



CLIENT HANDBOOK

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WELCOME TO NEW DANVILLE

Thank you for choosing New Danville. We are proud to be serving you and your circle of support. All of New Danville's current and future services are based on our fundamental beliefs that:

- All people have equal rights.
- All people have strengths and assets.
- It is possible to make a positive difference in the lives of adults with disabilities.
- We listen to the needs of the client and family in designing program options based on personal choices and goals.
- People with disabilities deserve the same opportunity to participate in their community as other people including equal access to transportation, education, jobs, medical care and recreation and housing.
- Engaging in community life have a positive impact on people. By participating in their communities, people with disabilities enrich their lives and that of the community.

Our participants thrive in an environment that is rich in a variety of classes and designed for their individual functioning level.

We have outlined our expectations of our participants attending our Day Habilitation Program in this handbook.

Please contact any staff member listed at the back of the handbook with any questions you may have.

Sincerely,



President and CEO
New Danville

DAY/JOBS PROGRAM INFORMATION

Day program operates Monday-Friday from 8:00 a.m.-5:00 p.m. except on scheduled holidays.

PARTICIPATION COMMITMENT AND BILLING POLICY

New Danville is a non-profit charitable and education organization that strives to provide the highest quality of services and activities. To maintain these high standards, New Danville ensures that its staff are qualified and dedicated, that the facilities are clean and in good repair, and the vehicles and equipment are kept in good working condition. New Danville's day program is open Monday through Friday from 8 a.m. to 5 p.m., weather permitting.

To ensure that New Danville has the financial ability to provide quality services and activities, it must rely upon an enrollee's commitment to participate and pay the daily fees for the days and transportation services selected. Therefore, enrollees will be invoiced for all days they have elected to participate in day program activities and Transportation Services (if applicable) *whether or not they attend*.

PRIVATE-PAY BILLING FOR DAY / JOBS PROGRAM / TRANSPORTATION SERVICES

You are invoiced in advance, monthly, based on the days the client is scheduled to attend. The invoice includes applicable charges for: Dayhab Fee, Activity Fee, Transportation, and Culinary. Some fees may be paid by your service provider. Most fees are due regardless of actual days attended.

Payments

To assist you in making timely payments, you can either:

- 1) Provide your credit card information and authorization to process monthly payments by the 10th day of each month,
- 2) Contact your bank and pre-authorize payment by the 10th day of the month through on-line banking,
or
- 3) Mail your personal check no later than the 10th of the month.

Late Payment and Transportation Late Fees

While we understand there may be certain circumstances that cause payments to be late or clients late for their transportation, if it becomes habitual, New Danville could impose a late fee. We encourage you to call us and let us know of your situation in advance.

DAYHAB FEES

Day Habilitation: \$30.00 per day (Non-Medicaid Waiver enrollees)

Activity Fee: \$25 per month

Culinary Fee: \$5 per class (\$5 - \$15 week)

(New Danville does not have a set sliding scale, however, client needs are evaluated on a case-by-case basis for financial assistance with a reduced rate based on availability of funds.)

TRANSPORTATION FEES

Location Address and Cost per day, Round-Trip. Transportation is charged monthly, in advance.

LOU	\$12.00	Starbucks	20551 I-45, Spring, TX 77388	NB Exit 68	SB Exit 68
W	\$9.00	Starbucks	1440 Lake Woodlands Dr, Spring, TX 77380	NB Exit 76B	SB Exit 76
CR	\$9.00	River Bend Station	11133 I-45 South, Conroe, TX 77302	NB Exit 83	SB Exit 83
CK	\$6.00	Kroger - Conroe	2222 Interstate 45 N, Conroe, TX 77301	NB Exit 88	SB Exit 88
WK	\$5.00	Kroger - Willis	12605 Interstate 45 N, Willis, TX 77318	NB Exit 94	SB Exit 94
H	\$12.00	Starbucks	101 IH 45 South, Huntsville, TX 77340	NB Exit 116	SB Exit 116

ATTENDANCE POLICY

- 1) **SCHEDULED DAILY ARRIVAL:** Arrival time for Wranglers is between 8 a.m. and 8:45 a.m. This time period allows enough time to arrive, sign-in on the Attendance Log, and put away lunches, coats and other personal belongings before classes start at 9 a.m.
- 2) **CLASS START TIME:** Classes begin promptly at 9 a.m. We respectfully request that you report to your class in a prompt manner.
- 3) **CLASS END TIME:** The Day Program ends each day at 5 p.m. If you have not picked up your Wrangler by 5 p.m., the Wrangler staff will lock the ETC Building and escort your Wrangler to the Pavilion where he/she will wait for you (or other prearranged transportation).
- 4) **COMMUNICATION WITH STAFF:** Please do not call staff on their personal cell phones. If you need to get a message to them, you must call Administration at 936-344-6200 and leave a message with the receptionist.
- 5) **SPECIAL EVENTS:** You will be sent prior notice of Special Events that may be scheduled on your scheduled day. If you would like to attend a specific event that is not one of your scheduled days, you must notify the Program Coordinator in advance.

For seasonal events such as the Thanksgiving and Christmas parties, there will not be an additional charge if you attend outside of your regular schedule. We only request that you notify the Program Coordinator in advance.

VACATION

New Danville offers clients Scheduled Vacation time (unbilled) to take in a calendar year (January through December) based on the scheduled days of attendances. A client must attend New Danville 6 months before taking any vacation time. All fees are charged in advance each month based upon the client's scheduled days of attendance. These fees are still charged regardless of whether the client attends or not **except** in two cases:

- 1) **EXTENDED LEAVE** – We can drop clients from the program during extended absences (30 days or more) and reinstate upon return. Desired classes subject to availability upon return. For a prolonged absence (30 days or more for medical or other reasons) – we will mark the client inactive and suspend billing until client returns.
- 2) **SCHEDULED VACATIONS** –Vacation days must be scheduled by the 25th of the month prior to the month the vacation will be taken (i.e., November vacation should be scheduled no later than October 25th). Dayhab and Transportation fees for those scheduled days will not be billed. Vacation requests must be in an email form and sent to: attendance@newdanville.org

***Please note, vacation does not apply to clients who have 3rd party providers.**

Vacation Days Offered by New Danville to Clients per Calendar Year

Attendance 5 days a week = 10 vacation days
Attendance 4 days a week = 8 vacation days
Attendance 3 days a week = 6 vacation days
Attendance 2 days a week = 4 vacation days
Attendance 1 day a week = 2 vacation days

FOOD AND DRINK

1. Lunch should be packed in a sack (paper or plastic) or insulated container.
2. Use frozen water packs to keep perishable items from spoiling.
3. Plenty of bottled water.
4. Identify all food and drinks with name.
5. Snack Time is offered at lunch with a variety snack and drink items.

CLOTHING

1. Lightweight cotton shirts-no muscle man shirts for men and no low-cut tops for women.
2. Shorts (appropriate length; no short-shorts) or comfortable, loose fitting pants.
3. Hat or sun visor for outdoor activities.

4. Sunglasses.
5. Good athletic shoes (for walking in pastures, garden areas and rocky terrain).
6. No open toed shoes or sandals.

RAIN

1. Rain gear such as hooded jackets or water-resistant ponchos
2. Umbrella
3. Water-proof or rubber boots

(Clients should plan to bring sunscreen and insect repellent)

BEHAVIORIAL POLICY

It is the responsibility of every client to treat all individuals, including staff, volunteers, co-workers and outside contacts with courtesy, honesty, respect and trust. The following list is expected behaviors by which all wranglers are to abide by.

RESPECT

- Treating other the way you want to be treated.
- Showing kindness and consideration
- Accepting other for who they are

EFFORT

- Giving your best in everything you choose to do
- Making the most of every opportunity
- Taking an active role in all class activities

HONESTY

- Being truthful to others
- Being truthful to yourself
- Doing what's right regardless of who's around
- Being someone others can trust

RESPONSIBILITY

- Being in control of your own behavior
- Being trusted with important jobs
- Doing your part when working together

There may be consequences for significant violations of any of the above behavioral expectations. The consequences may include suspension of privileges, suspension from the program for one week or more and/or termination from the program.

PHYSICAL AGGRESSION

Please be advised that acts of physical aggression towards others is not permitted at New Danville. This includes, but not limited to:

- Acts of aggression towards others
- Property destruction
- And/or intentional harm to self

Events of physical aggression will lead to a temporary suspension, but depending on severity, may result in an immediate discharge from the program.

SEXUAL BEHAVIOR POLICY

Please be advised that sexual misconduct may result in temporary suspension. Photographing their or other people's body parts and sending to another client is an additional automatic 5-day suspension. Repeat offenses may lead to a permanent discharge.

Sexual misconduct is:

- Engaging in heavy petting
- Touching or rubbing thighs, backside, breasts or genitals
- Intentionally exposing private parts of the body
- Sexually explicit photographs or "sexting"
- Sexually explicit commentary

PROHIBITED ACTIVITIES

- Theft of agency property or property of others
- Possession of firearms or other weapons
- Possession of drugs and/or alcohol
- Engaging in games of chance (gambling, gaming "pools")
- Buying or selling personal property
- Playing pranks or horseplay that results in injury to self or others

SOCIAL MEDIA, CELL PHONES AND OTHER ELECTRONIC DEVICES

Staff is to maintain a professional relationship with all New Danville clients and their families. This includes not sharing their personal information, telephone numbers, email accounts or social media activity. We strongly discourage sending Facebook or other social media friend request.

Cell phones or any other electronic device will not be allowed during class time. This policy includes transportation to outings to and from New Danville.

Each class area will have a "cellphone basket" and all cell phones must be placed in the basket when class starts.

This basket will be closely monitored by staff. At the end of the class, the instructor will remind clients to pick up their cell phone and will ensure everyone has their correct phone before walking out of class. We hope this will eliminate the issue and help our instructors have a more productive class time. Cells phones are allowed during lunch time.

DAY/JOBS PROGRAM HOLIDAYS

Administrative offices and the Day Program will close on the following holidays:

- 1) **New Year’s Day**
- 2) **Memorial Day**
- 3) **Fourth of July**
- 4) **Labor Day**
- 5) **Thanksgiving Day and the day after**
- 6) **Christmas Eve and Christmas Day**

All holidays can be found on our website at <https://www.newdanville.org/holidays>

TRANSPORTATION SCHEDULE

Louetta (**LOU**), Woodlands (**W**), Creighton Rd. (**CR**), Conroe Kroger (**CK**), Willis Kroger (**WK**), Huntsville (**H**).

Location Address and Cost per day, Round-Trip. Transportation is charged monthly, in advance.

** Currently, Huntsville runs Monday-Thursday at 5:00 p.m. departure from New Danville. (2:00 transportation not available at this time.)

Morning Departure Times

Buses leave promptly at posted times. Please arrive 10-15 minutes before departure time.

7:30	H	Huntsville – Starbucks 101 I45 South
7:30	LOU	Louetta at I-45 South – Starbucks
8:00	W	Woodlands – Pineroft Center in front of Starbucks
8:10	CR	Creighton Rd at I45 North
8:15	CK	Conroe Kroger – I45 South at Loop 336 North
8:25	WK	Willis Kroger – I45 South at FM1097

Early Afternoon Arrival Times

Buses leave New Danville shortly after 2:00 PM. Arrival times can vary due to traffic conditions.

3:15	LOU	Louetta at I-45 South – Starbucks
3:00	W	Woodlands – Pineroft Center in front of Starbucks
2:30	CR	Creighton Rd at I45 North
2:20	CK	Conroe Kroger – I45 South at Loop 336 North
2:15	WK	Willis Kroger – I45 South at FM1097
N/A	H	101 IH 45 South, Huntsville, TX 77340

Late Afternoon Arrival Times

Buses leave New Danville shortly after 5:00 PM. Arrival times can vary due to traffic conditions.

5:55	H	Huntsville at 101 IH 45 South in front of Starbucks
6:00	LOU	Louetta at I-45 South – Starbucks
5:45	W	Woodlands – Pinecroft Center in front of Starbucks
5:15	CR	Creighton Rd at I45 North
5:15	CK	Conroe Kroger – I45 South at Loop 336 North
5:10	WK	Willis Kroger – I45 South at FM1097

WHO TO CONTACT

- Transportation: **Randy Smyth, Operations Director**
randy.smyth@newdanville.org or text/call (281) 536-3019
- Program Coordinator: **Nicole Martinez, Program Coordinator**
nicole.martinez@newdanville.org or (936) 344-6200
- Billing/Vacation: **Lisa Prochaska, Director**
lisa.prochaska@newdanville.org
- Attendance: attendance@newdanville.org or (936) 344-6200

Legal Name: Texas New Community Alliance

DBA: New Danville

Physical Address: 10951 Shepard Hill Rd, Willis, TX 77318 (exit 98 off I-45)

Office: 936-344-6200

Fax: 936-344-6211

www.newdanville.org

office@newdanville.org