

DISABILITY RESOURCE AND ACCESS

Procedure 0014

Guidelines for Service Providers

Purpose: The DRA provides a wide range of accommodations and services to students of the college. The individuals providing these services need a variety of knowledge, skills, and abilities to effectively provide these services. Rules and regulations applicable to the provision of services, the requirements for hiring service providers, and staff duties and responsibilities are outlined herein.

Procedural Guidelines: All services (accommodations) must be requested by the student through the DRA Coordinator. All services must be requested each semester and will be reviewed by the DRA Coordinator. It is the sole responsibility of the DRA to hire and assign service providers to students. Service providers and staff will be recruited, trained, assigned, and supervised by the DRA Coordinator. The Coordinator of the DRA is the sole hiring authority for all positions, paid or volunteer.

Service Provider Hiring Policies: These hiring policies are adopted in order to avoid conflicts of interest, appearance of favoritism, and the uncomfortable disciplinary situations which can arise. *Only non-involved individuals should be assigned to students in order to insure the highest level of service, confidentiality, and consistency. Therefore:*

It is the procedure of the Disability Resources and Access *NOT to hire or assign relatives, significant others, or close/ personal friends* (of the DRA student receiving the service) as a service provider for such student. DRA clients will not be hired as service providers for other DRA students needing services.

Hiring procedures and orientations should include information about DRA and NPC hiring policies and disclosure of all relevant information will be required on applications for employment of any type. Issues dealing with direct lines of supervision and independent approval of work hours must be addressed before any commitment to hire can be made.

Pay Rates and Stipends: Wage rates and/or stipends for service providers shall be determined by the Coordinator. Rates may take into account prevailing wages in other colleges within the region, availability, budgetary considerations, or other relevant factors. Stipends paid to peers will be in the form of a check to be paid at the end of the semester in which the service is provided.

Service Requirements: Service providers, paid by the hour, will report hours worked to the DRA Coordinator on an NPC approved time sheet.

Wages will be paid only for hours worked on behalf of assigned students and does not include holidays and absences. Maximum work hours shall not exceed nineteen hours per week, unless approved, in advance, by the Coordinator and personnel.

Classroom service providers paid by the hour are required to remain in class for a minimum of fifteen minutes, at which time, if the student has not arrived for the assigned period, they may leave the class. Payment will be made for the full period, if service providers report the absence at the DRA office by the end of the school day.

Service providers paid by stipend are required to notify the DRA office if the student misses three days in a row or has a frequent history of missing class.