

# Participant Handbook



**NEW HOPE CENTER** INC  
*Support · Enrich · Empower*

## **Welcome**

It is my pleasure to welcome you to New Hope Center!

The information contained within this participant handbook is designed to help with any questions you may have and provide you information outlining all of the services we provide at New Hope Center. Please take the time to go through this handbook and ask the Director of Services, or your Program Manager any questions you may have. At any time, if there is anything that I can assist you with, feel free to contact me directly.

Welcome to the New Hope Center team!

Sincerely,

Greg Logemann  
CEO

## 1 WELCOME STATEMENT

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Welcome to New Hope Center, Inc. While you are receiving our services, you will have the opportunity to learn about yourself and the world. This manual will explain the programs, services, guidelines, and your benefits at New Hope Center, Inc. If you have any questions or need assistance, please see the Director of Services.

## 2 STATEMENT OF BELIEF

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We believe each person has unique and inalienable talents, gifts and purpose. We believe that these qualities, once realized, can drive a lifetime of contributive value and individual fulfillment. NHC's purpose is to support, enrich and empower these qualities.

Our mission is to inspire freedom and independence in the lives of people with disabilities.

## 3 WHY ARE YOU AT NEW HOPE CENTER?

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The goal of New Hope Center is to help you find out what your personal, social, and vocational skills are, your readiness for employment and community integration, and what work skills you may need to improve upon. You will have the opportunity to strengthen the skills you have and develop the skills needed to find a job in the community. We sincerely hope that by working together, we can both meet these goals. Good Luck!

## 4 ANTI-POLICY POLICY

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This is a participant handbook and we ask that you review and follow the policies in this handbook. That said, in organizational matters, we resist the use of policy creation as our default method of problem solving. We are committed to determining the root cause of problems and will courageously pursue solutions that protect the maximum degree of freedom in our culture.

To this end, our leadership places high value on individual correction, courageous and frank communication, creative teaching methods, and a rapport, respect, and relationally based style of motivation.

## 5 ABOUT THE HANDBOOK

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From time to time, NHC may change, revise, or eliminate any of the policies and/or benefits described in this handbook. Any such change, or any deviation from the stated policies, must be authorized and signed by the CEO.

This handbook replaces any previous handbooks, and also replaces any prior oral or written policies, practices, or promises made by NHC.

### 5.1 EQUAL OPPORTUNITY AND AFFIRMATIVE ACTION

It is the established policy of NHC to;

- admit and provide services to all persons
- maintain and promote equal employment opportunities
- assign participants to programs
- make no distinction in eligibility for, or in the manner of providing any participant service
- make all facilities of the organization available without distinction to all participants and visitors
- advise all persons and organizations that have occasion either to refer individuals for admission or recommend without regard to the persons age, race, creed (religion), color, disability, marital status, sex, pregnancy, sexual orientation, national origin, ancestry, arrest or conviction record \*unless substantially related\* military service membership, use of lawful products or any other bases as prohibited by state and federal law

## 6 INDIVIDUAL RIGHTS

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New Hope Center recognizes all state and federal laws concerning equality and human rights. You shall have all the personal rights as defined under the law which include but are not limited to the following;

1. To receive services which foster your individual potential. Such services shall protect your personal liberty and shall be provided within the least restrictive conditions necessary to achieve your personal goals.
2. To be accorded dignity in personal relationships and respect for your choices in all aspects of life.

3. To be free from harm, including unnecessary physical restraining, isolation, abuse, or neglect.
4. To be free from corporal and unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, psychological abuse, or any other actions of a punitive nature.
5. To have your identity, programming, and records remain confidential.
6. To the extent possible choose who provides care

#### 6.1 USE OF BEHAVIORAL SUPPORT PLANS/RESTRICTIVE MEASURES

New Hope Center believes in prevention, positive behavioral intervention policies, and de-escalation techniques to help participants manage their own behaviors. These practices teach individuals to build social relationships and skills they need to progress to integration into the community. They also create an environment that values healthy relationships, conflict resolution skills, and each person.

Behavioral interventions for New Hope Center participants must promote the right of all people to be treated with dignity and receive necessary supports and programming in a safe and least restrictive environment.

Clients whose behavior impedes their learning or that of others will receive appropriate Functional Behavioral Assessments and Behavioral Intervention Plans which incorporate appropriate positive behavioral interventions.

New Hope Center will comply with DHS's written guidelines and procedures and the MCO/IRIS Agreements regarding the use of Behavioral Support plans, and restrictive measures in community settings and follow the required process for approval of such measures.

#### 6.2 GRIEVANCE/APPEAL PROCEDURE

Grievances may be presented to the Program Manager, Director of Services, Director of Commercial Operations or any other staff member at NHC. It can be done in writing, orally, or by any alternative method of communication. NHC has standard complaint forms.

Grievance Resolution Process

Informal Discussion (optional)

- You are encouraged to first talk with staff about any concerns you have. However, you do not have to do this before filing a formal grievance.

Clear communication is essential to the provisions of quality services. If you or your designated representative have a concern, problem or complaint regarding program services, you are encouraged to do the following;

1. Talk with your supervisor. He/she will attempt to resolve the problem and will submit a report within 3 working days to the Director of Services or the Director of Commercial Operations outlining the situation.
2. If you are not satisfied, you may request a meeting with either the Director of Services, or the Director of Commercial Operations within 3 working days. Your supervisor will respond to your request within 3 working days.
3. If you are not satisfied with the above responses, you may contact the CEO and a meeting will be scheduled which will include all parties involved.
4. If the person you are to file the grievance with is absent for the entire appeal period, you may file the grievance with their supervisor. If the Director of Services is absent, the appeal may be given to the Business Manager, who will stamp the date received on it and present it to the Director of Services upon his/her return. The Director of Services will have 72 hours to respond after his/her return to work.

## 7 PROGRAMS AND SERVICES

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New Hope Center provides pre-vocational, vocational, residential, day services, transportation, and after-hours services based on your individual needs and performance. Your assignment to programs and services at New Hope Center is based upon several factors; preferences and interests, admission criteria, your initial referral, performance evaluation scores and other evaluations, and the recommendations of your supervisor as well as other New Hope Center Staff. You have the right to request a change to your plan at any time. These changes can include new services, changes in services, changes in staff (within reason) or new accommodations.



### Adult Day Services

Our enrichment opportunities provide a variety of classroom and community experiences that help develop communication skills, promote flexibility and adaptability, and are FUN! Participants join peers to enjoy a variety of activities

throughout Chilton and surrounding communities. Including regular social outings, daily activities, cooking, crafts, ongoing learning and life skills.

### Individual Service planning

While you are participating in services offered by New Hope Center, you will develop and use your own program plan. This plan will help you identify and develop positive work performance and or behaviors. Your program plan is in writing and says what your goal is, what your objectives are, how you and New Hope Center will meet your objectives, who will do what, how it will be measured, and when it will be measured by. In addition, each program plan is developed to meet employment and activities which will address your level of independence, productivity and integration into the local community. Your program plan will be developed by you, in staffing meetings with your supervisor and other members of the planning team (family member/guardian, managed care organization, IRIS). Other New Hope Center staff may be asked to help develop your plans. Any decision to change your programming should be requested by you and your planning team to the Director Of Services and or Director of Operations. Any decision to implement a program to change your behavior shall be made by you and the planning team. The program will:

- Focus on improving existing skills and learning new skills
- Emphasize the development of functional behavior
- Master soft skills to help you get along with people at home, in the community and at work
- Use the least amount of intervention possible
- Assure that you are treated with respect
- Be evaluated by New Hope Center staff through timely review of specific data on the progress and effectiveness of the procedure



**INSPIREDART!:**Our studio art program provides weekly classes for the dedicated artist in a calming space that supports self-expression, discovery and personal growth.



**INSPIRED LEARNING!:** Individuals will have the opportunity to enroll in secondary educational classes offered through a unique partnership with Fox Valley Technical College.



**INSPIRED ACTS!:** Gain valuable work experience while helping local organizations in the area meet their needs. Individuals will participate in small group opportunities that explore their interest level in a variety of business and non-profit settings.



**BRIDGE:** Bridge is a program partnered with CESA 7 designed for transition age students. Students have the opportunity for hands on experience in an apartment setting with meal planning/healthy choices, grocery shopping, laundry, personal safety, accessing community resources and many other opportunities. Please contact CESA 7 for more details.

## New Hope Center Community Based Day Services

Community-Based Day Services helps adults with disabilities to take part in their community and improve their personal skills by providing access to regular meaningful social contact and enriching activities within the community. Each participant takes part in an initial assessment where goals are identified and reported monthly to the care team. This service model explores and enables their interests and builds a plan tailored to each individual.

CBDS participants volunteer in the community, pursue educational studies, discover art, technology or music, explore local businesses or pursue recreational activities in 1:1 or up to 1:4 small group activities. Other areas of interest are explored to strengthen social skills, gain valuable information for independent living, facilitate stimulating activities, money management, and other rewarding opportunities as determined by the individual's care plan.

Participants who are active in the CBDS program can expect the following:

- Make connections with others who share their interests.
- Become a more active citizen in the community by volunteering or participating in club / group activities.
- Increase independent living skills.
- Learn and practice techniques to keep participants safe in the community.
- Explore their creative side



NEW HOPE'S AFTER HOURS PROGRAMS

New Hope's after school program InnerAct is geared toward school aged students with disabilities, giving them an afterschool opportunity to socialize with peers, obtain hands on experience in meal planning/healthy choices, phone and internet safety, personal safety, creativity, and many other opportunities. InnerAct is staffed by skilled experts who will facilitate curriculum, plan interesting activities, and meet the needs of each student. Our experienced staff are trained to accommodate a variety of disabilities in a fun engaging way.



NEW HOPE'S FULFILLMENT SOLUTIONS

### Work training services

Work training services are available to you at New Hope Center, within our fulfillment center, Achieve. You will learn to improve and increase your work skills and habits as part of your program plan. Production Supervisors will work with you to improve your work behavior and performance. The work behaviors that New Hope Center can assist you in improving are;

- Attendance - showing up every day according to your schedule
- Productivity - increasing your ability to earn money



- Punctuality - being on time
- Hygiene - grooming and dress being neat, clean and dressed appropriately for your work
- Work related behaviors - learning how to act appropriately for the work situations that you are in
- Work related performances - learning the right work habits to be successful on the job
- Co- worker relations - learning to get along with other people around you
- Supervisory relations - learning how to react to and deal with your supervisor
- Quality - learning how to do every assignment correctly
- Shop rules and safety practices - being aware of work rules and doing things safely, so as not to harm yourself or others

### Individual Service planning

While you are participating in services offered by New Hope Center, you will develop and use your own program plan. This plan will help you identify and develop positive work performance and or behaviors. Your program plan is in writing and says what your goal is, what your objectives are, how you and New Hope Center will meet your objectives, who will do what, how it will be measured, and when it will be measured by. In addition, each program plan is developed to meet employment and activities which will address your level of independence, productivity and integration into the local community. Your program plan will be developed by you, in staffing meetings with your supervisor and other members of the planning team (family member/guardian, managed care organization, IRIS). Other New Hope Center staff may be asked to help develop your plans. Any decision to change your programming should be requested by you and your planning team to the Director Of Services and or Director of Operations. Any decision to implement a program to change your behavior shall be made by you and the planning team.

The program will:

- Focus on improving existing skills and learning new skills
- Emphasize the development of functional behavior
- Master soft skills to help you get along with people at home, in the community and at work
- Use the least amount of intervention possible
- Assure that you are treated with respect
- Be evaluated by New Hope Center staff through timely review of specific data on the progress and effectiveness of the procedure (typically at least every 6 months)

## Community Based Prevocational Services

New Hopes Community Based Prevocational services provide learning and work experiences, including volunteer work, where the individual can develop general, non-job-task -specific strengths and skills to increase independence and participation in their communities. A person-centered assessment and team-based planning process is used to develop very specific goals and service timelines with participants. Activities that contribute to the participants work experience, work skills or work-related knowledge are explored.

### 7.1 WORK SERVICES ADMISSION:

When an individual or a referral agency first makes contact with our facility to inquire about services, a tour and interview are scheduled with the prospective participant. The tour provides the individual with information about the facility and programs: the individual can better decide if they wish to be involved with our organization. The purpose of the interview is to discuss the appropriateness of the referral and develop a plan of action. Participants could include the following:

- Prospective participant and/or parents/living situation supervisor.
- Program director and/or case manager.
- Referring agency

If the group members feel that placement at New Hope Center should be explored further, the prospective participant is given a number of intake forms (listed below and dependent on program) to fill out as well as a participant handbook.

Prior to admission to New Hope Center, the following information and/or forms must be completed:

- \*Recent Physical Evaluation (must be less than 1 year old; required yearly thereafter).
- Opportunity Center information forms:
  - Participant Information sheet
  - Information Release
  - Treatment Authorization
  - W-4 form
  - I-9 form – Part 1 and 2
  - Direct Deposit information
  - Copies of 2 forms of Identification
- Funding source name and billing address; letter of authorization to bill.
- Educational records if available.
- Work permit (if participant is under 18 years of age).

\* Forms other than New Hope Center's may be accepted with the Director's approval.

When all required information is received, the CEO, Director of Commercial Ops and Residential Program Director will decide on the appropriateness of the applicant for New Hope Center programs. The participant is notified if accepted and given a starting date.

If at any time prior to admission the applicant is deemed inappropriate, unable to benefit, etc. a letter is sent to him/her (a copy is sent to the funding source) explaining the reasons for the decision, along with any appropriate referrals. The Intake Information Form, a copy of the letter and any other information is kept on file.

Admission will be accepted on a space available basis as determined by each specific service program participant/staff ratio. Participants referred to New Hope Center for services in specific programs where no vacancy exists will be placed on a waiting list. When a vacancy occurs in a specific service program, a committee consisting of the CEO, Director of Commercial Ops and Residential Program Director will make the selection.

## **7.2 WORK SCHEDULE**

New Hope Center is open at 8:00 AM with the workday beginning at 8:15 AM. At this time you should be punched in and at your workstation ready to work. The workday ends at 3:15 PM, any changes to your schedule should be discussed with your supervisor. If you are working at a jobsite your employer and the Supported Employment Specialist will set your work hours with you. The program you are in, and your needs determine the hours that you are scheduled. You and your supervisor will set up attendance schedules that best suit your individual needs, as determined at your staffing

## **7.3 WORK BREAKS/LUNCH POLICY**

While at New Hope Center, your lunch breaks and other breaks are determined according to your schedule and assigned by your supervisor. Lunch is 30 minutes, and you will also receive a 15-minute morning break. It is important to return to your job assignment after break times. You will be expected to bring a lunch daily, NHC has several microwaves for your use. We also have vending machines available with items to purchase if you should choose. Break includes the time spent going to and from your workstation. If you need to leave your workstation for any reason during work time, please let your supervisor know. If you wish to dine in a private setting, please alert your supervisor. If you are working in the community your lunch breaks and other breaks, are determined by your employer.

#### **7.4 SCHEDULES & ABSENCES**

Attendance is a very important part of job performance at any work site. This is also true at New Hope Center. If you are sick or have an emergency, it is your responsibility to notify the bus driver before your scheduled route time. You also must notify your New Hope Center supervisor by 8:15 AM. If you are working at a jobsite in the community, you must call your Supported Employment Specialist and/or Employer at your community site as early as you possibly can before your starting time, so that we can make the necessary adjustments with your employer. In cases of extended illness (beyond 3 consecutive days) a doctor's note may be required.

As with most employers, it is expected you communicate any deviation from your predetermined work schedule such as illness, vacation, personal leave etc.

#### **7.5 RATES OF PAY**

Depending on the specific jobs you perform, you will be paid either a piece rate or an hourly wage.

Piece-rated work is paid according to the number of units produced correctly. Piece rates are based on time studies and competitive industry wage rates.

New Hope Center operates under a special certificate approved annually by the Department of Workforce Development. Federal and State law governs how wages will be determined.

#### **7.6 HOURLY**

The base wage for all job rates varies according to the type of work performed. The starting base rate for hourly jobs is the current state minimum wage.

Production payroll is generated on a bi-weekly basis and is paid by direct deposit every two weeks on Friday.

#### **7.7 PAYROLL DEDUCTIONS**

Before you begin working or work training, you must complete state & federal tax withholding forms. This form authorizes money to be withheld from your paycheck according to the number of claimed dependents.

## Community Based Employment Services

This program can help you find and keep a job within the community. New Hope Center works cooperatively with the Division of Vocational Rehabilitation (DVR) to help you find these jobs. Supported Employment does many things to make this happen.

- A NHC staff person can write a report called a functional assessment. This will help the team members learn more about you.
- NHC staff will help you learn how to find a job. Tours of businesses, and job shadows or "tryouts" can be arranged. You will also be assisted in filling out job applications, creating and maintaining a resume and preparing for job interviews. You will work with a Supported Employment Specialist (Job Coach) to do this.
- When a job is found, the Supported Employment Specialist will go to your new job with you and help you learn your job. They will also help you to talk with your employer. The Supported Employment Specialist may also help you decide how you will get to work, what kind of clothes you will need to wear, or any other things that you will need to work successfully at your job.
- Every few months, supported employees will meet with an NHC representative so they can talk about how their jobs are going. People involved in the
- supported employment program will be invited once a functional assessment has been completed.
- If you decide you do not want to be involved in the Supported Employment program, you will need to inform your DVR Contact or Supported Employment Specialist. At that time, a staffing will be held to discuss program needs.

## **7.8 JOB PLACEMENT PROGRAM**

Placement services are provided to individuals who are found to be ready for competitive employment. These services include job development, resume writing, applications and interview assistance, limited training on the job site and follow up with the employer and the individual. Placement services can also be provided if you are already on a job and need some further assistance.

## **7.9 INDIVIDUAL SERVICE PLANNING**

While you are participating in services offered by New Hope Center, you will develop and use your own program plan. This plan will help you identify and develop positive work performance and or behaviors. Your program plan is in writing and says what your goal is, what your objectives are, how you and New Hope Center will meet your objectives, who will do what, how it will be measured, and when it will be measured by. In addition, each program plan is developed to meet employment and activities which will address your level of independence, productivity and integration into the local community. Your program plan will be developed by you, in staffing meetings with your supervisor and other members of the planning team (family member/guardian, managed care organization, IRIS). Other New Hope Center staff may be asked to help develop your plans. Any decision to change your programming should be requested by you and your planning team to the Director Of Services and or Director of Operations. Any decision to implement a program to change your behavior shall be made by you and the planning team. This process is reviewed every 6 months, or upon request.

The program will:

- Focus on improving existing skills and learning new skills
- Emphasize the development of functional behavior
- Master soft skills to help you get along with people at home, in the community and at work
- Use the least amount of intervention possible
- Assure that you are treated with respect
- Be evaluated by New Hope Center staff through timely review of specific data on the progress and effectiveness of the procedure



NEW HOPE'S TRANSPORTATION SERVICES

## Transportation Services

New Hope Center offers transportation services (Drive) for your convenience. Drive can be used for transportation to work, home, appointments, extra curriculars as well as any other transportation needs. Your supervisor is available to assist you in securing the transportation that best suits your needs.

## Fees for Services

New Hope Center's services cost money. Individuals can choose to pay privately or work with a funding source such as a Managed Care Organization (MCO), examples include Lakeland Care District, Community Care Inc, or IRIS. For more information on these services/funding sources please contact the Aging Disability Resource Center (ADRC).

## 8 GENERAL WORK RULES

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The following rules apply to all workers of New Hope Center, Inc. When on community work sites, you are subject to the work rules of that work site.

- Your Supervisor or Supported Employment Specialist/Community Employer will provide you with your work assignment at the start of your shift.
- You are expected to respect the property of others. Theft, damage, or destruction of others' property is not allowed. New Hope Center will prosecute any individual who steals New Hope Center property. Theft will also be grounds for termination. Destruction of property, including NHC vehicles, will result in replacement of the property at your expense.
- You are expected to be at work when scheduled. If it is necessary for you to be absent from work, you must call in.
- You are expected to arrive at work personally clean and wearing clean and neat clothes.
- You are expected to perform assigned work, carry out reasonable requests, and follow supervisors' instructions.
- Any deviations from your scheduled hours should be communicated to your supervisor prior.

- Cursing, abusive or derogatory language should not be used.
- Food/drink is prohibited in the production area.
- Smoking is allowed outside in designated areas only. No alcohol or illegal drugs are allowed on New Hope Center or employer premises.
- All personal belongings should be kept in a locker or an area designated by the supervisor. New Hope Center is not responsible for damage to or loss of personal belongings.
- You are required to treat others with respect. Fighting, hitting, pushing, biting or yelling is not allowed.
- You are encouraged not to borrow money from or lend money to coworkers.
- You are responsible for cleaning up your work area at the end of your shift as instructed by your supervisor.
- For safety & security reasons, all visitors should go through the main entrance, and check in with the receptionist.

## 9 POLICIES & PROCEDURES

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### 9.1 CLOSURE DUE TO HAZARDOUS OR SEVERE WEATHER CONDITIONS

In the event of hazardous weather conditions, we follow the Chilton School District Closures. New Hope Center may not provide transportation services. This (and any other reason for program cancellation) will be announced between 6:30 and 8:00 AM on local television stations, radio stations, and on various social media platforms.

If you are working in the community, your employer and Supported Employment Specialist or supervisor will tell you how to deal with severe weather.

### 9.2 ACCIDENT/ILLNESS PROCEDURES

Any accident, injury, or illness must be reported to your supervisor. First aid is given for minor injuries. In the event of a serious medical emergency, 911 will be called. New Hope Center has Workers' Compensation Insurance, but in order for you to be covered, the injury must be reported immediately. A doctor's written release is required in order for you to come back



to work after being treated for an injury. This release should state any work limitations you may have.

### **9.3 HEALTH RECORDS**

It is very important that you tell your supervisor about;

1. Your medications and any changes
2. Your physical condition and any changes
3. Any work restrictions
4. Any allergies
5. Who to contact in case of emergency
6. Your telephone number and address
7. Your guardianship/payee status

### **9.4 DRUG & ALCOHOL ABUSE POLICY**

New Hope Center has a strong commitment to provide a safe and healthy environment while receiving services. Termination from programming may result if any participant is found to be under the influence of either illegal drugs or alcohol. An investigation will be conducted, which may include drug & alcohol testing. \

### **9.5 EVACUATION DRILLS**

Staff will be present to provide instructions for returning to the building following a drill. The alarm is a loud bell and a flashing light that does not stop. It is very important, for your safety and others, to follow the rules during an evacuation. Evacuation drills may or may not be held at community job sites. Your supervisor or Supported Employment Specialist will instruct you about evacuation drills if you are at a community job site.

### **9.6 MEDICATION POLICY**

If you have a medication that must be taken during the workday, you must bring each medication in a separate container. Each container must have an original label on it that gives the doctors directions. A New Hope Center staff person will distribute the medication to you at the correct time. New Hope Center is not responsible for any misuse of medication.

### **9.7 VISITOR POLICY**

In order to further community inclusion, New Hope Center encourages visitors to their buildings/program/sites. To maintain the security of the building and safety of the employees and clients, when visitors arrive, they must "check in" with the front desk and record their visit on the "Visitor Log." Visitors are not allowed to enter New Hope Center through any other door than the front/main entrance

## **9.8 TERMINATION FROM NEW HOPE CENTER**

If your services at New Hope Center are terminated, whenever possible, an exit staffing is held with members of your support team. This staffing reviews your progress and points out areas where you still need improvement. Recommendations are made to help you achieve your highest level of ability.

## **9.9 RE-ENTRY TO NEW HOPE CENTER**

If you terminate from New Hope Center and wish to return, you should do one or more of the following:

1. Contact your previous funding source
2. Contact the Director of Services: the decision regarding your return to New Hope Center is made by New Hope Center staff. They take into consideration;
  - a. New Hope Center's entrance/admission criteria
  - b. Your rights
  - c. Referral from the Division of Vocational Rehabilitation (DVR) Managed Care Organization (MCO), IRIS, or another referral source
  - d. Any special considerations brought to their attention
  - e. Any changes in your needs

## **9.10 ADMISSION/DISCHARGE**

When an individual or a referral agency first contacts our facility to inquire about services, an intake information form is filled out by the Director of Services. A tour and interview are scheduled with the prospective participant. The tour provides the individual with information about the facility and programs: the individual can better decide if they wish to be involved with our organization. The purpose of the interview is to discuss the appropriateness of the referral and develop a plan of action. Participants could include the following:

- Prospective participant and/or parents/living situation supervisor.
- Program Coordinator and/or case manager.
- Referring agency

If the group members feel that placement at New Hope Center should be explored further, the prospective participant is given a number of intake forms (listed below) to fill out as well as a participant handbook.

Prior to admission to New Hope Center, the following information and/or forms must be completed:

1. \*Recent Physical Evaluation (must be less than 1 year old; required yearly thereafter).
2. Opportunity Center information forms:
  - A. Client Intake Assessment
  - B. Information Release -EMF

- C. Treatment Authorization
- D. Personal Care Plan
- E. Seizure History and Care Plan
- F. Admission Agreement

3. Funding source name and billing address; letter of authorization to bill.

\* Forms other than New Hope Center's may be accepted with the Director of Services approval.

When all required information is received, the client is notified and given a starting date.

If at any time prior to admission the applicant is deemed inappropriate, unable to benefit, etc. a letter is sent to him/her (a copy is sent to the funding source) explaining the reasons for the decision, along with any appropriate referrals. The Intake Information Form, a copy of the letter and any other information is kept on file.

Admission will be accepted on a space available basis as determined by each specific service program client/staff ratio. Clients referred to New Hope Center for services in specific programs where no vacancy exists will be placed on a waiting list. When a vacancy occurs in a specific service program, a committee consisting of the COO, Program Coordinator and Case Manager will make the selection.

#### Admission Agreement

Each participant will be provided with a written Admission Agreement dated and signed by the client or their legal guardian. This agreement includes:

- (a) A complete statement detailing all charges and expenses for services, materials, equipment and food required by law or regulations, and other services, materials, equipment and food which the facility agrees to furnish and supply to clients during programming;
- (b) The maximum total monthly, weekly, daily or hourly rate to be charged to the client or responsible person;
- (c) The conditions under which New Hope Center may adjust the basic monthly, weekly, daily or hourly rate and charges for supplemental services and supplies, including the provision of written notification of such adjustments to the client or responsible person at least 30 days prior to their effective date;

#### Admission Criteria

To be eligible for New Hope Centers Inspire program, clients must;

- Be a functionally impaired adult;
- Have a current medical history provided;
- Have a written plan of care.

Clients will be ineligible for the Adult Day Service Program if they;

- Are bed-fast;
- Have behavior problems that create a hazard or danger to themselves or others.
- Require skilled nursing care during the time they would attend programming.

#### Discharge Criteria

A client may be discharged, either voluntarily or involuntarily, when:

- (a) The discharge is appropriate because the client is no longer benefiting from therapeutic programming;
- (d) The safety of individuals in the facility is endangered;
- (e) The health of individuals in the facility would otherwise be endangered;
- (f) The client has failed, after reasonable and appropriate notice, to pay for services rendered; or
- (g) The facility ceases to operate.

The reasons for discharge of a client are documented in the client's permanent record and the discharge will be discussed with the client and his guardian or personal representative. This notice must be given thirty (30) days prior to the date of discharge. An immediate discharge for emergency does not require that the facility provide notice of the discharge thirty (30) days in advance of the discharge. However, New Hope Center shall provide the notice as soon as practicable.

#### **9.11 CONFLICT OF INTEREST**

New Hope Center has policies, procedures and a Code of Ethics, to avoid conflicts of interest and protect the rights of the people we serve. Conflict of interest is relationships or commitments that conflict with the interests of participants or the agency. It is a situation where someone is supposed to act one way but has incentive to act another way. If a potential conflict of interest arises that would affect you or affect your services at New Hope Center, please inform NHC staff. NHC will in turn, inform you of any potential conflicts and work with you to come to a resolution.

#### **9.12 PERSON CENTERED PLANNING PHILOSOPHY**

It is the policy of New Hope Center that all eligible persons are informed of their right to engage in Person Centered Planning at any time. All individuals who receive services shall have a plan outlining the individual outcomes to be achieved through various means of support and or services. The process by which a plan is developed shall be done in a way that is person centered and can be revisited at any time.

### 10 IMPLEMENTATION OF INFORMED CHOICE

The purpose of this Policy is to describe how New Hope Center can work with its clients to ensure their full participation, based on informed choice, throughout the rehabilitation

process. Since the implementation of informed choice makes demands on both the individual and the organization, this policy also discusses the roles of both the individual and New Hope Center in carrying out their responsibilities.

Informed choice is a decision-making process that occurs throughout the individual's experience in their programming. Implementation of informed choice should ensure that the individual, or if appropriate, the individual, through his or her representative:

- makes decisions related to the assessment process and to selection of the employment outcome and the settings in which employment occurs, the settings for service provision, and the methods for procuring services;
- has a range of options from which to make these decisions or, to the extent possible, the opportunity to create new options that will meet the individual's specific rehabilitation needs;
- has access to sufficient information about the consequences of various options;
- has skills for evaluating the information and for making decisions, or, to the extent possible, the opportunity to develop such skills or support and assistance in carrying out these functions;
- makes decisions in ways that reflect the individual's strengths, resources, priorities, concerns, abilities, capabilities, and interests; and
- takes personal responsibility, to the extent possible, for implementing the chosen options.

### **Roles and Responsibilities**

Effective implementation of informed choice depends on efforts of the individual and, as appropriate, people important in the individual's life, working jointly with New Hope Center staff. The efforts of all of these individuals should be supported by the policies, procedures, and practices of New Hope Center.

**The Person receiving services:** The individual served must make decisions about the options for developing their work goals, the extent of technical assistance needed for exercising the various options, and the extent to which family members and others are to be involved in the IPE planning process.

An individualized plan for employment should be developed and implemented in a manner that affords an eligible individual the opportunity to exercise informed choice. Informed choice should be exercised by the individual in selecting:

1. An employment outcome;

2. The specific services to be provided under the plan;
3. The employment setting and the settings in which the services will be provided; and
4. The methods used to procure services.

Exercising informed choice and taking more responsibility in the rehabilitation process makes demands on individuals with disabilities and may also make demands on other people in their lives. To be fully engaged in the process, including development of employment goals, the individual must gather and use information to the extent possible, participate in planning and problem solving, make and implement decisions, and seek or identify needed resources. The individual engages in these activities to make decisions about the selection of the employment outcome, service and employment settings, and methods for procuring services. Once the IPE has been signed both by the individual and New Hope Center staff, the individual assumes the responsibilities identified in the IPE for implementing the decisions and achieving the employment outcome.

**New Hope Center staff:** New Hope Center staff facilitates the process with knowledge of rehabilitation and the VR process, an understanding of informed choice, information regarding rehabilitation resources and current labor market trends, and the experience of assisting other individuals.

It is generally the responsibility of New Hope Center staff to inform the individual about available options for developing the IPE and for exercising informed choice and to assure that the individual understands the options. Staff assists the individual during the assessment process to discover the individual's strengths, abilities, capabilities, and interests. If appropriate, staff encourages the participation of family members and others in the process.

New Hope Center staff also assists the individual in exercising informed choice, informs the individual of services that support the individual in exercising informed choice, and helps the individual link with any necessary support services. Staff facilitates the development of the individual's ability to gather information and supports the individual in making decisions to the best of the individual's ability.

It is the responsibility of New Hope Center staff to ensure that an eligible individual is provided or assisted in obtaining information necessary for an individual to make an informed choice about the specific services that are needed to achieve his/her employment outcome. This information must include, at a minimum, information relating to the:

1. Cost, accessibility, and duration of potential services;
2. Client satisfaction with those services to the extent that information is available;
3. Qualifications of potential service providers;
4. Types of services offered by New Hope Center; and

5. Degree to which the services are provided in an integrated setting.

Staff works with the individual to build relationships and to align resources that will enable the individual to exercise informed choice and to work toward the employment outcome.

**New Hope Center:** The role of New Hope Center Management team is to administer programs in a manner that supports the joint efforts of the individual and New Hope Center staff member. New Hope Center can provide such support by implementing policies and procedures that provide the maximum opportunity for individuals to exercise informed choice, for staff members to support individuals in that effort, and for the development of employment and service options that meet a wide range of individual needs. Commitment to informed choice by the leadership of the agency is critical to these efforts.

The agency can foster the development of creative approaches for implementing informed choice by identifying, supporting, and replicating promising practices.

## 11 SAFETY RULES & PROCEDURES

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Infractions of New Hope Center safety rules may result in written warning slips and eventual suspension. Serious infractions of New Hope Center rules regarding safety of self or others will result in immediate suspension and possible termination. This decision will involve you, your supervisor, and the Director of Services.

For the protection and benefit of all staff and participants, the following safety rules and procedures must be followed.

- You are to report all work injuries and illness to your supervisor.
- Avoid walking through busy areas. Use designated aisles. WALK DO NOT RUN.
- Smoking is not permitted in New Hope Center building or vehicles (designated areas only).
- All fire extinguishers, exits, fire lanes, hallways, and first aid kits must be kept clear and ready for use.
- Avoid any form of horseplay or fighting.
- Self-protective equipment such as gloves, ear plugs, etc. are required on some jobs and must be worn in accordance with supervisors' instructions.
- Dress according to dress code, which may vary from site to site
  - No halter tops, sleeveless shirts or skirts. Shorts should be long (just above the knee). Dress should be appropriate adult clothing geared to the type of work to be done. At some work sites you may be required to wear a specific type of uniform.
  - During cold weather, in unheated or outdoor sites, you should dress warmly in appropriate clothing: i.e. hat, warm socks and shoes, double layers of clothes or insulated undergarments.

- Open toe shoes or thongs (ex; flip flops) are not acceptable at any time. Dress safely.
- All materials must be stored in a safe and careful manner.
- Make sure no air hoses or electric cords create any tripping hazards.
- Keep tools and equipment in the places designated by the supervisor.
- Keep the work area clean. Do not throw trash on the floor.
- Use machines and equipment only when trained by a supervisor and only when assigned to do so.
- All guards and safety devices must be in place, in working condition, and properly adjusted before you operate the equipment. Notify the supervisor if any equipment or tools do not appear to be working properly.
- Before starting equipment, make sure everyone is clear of it.
- Always shut off machines when not in use.
- Report any sign of fire or smoke to the nearest staff member. You must follow emergency exit and evacuation plan whenever the alarm sounds.
- If you are on a jobsite in the community, your employer may have other safety rules and procedures that also apply to you. Your Supported Employment Specialist and or/Employer will tell you about these rules and procedures.
- Transportation safety is expected. Conduct yourself responsibly to ensure the safety of yourself, the driver, and other riders.

If you break any of the General Work Rules or Safety Rules & Procedures, it may result in:

Reminders	Suspension
Warnings	Termination

Depending upon the seriousness of the infraction and the number of times it happens, your supervisor (in conjunction with the Director of Services) will determine what disciplinary steps are to be taken. Severe infractions may result in immediate termination.

## **12 COMMUNITY INTEGRATION AND PROGRAMMING**

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- In all services delivered by New Hope Center, there will be daily opportunities available for individuals served to interact with people who do not receive services.
- In all services delivered by New Hope Center, there will be daily opportunities available for individuals served to access community-based integrated settings.
- New Hope Center will work to bring community groups and individuals into the setting as often as possible to encourage community inclusion and engagement.
- New Hope Center will provide DAILY/WEEKLY/MONTHLY schedules of community integrated activities available for individuals served to participate in. These activities will be chosen/based on the interests and feedback of the individuals they serve and will include both recreational as well as employment-focused activities (depending on the program they are a part of)



- Individuals served can choose which activities they would like to participate in, and their individualized schedule will reflect these choices. Individuals served have the right to decline participation in activities they are offered.
- To the extent possible, New Hope Center will honor individual preference regarding who the individual would like to participate in activities with, both within and outside the setting.

Bill of Rights  
All participants of New Hope Center, have the right to:



Be informed of their rights



A humane psychological and physical environment



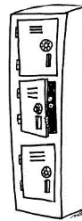
Confidentiality



Send and receive sealed mail



Receive fair wages



Individual storage space for his/her private use



Refuse medication



Reasonable protection of his/her privacy in such matters as dressing and toileting



The least restrictive treatment conditions necessary to achieve their goals



Be free from unnecessary or excessive medication



See all their visitors, with reasonable limits



Be free from physical restraint and involuntary isolation, unless necessary for safety



Receive prompt and adequate services

## Public Notice 5310 for New Hope Center Vehicles

### Notifying the Public of Rights Under Title VI

#### **New Hope Center, Inc.**

- ✓ New Hope Center operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with New Hope Center
- ✓ For more information on New Hope Center's civil rights program, and the procedures to file a complaint, contact 920-849-9351; email [sadams@newhopeinc.org](mailto:sadams@newhopeinc.org) ; or visit our administrative office at 443 Manhattan St, Chilton WI 53014. For more information, visit <https://www.newhopeinc.org/>
- ✓ A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 920-849-9351  
*Si se necesita informacion en otro idioma de contacto, 920-849-9351*  
*Yog muaj lus chia ntiv rau lwm hom lus, hu rau 920-849-9351*

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## Participant Acknowledgement Form

The Participant Handbook describes important information about my services.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur. I acknowledge that I have received a copy of this handbook. Only the CEO or the Board of Directors has the ability to adopt any revisions to the policies in this handbook. All such changes may be communicated through official or unofficial notices, and I recognize that revised information may supersede, modify, or eliminate existing policies.

I understand a new Participant Acknowledgement Form may not be obtained for any subsequent changes. I acknowledge that I have received access to the handbook, and I understand that it is my responsibility to read and comply with the policies contained in the handbook and any revisions made to it.

\_\_\_\_\_  
*Participant Name (printed)*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Participant Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Guardian Acknowledgement*

\_\_\_\_\_  
*Date*