



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 attend on an unscheduled day as a make up day. Excessive absences may result in discontinued services.

Physical Altercations

If a physical altercation takes place at Excel or in the community, all involved parties will be sent home. Involved parties will not be allowed to attend Excel until a team meeting is held to discuss the incident. 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

Threatening Excel staff or clients will result in the attendee being sent home. Threats will result in a one day suspension.

Property Damage

Behaviors resulting in property damage or attempted property damage will result in the client being sent home. The client will be suspended from the program until a team meeting is held to discuss the incident. At the team meeting, a plan will be made to prevent future instances of such behavior. If the client is involved in multiple instances of property damage or attempted property damage, or it appears that the client will not remain safe, services may be discontinued.

Elopement

Excel attendees are required to sign in when arriving to Excel and to sign out when leaving Excel. While at Excel, clients must remain in the line of sight of staff. If a client elopes while at Excel or in the community, the individual will be sent home. Excessive elopements will result in discontinued services.

Challenging Behaviors

Excel Program Coordinator 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 attendee steals from Restoring Hope, other clients, or in the community the client will be sent home and suspended for a minimum of one day. Excel program coordinator may use their discretion for further corrective action.

Inappropriate Sexual Behavior

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

Weapons

Excel attendees may not bring weapons to Excel. Firearms, bows and arrows, and pocketknives, etc. must be left at home.

Medications

Attendees who receive medications within operating hours must have a current signed PO on file and medications must be signed in for administration. Medications may not be transported on the OATS bus. Medications must be brought to Excel by a caregiver and signed in to the Excel Day Program staff. If documentation on file is not current, the Excel Program Coordinator will request that a caregiver come to Excel to administer medications. If a caregiver cannot administer the medications onsite, the individual will be unable to attend Excel Day Program until the documentation is provided.

Staffing Ratio

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

Assigned Staff

Each client attending Excel is placed in a group with other individuals and staff. If the individual is not satisfied with the staff in their group, they may request to be moved to a different group by speaking with their program coordinator.

Supervision Level

Clients are required to be in line-of-sight supervision of Excel staff at all times except when using the restroom.

Visitors

Due to safety concerns, Excel attendees may not have personal visitors such as extended family, friends, or significant others without prior approval from the Program Coordinator. This policy does

NOT apply to guardians or members of the individual's support team, including their support coordinator, program manager, caregiver, etc.

Personal Items

Attendees are limited to bring ONE personal item, such as a bag or backpack to Excel. Any loose items they bring must fit into the single personal item. Blankets and pillows must remain inside the personal item while at Excel, and may not be used in the program due to safety concerns.

Internet Access & Electronic Devices

Excel Day Program does not provide Wi-Fi. Clients may access public internet in accordance with their ISP guidelines. It is recommended that electronic devices be left at home to avoid being stolen or broken.

Political Events

If a client wishes to have access to political events and activities, such as but not limited to city hall meetings, polling stations, political gatherings, and television programs that take place during program hours, a request can be made to your program coordinator.

Grievance Policy

If an individual or support team member holds a grievance with the Excel Day Program or an affiliated employee, the individual should first report it to their program coordinator. The individual may choose to report the grievance directly to administration if the grievance is not handled at the program coordinator level. The grievance can be made to the Business Office by calling (417)255-8781 and speaking to the director, or by emailing info@werestorehope.com.

Feedback

Individuals receiving services may provide feedback regarding the quality and effectiveness of the program at any time here: https://www.surveymonkey.com/r/RH_ServiceProviderSurvey