

**Cottonwood, Inc.
Policies and Procedures**

SECTION: Cottonwood Industries

POLICYNO: 20-010

SUBJECT: Consumer Monthly Meetings

EFFECTIVE DATE: April 1991

Policy:

It is the policy of Cottonwood, Inc. to encourage all consumers to express any concerns they may have regarding the services they receive, safety, rights, Abuse, Neglect and Exploitation (ANE) and health issues etc. As a method to assure this, each Cottonwood Industries Supervisor will conduct a monthly meeting with their consumers to discuss their concerns.

Procedures:

1. Each Cottonwood Industries Supervisor will conduct a monthly meeting with their work group. Items to discuss may include the following: rights, work rules, work schedules, quality issues, relaying health and safety information, safe practices with regard to BloodBorne Pathogens (avoid blood spills, take care of own wounds, wash hands, etc.), information regarding current & upcoming jobs, consumer pay, prevailing wages for jobs performed, paid benefits & any other pay information, career development training options, feedback information from our business customers, information regarding the organization, upcoming calendar issues & events, and any other issues of concern. In addition, the minutes to the last consumer meeting will be read and "Thumbprint" would be useful to review as well.
2. The Cottonwood Industries Supervisor will be required to fill out a Monthly Training Report. In addition, if consumers bring up any concerns or suggestions regarding the Cottonwood, Inc. workplace, the Cottonwood Industries Supervisor will be required to fill out a Consumer Suggestion form.
3. Upon completion of the Monthly Training Report, it shall be routed to the Cottonwood Industries Coordinator for review and follow-up. The Cottonwood Industries Coordinator will then sign, if necessary, and give the original to the Safety Committee Chairperson to file in the Cottonwood Industries Safety Manual.
4. A consumer suggestion should be first referred to the Coordinator who will then take appropriate action to respond to the suggestion. The coordinator may involve the Director, Case manager, Consumer Committee, etc. if a decision needs to be made beyond the authority of the coordinator. The Coordinator will then respond in written form to be reviewed at a subsequent meeting.