



## **Restoring Hope Attendee Handbook**

### **ATTENDANCE**

Clients who attend Excel will have a regular schedule. At enrollment, the client will choose specific days of the week to attend. If a client is absent, they may not come on an unscheduled day as a make up day. Excessive absences may result in discontinued services.

### **BEHAVIORS & ELOPEMENT**

#### **Physical Altercations**

If a physical altercation takes place at Excel or in the community, all involved parties will be required to go home. Involved parties will not be allowed to attend Excel until a team meeting is held to discuss the issue. At the team meeting, a plan will be made to prevent future physical altercations. Involvement in multiple physical altercations may result in discontinued services.

#### **Threats**

Making physical threats to Excel staff or other clients will result in the attendee being required to be picked up by a caregiver. Threats will result in a one day suspension.

#### **Property Damage**

Behaviors resulting in property damage or attempted property damage will require involved individuals to be picked up by a caregiver. The client will not be allowed to attend Excel until a team meeting is held to discuss the issue. At the team meeting, a plan will be made to prevent future instances of such behavior. Multiple instances of property damage or attempted property damage may result in discontinued services.

#### **Elopement**

Excel attendees are required to sign in when arriving at Excel and to sign out when leaving Excel. While at Excel, clients must remain in the sight of staff. If a client elopes while at Excel or in the community, Excel Program Coordinator will request that the client be picked up by a caregiver. Excessive elopement may result in discontinued services.

#### **Miscellaneous**

Excel Program Coordinators may use their discretion for corrective action on any challenging behaviors.

## **STEALING**

Restoring Hope is not liable for items that are lost, stolen, or missing. If an Excel attendee steals from Restoring Hope, other clients, or in the community the client must be picked up by a caregiver and will be suspended for one full day. Excel Program Coordinator may use their discretion for further corrective action.

## **SEXUAL HARASSMENT**

Inappropriate sexual behaviors will not be tolerated by Excel Day Program. Attendees who touch others inappropriately, touch others without consent, or make inappropriate sexual comments will be sent home. The attendee will not be allowed to return to Excel until a team meeting is held. At the team meeting, a plan will be made to prevent further instances of sexual harassment. Multiple occurrences will result in discontinued services.

## **STAFFING RATIO**

Excel Day Program will maintain a staff to consumer ratio of no more than 6:1. Excel Day Program is a group service and 1:1 staffing will not be provided.