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# 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/JOB PROGRAM INFORMATION

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

### 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 9:30 a.m.
- 2) CLASS START TIME: Classes begin promptly at 9:30 a.m. We respectfully request that you do not linger to speak with the staff (unless, of course, it is brief and relevant to the day's scheduled activities).
- 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 for approval.

### VACATION

New Danville offers clients vacation time 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.
- 2) **SCHEDULED VACATIONS** –Vacation days must be scheduled by the 25<sup>th</sup> of the month prior to the month the vacation will be taken (i.e., November vacation should be scheduled no later than October 25th). Vacation requests must be in an email form and sent to: [attendance@newdanville.org](mailto:attendance@newdanville.org)

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

### **Vacation Days Offered by New Danville to Clients**

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

## 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 violating 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.

## **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 30-day suspension.

Sexual misconduct is:

- Touching or rubbing thighs, backsides, breasts, genitals...
- Exposing any part of your body that civil society dictates is to be covered up
- Photographing your body parts or "sexting".

## **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.

## **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**

New Danville will invoice you *in advance* for day program and/or transportation services. Your monthly invoice should arrive on or before the 1<sup>st</sup> of the month and is due by the 10<sup>th</sup> of that month. New Danville also charges *late fees*. A late fee of \$2.50 per day (10%) will be assessed for every day an invoice has not been paid by the 10<sup>th</sup> day of each month.

**Transportation late pick up fee:** New Danville will assess a charge of \$1.00 for each minute after the expected pick up time. The first five minutes will not be charged. However, if you are later than five minutes, we will bill you \$1.00 per minute for the entire time we need to wait, including the first five minutes. This late fee will be due with the next billing period.

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 month.

## DAY/JOBS PROGRAM HOLIDAYS

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

Monday, February 21	Staff In-Service Day (New Danville Closed)
Monday, May 30	Memorial Day
Monday, July 4	Independence Day
Monday, September 5	Labor Day
Monday, October 10	Staff In-Service Day (New Danville Closed)
Thursday, November 24	Thanksgiving
Friday, November 25	Thanksgiving
Friday, December 23	Christmas
Monday, December 26	Christmas
Friday, December 30	New Year's
Monday, January 2, 2023	New Year's

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

## DAYHAB FEES

Day Habilitation: \$31.50 per day (Non-Medicaid Waiver enrollees)

Activity Fee (Billed monthly, based on number of weekly days scheduled):

1 day- \$5.25 2 days- \$10.50 3 days- \$15.75 4 days-\$21.00 5 days-\$26.25

Culinary Class: \$7 (Billed monthly, based on number of weekly days scheduled)

Bowling: \$ 1.75 per game (2 game minimum) CASH ONLY

(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.)

## TRANSPORTATION INFORMATION

Louetta (**LOU**), Woodlands (**W**), Creighton Rd. (**CR**), Conroe Kroger (**CK**),

Willis Tractor Supply (**WTS**), Huntsville (**H**).

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

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

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

<b>LOU</b>	\$12.60	Starbucks	20551 I-45, Spring, TX 77388	NB Exit 68	SB Exit 68
<b>W</b>	\$9.45	Starbucks	1440 Lake Woodlands Dr, Spring, TX 77380	NB Exit 76B	SB Exit 76
<b>CR</b>	\$9.45	River Bend Station	11133 I-45 South, Conroe, TX 77302	NB Exit 83	SB Exit 83
<b>CK</b>	\$6.30	Kroger - Conroe	2222 Interstate 45 N, Conroe, TX 77301	NB Exit 88	SB Exit 88
<b>WTS</b>	\$5.00	Willis Tractor Supply	1246 Interstate 45 N, Willis, TX 77318	NB Exit 94	SB Exit 94
<b>H</b>	\$9.45	Starbucks	101 IH 45 South, Huntsville, TX 77340	NB Exit 116	SB Exit 116



### 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 – Pinecroft 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	WTS	Willis Tractor Supply 1246 Interstate 45 N, Willis, TX 77318

### Early Afternoon Arrival Times

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

3:00	LOU	Louetta at I-45 South – Starbucks
2:50	W	Woodlands – Pinecroft 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	WTS	Willis Tractor Supply 1246 Interstate 45 N, Willis, TX 77318
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.

6:00	LOU	Louetta at I-45 South – Starbucks
5:45	W	Woodlands – Pinecroft Center in front of Starbucks
5:20	CR	Creighton Rd at I45 North
5:15	CK	Conroe Kroger – I45 South at Loop 336 North
5:25	WTS	Willis Tractor Supply 1246 Interstate 45 N, Willis, TX 77318
5:45	H	Starbucks 101 I45 South

## WHO TO CONTACT

Transportation: **Randy Smyth, Operations Director**  
[randy.smyth@newdanville.org](mailto:randy.smyth@newdanville.org) or text/call (281) 536-3019

Program Coordinator: **Nicole Martinez**  
[nicole.martinez@newdanville.org](mailto:nicole.martinez@newdanville.org) or (936) 236-6832

Program Manager: **Bryan Gill**  
[bryan.gill@newdanville.org](mailto:bryan.gill@newdanville.org) or (936) 534-9111

Billing/Vacation: **Jennifer Mauboules** (936) 236-6830  
[jennifer.mauboules@newdanville.org](mailto:jennifer.mauboules@newdanville.org)  
**Lisa Prochaska, Finance Manager**  
[lisa.Prochaska@newdanville.org](mailto:lisa.Prochaska@newdanville.org)

Attendance: [attendance@newdanville.org](mailto:attendance@newdanville.org) or (936) 344-6200

Legal Name: Texas New Community Alliance

DBA: New Danville

Mailing Address: PO Box 7181, The Woodlands, TX 77387-7181

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](http://www.newdanville.org)