up to date please notify your program director if any of the following changes:

- (1) name
- (2) address
- (3) health status
- (4) medication changes
- (5) phone
- (6) and/or any other changes which may affect your services at this facility.



Illness

If you are sick we ask you stay home so others do not become infected. If you become sick at work tell a staff member immediately.



Absences or Tardiness

If you are unable to come to the day program, we ask that you call (828-757-5680) by 8 am to notify the program you are not coming and so the van driver can be notified.

Your attendance is important to both Caldwell Opportunities and to your progress. On-going attendance issues will be addressed by your Program Director. If attendance does not improve it could potentially lead to termination from the program.



Medications

Caldwell Opportunities, Inc. does not administer medications to any clients. Clients who self-administer medications must have a form/prescription/letter from the prescribing physician stating they are able to self-medicate. All medications must be kept in a locked locker.

Work Injuries

If you are sick or injured on the job, report this immediately to your supervisor. Failure to report an accident in a timely manner may affect your benefits under Workman's Compensation Insurance. No injury is too small to be treated or reported.

Grievance Procedure

All clients served in this facility shall have the right to voice concerns regarding their treatment and the services they are provided. Examples of a concern could include personality conflict with a staff member or client feeling he/she is not receiving adequate treatment. If you and/or your guardian have any opinions, recommendations, or concerns about Caldwell Opportunities, or if you have any complaints about staff or the services you receive, please speak to the Executive Director.

1. The Executive Director will attempt to resolve any grievance to the consumer's satisfaction at the time the complaint is issued by the client.
2. If the consumer is not satisfied, the Executive Director should inform the Board of Directors / or
3. You may contact the Board of Directors through the Board Secretary.

A copy of our grievance procedure is given to each client upon admission and again annually.



Safety

Caldwell Opportunities is very safety conscious. You will be given instructions in safety when you enter the program. You will be expected to follow safety rules. Please report any conditions which you feel are unsafe to an instructor. Unsafe conditions will be eliminated when detected. Running or horseplay is not allowed. When operating machinery avoid wearing loose clothing, jewelry, keep long hair tied back, and utilize personal protective equipment. The Safety Committee conducts a monthly walk through to insure all safety standards are being met. This committee also meets quarterly to reviews accidents and other safety issues and to discuss ways to make the work place safer. A mandatory Safety Meeting is held with all staff and clients each month.



Work Schedule

Your workday begins at 9:00 am and ends at 3:00 p.m., Monday through Friday (unless you have a modified schedule developed by your team members). You will have a thirty minute break for lunch and a fifteen minute break in the afternoon. A bell will signal these times. You are expected to be back to work when the bell indicates your break or lunch period is over.



Inclement Weather Policy

In the event of inclement weather, Caldwell Opportunities will follow the schedule of the Caldwell County Schools on the *FIRST* day of bad weather, after that Caldwell Opportunities will make independent scheduling decisions.

In ALL cases Caldwell Opportunities will post all inclement weather closings on our Facebook page, WBTV, WSOC and Kicks 103.3 (gofoothills.com).



Holidays and Vacation Days

Caldwell Opportunities is open all year. Each year the Board determines the holiday closure schedule. Holidays include: New Year's Day, Martin Luther King Day, Good Friday, Memorial Day, Fourth of July, Labor Day, Veteran's Day, Thanksgiving and the day after Thanksgiving and the week of Christmas.

How you are Paid:

You are paid for all time you are in work status. Caldwell Opportunities, Inc. works under a special minimum wage certificate through the Department of Labor due to COI being a community rehabilitation program meeting the criteria for such a certificate. You will be observed and timed while engaged in work activities. A time sampling is performed which measures your ability to complete the work task against three other non-disabled individuals. This determines your rate of pay for this job. This measurement is recalculated every six months or whenever a noticeable change in your performance is observed.

Participants of IDD Services are long term participants, thus you are considered employees. You are considered Employee Clients. A W4 is completed and taxes withheld from your checks. By January 31 of each year you will receive a W2 reflecting monies paid and withheld during the previous calendar year.



Pay Policy

Your pay is based on how much you produce as compared to someone in industry. You will be paid by an hourly production rate. The more you do, and the better you do it, the more money you will make. You will be compensated fairly according to all guidelines of Wage and Hour. You will be paid every other Friday unless we are closed on Friday. If we are scheduled to be closed you will be paid on the last working day prior to closure.

Consumers just starting the program will receive their first check after their third week. Paychecks are ready at 2:00 p.m. on payday. They will not be given out early. If you do not work on payday, do not come prior to 2 pm to pick up your check, it will not be given out. If someone else is to pick up your check, you are required to put this in writing including the name of the person who will pick up your check and your signature. Questions regarding your pay should be directed to your program director.



Overtime

It is the policy of Caldwell Opportunities not to schedule overtime hours except in emergency situations. Anyone working over 40 hours per week will be paid 1 1/2 times their regular hourly rate.



Fringe Benefits

- Caldwell Opportunities may provide a Christmas Bonus if the financial status allows.
- Client Employees who have worked for the previous 12 months and have worked a minimum of 1250 hours during these twelve months will be eligible for the Family Medical Leave Act. (FMLA)
- Client Employees may be eligible to participate in the retirement plan of Caldwell Opportunities, Inc 403-B retirement plan. Please see program director for additional information.
- Client Employees classifications do not provide vacation or sick leave. Time away from program/work is non-paid.



Transportation

Caldwell Opportunities may provide transportation for you. If you ride a van there are some rules of behavior you must follow. Safety is very important and we want to get you and the other riders to work and home safely.

1. Always fasten your own seat belt.
2. Stay in your seat while you are on the van.
3. Keep your head, arms and hands inside the van. Keep your feet on the floor and sit facing forward.
4. Be ready when the van comes. Your driver will wait no longer than three minutes after he/she arrives at the stop. It is your responsibility to be ready to go when the van arrives to pick you up.
5. No eating or drinking on the van.
6. Smoking, chewing tobacco or dipping snuff is not allowed on the van.
7. Talking loudly or using profanity is not allowed on the van.
8. Follow the driver's directions in case of an emergency. He/she has been trained to handle emergencies.
9. The driver is in charge while you are on the van, follow their directions.
10. Failure to follow these rules may result in the loss of transportation services provided by Caldwell Opportunities.
11. A fee of \$1 per day is charged to participants who are not funded for transportation as part of their program at Caldwell Opportunities, Inc.

Caldwell Opportunities, Inc.
CODE OF ETHICS/CONDUCT

1. Human Resource

The leadership of this organization is committed to treat all staff members with respect and always respects their individual right, both as employees and as humans. The personnel policies of this organization are found within the personnel section of the policy manual and are appropriate to accomplish the organizational goals, meet all applicable laws and regulations, and act as a guide for the daily treatment and functioning of the staff. The personnel policies are reviewed on an annual basis, with input from all staff, for the purpose of ensuring the policies continue to be appropriate. Corrections and additions are made as needed.

2. Board of Directors

The members of the board of directors conduct themselves in an ethical manner by consistently following the dictates of the organization's Articles of Incorporation and by-laws. The board has established and follows a policy that clearly addressed conflicts of interest. The board annually approves the organization's budget, reviews the corrective action plan for accessibility, reviews the outcome measurement report, reviews the planning report, reviews the independent auditor's report, reviews the insurance coverage, reviews the client rights report, and reviews the organization's accident report. The board and administrator continually review the mission of the organization and make modifications as appropriate. The board and administration continually engage in strategic planning efforts to ensure that the organization receives appropriate leadership. The board meets periodically with staff members and consumers in order to receive input.

3. Business and Financial Practices

The organization's business and financial practices are conducted in accordance with solid and recognized ethical business practices. All policies and procedures that guide the financial business practices found within the organization's procedures manual. The procedures are reviewed on a regular basis and adhered to on a consistent basis. Monthly financial reports which detail the organization's business and financial activities are developed and reviewed by the Executive Director and the Board of Directors. Caldwell Opportunities has an annual financial audit performed by a certified public accountant. This report is reviewed with management and the board of directors by that certified public accountant.

4. Marketing Activities

All products and services are marketed in a manner which does not diminish nor disrespect any persons served. The staff and board strive to use person first language when referring to persons served in both written and oral dialogue. Subcontract work is secured based on work performance not due to the population served by Caldwell Opportunities (COI). In order to ensure that customers receive quality products and services, COI maintains a systematic quality assurance program.

5. Treatment of Persons Served and the Community Members

Because the mission of this organization is to improve the opportunities, enhance the quality of life, and increase the independence of clients, Caldwell Opportunities (COI) is mindful of that mission when interacting with consumers, their families, friends, and others in the community. Every effort is made to provide confidential, quality, and timely services to consumers on an individual basis. Clients have access to the Executive Director and Board of Directors through individual or group meetings where free expression about the improvement of services is encouraged. COI's staff and board members strive to be involved in other community activities in order to be good community citizens. The organization is committed to obtaining input from the community and persons served through as many avenues as possible.

6. Client Welfare

- a. Primary Responsibility of the agency is to respect the dignity and promote the welfare of all clients.
- b. Caldwell Opportunities (COI) encourages client growth and development in ways that foster client interests and welfare; COI avoids fostering dependent relationships.
- c. All staff and clients work jointly with each client's team in devising integrated, individual program plans that offer reasonable promise of success and are consistent with abilities and circumstances of each client. Client's team members and clients regularly review treatment plans to ensure their continued viability and effectiveness, respecting clients' freedom of choice, as promoted by their respective case manager.
- d. The agency recognizes that natural supports are important in the client's' lives and we strive to enlist natural supports' understanding and involvement as a positive resource, when appropriate.

7. Respecting Diversity

- a. Caldwell Opportunities (COI) does not condone or engage in discrimination based on age, color, culture, disability, sexual orientation, ethnic group, gender, race, religion, marital status or socioeconomic status.
- b. COI actively attempts to understand the diverse cultural backgrounds of the staff and clients we serve. This includes learning how the agency's own cultural/ethnic/racial identity impacts the values and beliefs. See Cultural Diversity plan and policy.

8. Consumer Rights

- a. When programming is initiated, and throughout the process, Caldwell Opportunities (COI) staff inform clients of the purpose, goals, techniques, procedures, limitations, and benefits of services to be performed, and other pertinent information. Clients have the right to expect confidentiality and to be provided with an explanation of its limitations, including supervision and/or treatment team professionals; to obtain clear information about their case records; to participate in the ongoing team meetings; and to refuse any recommended services.
- b. COI offers clients the freedom to choose whether to enter programming and leave a program at any time. (with guardian approval if required)
- c. COI values courtesy, honesty, tolerance, equity and dignity of all staff and clients. COI works to insure no client experiences humiliation while engaged in programming.
- d. COI has a zero tolerance for Bullying.

9. Mandatory Reporter

Employees of Caldwell Opportunities (COI) are mandatory reporters. COI staff is ethically required to take the appropriate steps to safeguard the health and well-being of the clients we serve. Staff must report any suspected cases of abuse, sexual abuse, neglect, and other endangerment to the appropriate authorities.

10. Indecent Exposure

Employees, staff, clients, visitors will not engage in indecent exposure. This will result in suspension, expulsion, banishment from grounds, possible involvement of police or the legal system. (urination in public place may result in the above)

11. Consumers Served by others

If a client is receiving services from another agency/provider, with the client's consent (guardian if required), we will inform the providers already involved and develop a clear agreement to avoid confusion and conflict for the client.

12. Work Place Violence

Caldwell Opportunities, Inc. has a no tolerance policy towards work place violence.

13. Personal Needs and Values

- a. Caldwell Opportunities (COI) will maintain respect for clients, and avoid actions that seek to meet their personal needs at the expense of the consumer.
- b. COI is aware of its own values, attitudes, beliefs, and behaviors and how these apply in a diverse society, and avoid imposing these values on clients.

14. Alcohol/Illegal Drugs

Caldwell Opportunities (COI) has a no tolerance policy regarding the use or possession of illicit drugs or alcohol on the grounds, in the vans, while engaged in any activity related to COI programming.

15. Smoking/Tobacco products:/E-cigarettes

Caldwell Opportunities has a no tolerance policy toward the use of tobacco products/E-cigarettes in nonsmoking areas. The gazebo is the only designated area.

16. Dual Relationships

Caldwell Opportunities (COI) is aware of the influential positions with respect to clients, and staff members avoid exploiting the trust and dependency of clients. COI does not condone dual relationships with clients that could impair professional judgment or increase the risk of harm to clients. (Examples include but are not limited to: familial, social, financial, business or close personal relationships with clients or families or guardians). When a dual relationship cannot be avoided, the agency takes the appropriate professional precautions such as informed consent, consultation, supervision, and documentation to ensure that judgment is not impaired and no exploitation occurs. The Executive Director must approve such situations.

17. Sexual /Personal Relationships with clients

- a. Caldwell Opportunities (COI) does not allow any type of sexual /personal relationships between clients and staff.
- b. COI employees will not engage in sexual relationship with former clients within a minimum of 5 years after termination from the program.

18. Social Media

The posting of information regarding Caldwell Opportunities (COI) on the organization's website or Facebook must be approved by the Executive Director or designee. Employees shall not post information regarding persons served on the organization's website or any social media outlet, e.g. Facebook, Twitter, blogs, etc. Social media is not a confidential form of communication. COI is committed by policy, practice, and legal requirements to maintain and guard the confidentiality of all persons served. Therefore, it is the policy of COI that no employee may communicate or befriend a consumer of COI utilizing social media. This is applicable for present consumers or former consumers.

19. Research Projects

No client will be involved in a research project affiliated with Caldwell Opportunities, Inc.

20. Multiple Clients

When Caldwell Opportunities (COI) agrees to provide services to two or more persons who have a relationship (such as husband and wife, or parents of a client), the COI staff will clarify at the outset, the parameters of involvement of family members during program hours.

21. Bullying

Caldwell Opportunities has a no tolerance stance toward bullying.

22. Termination and Referral

- a. Caldwell Opportunities (COI) does not abandon or neglect clients in program.
- b. No weapons will be on COI property: this may result in termination
- c. If COI determines an inability to be of professional assistance to clients, a team meeting is called and COI assists in referral to appropriate services meeting the individual's present needs. COI is knowledgeable about referral resources and suggests appropriate alternatives with the assistance of case managers as appropriate.
- d. COI may terminate a client, when it is reasonably clear that the client is no longer benefiting, when the program no longer serves the client's needs or interests, when the client is medically/physically /psychologically unable to participate in the program safely.,
- e. COI may terminate a client if the client behaves in an inappropriate manor putting themselves or others at risk, or when an unlawful act occurs on COI property.
- f. COI does not allow the consumption of alcoholic beverages, use of illegal drugs or substances on COI property: these may result in termination or suspension.
- g. COI allows tobacco product usage in the outside smoking area only. Noncompliance may result in termination. Electronic cigarettes may only be used in this area or individual vehicles.
- h. COI may terminate a client when the authorizing body limits or refuses to authorize any further services. (after team meetings are held to assist with planning and referral)

23. Competency of Employees

Staff will practice within the bounds of their competency

24. Violations of this Code of Ethical Conduct

Board members, staff members, consumers, and members of the community are encouraged to report violations of our code of code to the president of the board or the Executive Directors, without fear of reprisal. All allegations of violation by staff members will be investigated by the Executive Director and Caldwell Opportunities (COI) personnel policies will be followed in the investigation and dispensation of such reports. Allegations of violation by the Executive Director will be investigated by the board of directors and COI personnel policies will be followed in the investigation and dispensation of such reports. All allegations of violation by board members will be reviewed by the president of the board and the by-laws will be followed in the investigation and dispensation of such reports.