



NEW DANVILLE

LIVE. LEARN. WORK. GROW

CLIENT HANDBOOK

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Contents

WELCOME TO NEW DANVILLE	3
ISS DAY PROGRAM OPERATION HOURS	3
ELECTION OF HOURS OF SERVICE	4
BILLING AND ADDITIONAL FEE POLICIES	5
ATTENDANCE POLICY	6
VACATION DAYS	6
PARTICIPATION COMMITMENT	7
CLIENT'S RIGHTS	7
GRIEVANCE PROCEDURE	7
CLIENT DISMISSAL PROCESS	7
ILLNESS POLICY	8
MEDICATION UPDATE POLICY	8
DRESS CODE	9
HYGIENE EXPECTATIONS	9
FOOD AND DRINK	10
SOCIAL MEDIA, CELL PHONES & OTHER ELECTRONIC DEVICES	10
BEHAVIORAL POLICY	11
SEXUAL MISCONDUCT POLICY	11
WEAPONS POLICY	11
BEHAVIOR TIER PLAN	12
WHO TO CONTACT	13

WELCOME TO NEW DANVILLE

Thank you for choosing New Danville. We are proud to be serving you and your family. 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 client and family's needs in designing program options based on personal choices and goals.

People with disabilities deserve the same opportunity to participate in their community, including equal access to transportation, education, jobs, medical care, recreation, and housing.

Engaging in community life has 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 rich in various classes and designed for their individual functioning levels. We have outlined our expectations of our participants attending our ISS Day Program in this Client Handbook.

Please contact the staff members listed at the back of the Handbook with any questions you may have.

ISS DAY PROGRAM OPERATION HOURS

Monday - Friday from 8:00 a.m. - 5:00 p.m. (except on scheduled holidays). The most current list of recognized holidays and closures can be found on our website at www.newdanville.org.

ELECTION OF HOURS OF SERVICE

New Danville provides two options for fees to attend its ISS Day Program. An election of which option the client chooses must be made before each trimester by the date communicated. Once an election is made, changes cannot be made again until the following trimester. The two options are communicated below:

Option One:

Participation in the ISS Day Program from 8:00 AM – 2:00 PM

Option One results in no additional daily fees. Private transportation may be arranged, or clients may utilize the New Danville transportation services. Note, that each route utilized by the New Danville transportation services is available on a first-come/first-served basis. You must notify New Danville as soon as possible of your intent to utilize these services. If a particular route is filled, private transportation may be required.

Option Two:

Participation in the ISS Day Program from 8:00 AM – 5:00 PM

By electing Option Two, you agree to incur an additional daily fee of \$12 per scheduled day of attendance for the entire trimester. Private transportation may be arranged, or clients may utilize the New Danville transportation services. Note, that each route utilized by the New Danville transportation services is available on a first-come/first-served basis. You must notify New Danville as soon as possible of your intent to utilize these services. If a particular route is filled, private transportation may be required. **Note, that all clients, regardless of whether they are private or provider-funded, will be billed the \$12 fee on days they are absent.**

BILLING AND ADDITIONAL FEE POLICIES

New Danville will invoice you for ISS program attendance, and any applicable transportation services or outing fees by the 10th day of each month via email. A hard copy of your invoice can be mailed to you upon request. If you have not received your invoice by the 10th day of the month, please contact Karen Austin at accounting@newdanville.org or via phone at (936) 236-6830. All fees are due and payable by the 21st day of the month. For any balance not paid by the 30th day of the month in which you were billed, services will be suspended until any outstanding balance has been paid. If services are interrupted due to an unpaid balance for more than one month, you will be required to place a credit card on file to cover future invoices.

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

- 1) Provide your credit card information and authorization to process monthly payments by the 21st day of each month (a credit card fee in the amount of 3% of the total balance will be assessed),
- 2) Contact your bank and pre-authorize payment by the 21st day of the month through online banking, or
- 3) Mail your check no later than the 21st day of the month.

In addition to program, transportation, and outing fees, clients may be charged additional fees for the following:

Transportation Late Pick-up Fee: New Danville will assess a charge of \$1.00 for each minute after the first five minutes of the expected pick-up time. You will be charged \$1.00 per minute for the time beyond your expected pick-up time. This late fee will be noted on your invoice.

Lunch Fee: New Danville will assess a charge of \$7.00 to provide lunch to clients who do not bring their lunch.

Non-returned Clothing Fee: Occasionally, accidents occur at New Danville requiring New Danville to provide clothing to our clients. When this occurs, clients must return the issued clothing by the following week. In the event that clothing is not returned or returned unlaundered, A Non-returned Clothing Fee in the amount of \$40.00 will be billed.

ATTENDANCE POLICY

DAILY ARRIVAL: Arrival time for clients is between 8:00 a.m. and 9:00 a.m. This allows enough time to arrive, get signed in, and put away lunches, coats, and other personal belongings before classes start at 9:30 a.m.

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 it is brief and relevant to the day's scheduled activities).

CLASS END TIME: The ISS Program ends each day at 5:00 p.m. Wranglers not picked up by 5:00 p.m. will be escorted to the Pavilion, where they will wait for their ride.

COMMUNICATION WITH STAFF: Please do not call staff on their personal cell phones. If you need to reach a staff member, you must call the front office at 936-344-6200 and leave a message.

SPECIAL EVENTS: You will be sent prior notice of Special Events that may be scheduled on your scheduled day.

VACATION DAYS

Fees to attend the ISS Day Program are based on scheduled attendance. Fees are charged regardless of attendance, with the exception of the following:

1) **EXTENDED LEAVE:** Upon your request, New Danville can withdraw a client from the program due to a planned extended absence of 30 days or more. Reinstatement will be made available upon request but only if an opening is available. Further, classes will also be subject to availability. Note, that the ISS Day Program currently has a waiting list due to population census maximums approved by the state and due to classroom and instructor availability. It is currently unlikely that a client will be allowed to immediately return after a voluntary withdrawal due to an extended absence without being placed on a waiting list.

2) **SCHEDULED VACATIONS:** Vacation days must be scheduled by the 25th of the month before the month the vacation will be taken (i.e., November vacation should be scheduled no later than October 25th). Vacation requests must be in email form and sent to: attendance@newdanville.org. Note, that vacation days are not available for provider-pay clients.

The number of vacation days available each calendar year is determined by weekly scheduled attendance as follows:

Scheduled attendance 5 days per week = 10 vacation days

Scheduled attendance 4 days per week = 8 vacation days

Scheduled attendance 3 days per week = 6 vacation days

Scheduled attendance 2 days per week = 4 vacation days

Scheduled attendance 1 day per week = 2 vacation days

PARTICIPATION COMMITMENT

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 that the vehicles and equipment are kept in good working condition. Subject to scheduled holidays, New Danville's ISS program is open Monday - Friday from 8:00 a.m. to 5:00 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 on scheduled days and payment of the daily fees for the scheduled days and transportation services selected. Therefore, enrollees will be invoiced for all days they have selected to participate in the ISS Day Program and transportation services (if applicable), **regardless of attendance**. Poor attendance may lead to changes in a client's weekly schedule based on demand.

CLIENT'S RIGHTS

- 1) To control his or her schedule and activities related to on-site Individualized Skills and Socialization,
- 2) To have access to his or her food at any time,
- 3) To have physical access to the building,
- 4) To receive visitors without prior notice unless such rights are contraindicated by the individual's rights or the rights of other individuals. Please contact the front office to make sure the client is on the property before visiting.

GRIEVANCE PROCEDURE

For any inquiries or complaints related to your rights as a client, reach out to Melissa Varney or Imani Dennis, our Program Administrators.

CLIENT DISMISSAL PROCESS

In an effort to streamline our dismissal process and ensure a safe environment for all of our clients, if you are picking up your client outside of our regular dismissal times (1:45 p.m. - 2:00 & 4:00 p.m. - 5:00 p.m.) you need to call the front office at 936-344-6200 and we will let your client's instructor know to dismiss the client. **Please do not call the client to come out to you. They are not allowed to use phones in class. All clients must be checked out of attendance before leaving.**

ILLNESS POLICY

When your client is ill, please contact New Danville to let us know they will not be attending scheduled classes. It is important to remember that we must exclude clients with certain illnesses for periods as identified in state and local guidelines. For example, if your client has a fever over 100 degrees, they must stay at home until they are fever-free for 24 hours without fever-reducing medications.

In addition, clients with diarrheal illnesses must stay home until they are diarrhea-free without diarrhea-suppressing medications for at least 24 hours.

A client who demonstrates the following symptoms will be sent home:

- Fever of 100 degrees or more.
- Suspected contagious condition or disease.
- Vomiting or diarrhea
- Severe stomach ache, headache, or earache.
- A client who is too ill to function in the classroom.
- Unidentified generalized rash.
- An illness or injury that is determined needs immediate medical attention.

In the event of an emergency requiring emergency services, New Danville will contact EMS Services prior to contacting a designated emergency contact person. When this occurs, it is the responsibility of the client to pay for emergency care including transportation to a local hospital when deemed necessary. New Danville has no financial responsibility for the emergency care or transportation of your client.

MEDICATION UPDATE POLICY

To ensure the health and safety of all clients, families are required to notify New Danville of any changes to the client's medication regimen, including dosage adjustments, new prescriptions, or discontinued medications. Notification must occur within 48 hours of the change. Failure to provide timely updates may impact the client's ability to attend the day program until proper documentation is received.

DRESS CODE

Clients must wear clean and laundered shirts, bottoms, and appropriate footwear each day as described below:

Shirts

Acceptable shirts include t-shirts, collared shirts, sweaters, etc. Tight-fit muscle shirts, low-cut tops, sleeveless shirts, crop tops, and clothing with offensive language are not allowed.

Bottoms

Acceptable bottoms include jeans, sweatpants, shorts, etc. Shorts and skirts must be no shorter than mid-thigh length. Short shorts are not allowed.

Hats and Sunglasses

Both are encouraged on days when outdoor activities are scheduled. Hats are allowed for indoor classes and activities as well.

Shoes

Closed-toe shoes are required for all classes and activities. Open-toe shoes, including sandals and flip-flops, are not allowed.

Additional Dress Considerations

Clients should wear weather-appropriate attire, including rain gear and waterproof boots for inclement weather. Additionally, during hot weather, please apply sunscreen to protect clients from the sun and ensure a comfortable outdoor experience. Clients who do not have appropriate attire for a scheduled activity may not be allowed to attend the activity.

HYGIENE EXPECTATIONS

Maintaining personal hygiene is essential to ensure the health, safety, and comfort of all clients, staff, and visitors. Proper hygiene helps prevent illness and promotes a respectful environment for everyone. To ensure a healthy and welcoming environment for all, it is crucial that hygiene expectations are consistently met. We appreciate the cooperation of clients, caregivers, and guardians in upholding these standards. If you have any questions about the hygiene policy, please contact a Program Administrator.

Expectations

Clients are expected to arrive at the ISS Day Program meeting the following hygiene standards:

Cleanliness: Clients should shower or bathe regularly and ensure their bodies are clean.

Clothing: Clients should wear clean clothes that are suitable for daily activities.

New Danville does not provide hygiene assistance or intervention. It is the responsibility of clients, their caregivers, or guardians to ensure these standards are met prior to arrival each day.

Addressing Unsafe Hygiene

If a client arrives with hygiene concerns that create a health or safety risk for themselves or others (e.g., strong body odor, soiled clothing, unmanaged incontinence, or visible signs of hygiene-related illness): Staff will discreetly notify the client of the concern, or if the issue creates an immediate health or safety risk, the client may be required to return home for the day.

Consequences for Persistent Hygiene Concerns

Repeated instances of unsafe hygiene will be addressed as follows:

Written Notification: Caregivers or guardians will receive a written notice outlining the hygiene concerns and the need for improvement.

Temporary Suspension: If hygiene concerns continue and pose ongoing risks, the client may be temporarily suspended until the issue is resolved.

FOOD AND DRINK

1. Lunch should be packed in a paper or plastic bag or insulated container.
2. Use frozen water packs to keep perishable items from spoiling.
3. Bring plenty of bottled water or a refillable container.
4. Identify all food and drinks with the client's name.
5. Clients are not allowed to share food, drink, or personal items.

SOCIAL MEDIA, CELL PHONES & 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 requests to staff members as staff is discouraged from accepting these requests or communicating through these platforms.

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 has a cell phone storage area, and all cell phones must be placed in the storage unit when class begins. The storage unit will be closely monitored by staff. At the end of the class, the instructor will remind clients to pick up their cell phones and will ensure everyone has their correct phone before departing. This will help our instructors have more productive class time. **Cell phones are allowed during lunchtime.**

BEHAVIORAL POLICY

It is the responsibility of all clients to treat all individuals, including staff, volunteers, coworkers, and outside contacts with courtesy, honesty, respect, and trust. The following are expected behaviors all clients must adhere to:

RESPECT

Treat others the way you want to be treated.
Show kindness and consideration to all.
Accept others for who they are.

EFFORT

Give your best in everything you choose to do.
Making the most of every opportunity.

HONESTY

Be truthful to others.
Be truthful to yourself.
Do what is right, regardless of who is present
Be someone others can trust and rely upon

RESPONSIBILITY

Be in control of your behavior
Be trusted with important jobs
Do your part when working together

Violations of the above behavioral expectations may carry consequences listed in the Behavior Tier Plan

SEXUAL MISCONDUCT POLICY

Sexual misconduct is, but not limited to,

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 communicating sexually inappropriate messages

Sexual misconduct violations will carry consequences listed in the Behavior Tier Plan

WEAPONS POLICY

To ensure a safe and secure environment for all participants, no weapons of any kind are permitted on program property. If a weapon is discovered, it will be immediately confiscated and returned only to a parent or guardian, never directly to the client. A violation of this policy will result in a minimum two-day suspension from the program, emphasizing our commitment to safety and well-being for everyone.

BEHAVIOR TIER PLAN

Behavior: This is a general list of common misbehaviors. Unlisted misbehaviors will be handled by the ISS Day Program Administrators accordingly.

Action Plans: Listed below are expected consequences for each tier. Extenuating circumstance may result in different repercussions.

Tier 1—Parent/Guardian Contact Optional

Phone usage during class times Disrespect towards staff/clients Failure to follow staff directions Unwelcome physical contact with others Minor Self-inflicted harm Stealing from others Inappropriate conversation with self and others Straying from supervision Sharing food, drink, personal items with other clients	Staff redirection of misbehaviors Client Conference with Day Program admin Short-term suspension from off-property activities Phone/Electronics not allowed on the property Positive reinforcement: Use of treasure box, ticket system
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Tier 2—Parent/Guardian Contact

Repeated Tier 1 misbehaviors Excessive use of curse words Hostile behavior towards others Physical aggression against property Evading staff supervision Moderate Self-inflicted harm Physical aggression against others Sexual harassment/misconduct Unsafe communications with outside sources Weapon brought on property	Client/Parent Conference Change attendance days Change class schedule Short-term suspension from Day Program Short-term suspension from Day Program outings Stay Away Agreement Potential addition of Tier 1 Consequences
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Tier 3—Parent/Guardian Contact

Severe Tier 1/2 misbehaviors that require immediate involvement Severe self-inflicted harm	Discharge from Day Program Long-term suspension from Day Program Potential addition of Tier 1/2 consequences
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WHO TO CONTACT

ISS Day Program, Outings & Application Questions:

- Melissa Varney, Program Manager 936-286-3195
melissa.varney@newdanville.org
- Imani Dennis, Transportation Manager 936-344-6200
imani.dennis@newdanville.org

Transportation Questions:

- Imani Dennis, Transportation Manager 936-344-6200
imani.dennis@newdanville.org
- Charla Denmon, Director of Operations 936-233-8770
charla.denmon@newdanville.org

Billing/Vacation Inquiries:

- Karen Austin, Front Office Manager 936-236-6830
accounting@newdanville.org

Residential Support:

- Morrisa Collom, Residential Community Manager 936-320-1097
morrisa.collom@newdanville.org

Attendance and Transportation Updates:

- attendance@newdanville.org
- transportation@newdanville.org

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