



Parent Handbook

Day Program

2016-2017

Revised 3/2017

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ADMINISTRATIVE PERSONNEL

| Position | Name | Email | Telephone Ext |
|-------------------------------|---------------------|--|----------------------|
| Development Manager | Erica Badamo | ebadamo@villagelac.org | 281-973-0508 |
| Nurse | Jessica Bankston | jbankston@villagelac.org | 281-973-0738 |
| Development Director | Kim Brusatori | kbrusatori@villagelac.org | 281-973-0507 |
| Assisted Living Manager | Vince Comeaux | vcomeaux@villagelac.org | 281-358-4589 |
| Billing Clerk | Amanda Crystal | acrystal@villagelac.org | 281-973-0625 |
| Executive Director | Marcus Denman | mdenman@villagelac.org | 281-973-0626 |
| Admin Assistant | Seth Fitzgerald | sfitzgerald@villagelac.org | 281-973-2715 |
| Billing Adm. Assistant | Gail Harney | gharney@villagelac.org | 281-973-0792 |
| Maintenance Manager | Richard Hawk | rhawk@villagelc.org | 281-731-0661 |
| Day Program Manager | Jennifer Montgomery | jmontgomery@villagelac.org | 281-973-0793 |
| Thrift Store Manager | TBA | | 281-354-7166 |
| HR Director | Ashley Rexrode | arexrode@villagelac.org | 281-973-0793 |
| Development Coordinator | Liz Stemm | lstemm@villagelac.org | 281-973-0564 |
| Receptionist | Tina Tilea | ttilea@villagelac.org | 281-358-6172 |
| Transportation Manager | Beverly Wells | bwells@villagelac.org | 281-973-0575 |
| Assisted Living Asst. Manager | Christina Whaley | cwhaley@villagelac.org | 281-358-4589 |
| Bookkeeper | Stephanie Wicker | swicker@villagelac.org | 281-973-0792 |



THE VILLAGE LEARNING CENTER CAMPUS

Village at Plum Valley (VLAC)

3819 Plum Valley
Kingwood, TX 77339
Phone: 281-358-6172
Fax: 281-358-0845



The Village Multi-Purpose Bldg.

3838 Plum Valley
Kingwood, TX 77339
Phone: 281-358-6172



Village Community Center (VCC)

3930 Glade Valley
Kingwood, TX 77339
Phone: 281-358-6172



Village at Stoney Glen (VASG)

2225 Stoney Glen
Kingwood, TX 77339
Phone: 281-358-4589



Village at Hickory Glen (VAHG)

3918 Hickory Glen Court
Kingwood, Texas 77339
Phone: 281-312-1992
Contact: Darlene Diaz
Email: vahg@mcdougal.com





VISION

We agree to make a commitment to celebrate each individual's abilities by encouraging the individuals, staff and families to fulfill their hopes and dreams for the future as full, participating members of our community. Our aspiration is to be the foremost provider of support and services to individuals with developmental disabilities.

MISSION

Our mission is to create the support and services to affect positive changes in the lives of individuals with developmental disabilities, their families, and our local community, so that these individuals can reach their maximum potential and level of independence.

VALUE STATEMENT

We help to support families who require programs and services to care for their special needs individual at home and then later in life. Unlike institutional care, we believe community based programs are the answer in allowing the individual to become a respected community participant and have an improved quality of life with purpose.

CORE VALUES & BELIEFS

The Village's culture is characterized by an indomitable will to succeed and prosper in one of the most challenging industries. At the heart of our unique and strong culture is the belief that people are the ultimate source of our advantage.

By living these core values, each one of us helps to deliver on our promises to our clients and ensure our enduring success:

Core Values & Beliefs, Cont'd.

Compassionate, Respectful & Patient

We respect people, honor diversity and treat each other fairly and with dignity. These are the cornerstones of our culture and the key to our ability to work successfully as a team.

Flexibility & Diversity of Talents

We show flexibility in the tasks that we are asked to perform and have a diverse array of talents that we can utilize in order to accomplish them.

Cheerful & Energetic

We have the enthusiasm, energy, tenacity and competitive spirit to be the best. We come to work with a smile on our face and keep our personal issues at home.

Honesty & Integrity

We operate with the highest standards of honesty, integrity and responsibility- as individuals and as a corporation- to be a role model through our business practices, community involvement and environmental stewardship. We are truthful and forthright in our fundraising communications, respect the privacy of our donors, and expend funds in a manner consistent with donor intent. Our organization appropriately acknowledges and recognizes donors for contributions received, and all solicitation materials, accurately represent the organization's mission, objectives, and activities, as do related financial, organizational and program reports.

Accountable Team Player

We make a commitment to stay focused on work and maintain confidentiality. We contribute fully to the activities of the team and step up when others are in need. We share information and resources with others. When problems arise we work to find solutions. When problems occur we speak the truth.

ADULT DAY PROGRAM

Program Goals

The Program Goals for our Adult Day Program are to offer clients the ability to socialize and develop relationships with their peers, teach life and social skills, provide vocational training and education, offer physical activities to improve health and well-being and to develop opportunities for inclusion in the community, through participation in a variety of activities and volunteering opportunities. For families, we provide respite to primary caregivers so that they are better able to cope with the extraordinary pressure of care giving, while also giving them the ability to work outside of the home. By offering adult day program services we are enhancing the quality of life for the entire family unit.

Program Description

The Adult Day Program offers specialized care to individuals with developmental and physical disabilities ages 18 and up. The individual's primary diagnosis for services is developmental disability, with an IQ of less than 70 and having onset prior to the age of 18 years of age. We will however take individuals with other disabilities if we can provide services that are meaningful for them.

Program Locations:

Main Campus-VLAC

3819 Plum Valley
Kingwood, TX 77339
Phone: 281-358-6172

Multi-Purpose Bldg. - MP

3838 Plum Valley
Kingwood, TX 77339
Phone: 281-358-6172

Community Center-VCC

3930 Glade Valley
Kingwood, TX 77339
Phone: 281-358-6172

PROGRAM DAYS & HOURS OF OPERATION

Center operating hours are from 7:30 am to 6:00 pm Monday thru Friday.

| | |
|------------------------------------|--------------------|
| Before Care | 7:30 am to 8:00 am |
| Pre-Vocational and Vocational | 8:00 am to 2:30 pm |
| Enrichment Programs | 9:00 am to 3:00 pm |
| Afterschool Childcare | 2:30 pm to 6:00 pm |
| Club V Explore and Create Programs | 2:15 pm to 4:30 pm |
| After Care | 4:30 pm to 6:00 pm |

| Program Name | Class Location |
|---------------------|------------------------------|
| Pre -Vocational | 3819 Plum Valley Drive- VLAC |
| Vocational | 3838 Plum Valley Drive- MP |
| Enrichment | 3930 Glade Valley Drive- VCC |

Program Holidays: 2016-2017

2016

| | |
|--|-----------------------|
| September 6, 2016 | Labor Day |
| November 23 rd – November 25 th , 2016 | Thanksgiving Holidays |
| December 23- December 27, 2016 | Christmas Holidays |

2017

| | |
|-----------------|------------------|
| January 2, 2017 | Center Closed |
| April 14, 2017 | Good Friday |
| May 29, 2017 | Memorial Day |
| July 4, 2016 | Independence Day |

Unexpected Day Program Closures

During cold weather, flooding, hurricanes or other weather or disaster related events, The Village will keep in accordance with Humble Independent School District regarding building closures. Should the district not be in session, families are to check the Village website for up-dates or you can be alerted via text through Remind.com. The Village will be flexible with allowing the rescheduling of days in the following weeks to make up for missed days.

To receive notifications via a text message contact The Center for instructions.

ENROLLMENT PROCESS & PROCEDURES

Parents or guardians must complete a Day Program Application Packet when first enrolling and return it to the Admission's Manager with a \$50 application fee. A **completed** application with all cited documentation is required for an individual to be considered by the Admission's Committee. The application fee is non-refundable.

If the Admission's Committee determines after initial review of the application that The Village may be able to serve the needs of the individual, you will be invited to meet with our staff. It is then that any questions you might have will be answered.

After the interview the Admission's Committee will notify parents or guardians of their decision. The Admission's Committee will approve applicants on a first-come first-serve basis, and on their ability to safely be served in the program.

Completed Application Packets are required for a name to be placed on our waiting list if space is not currently available.

In order to attend adults must be over the age of 18 and not currently enrolled in high school. They must be able to be served successfully in a group setting.

The Center is open from 7:30 am to 6:00 pm Monday thru Friday. We suggest that the individual attend full time (5 days per week) to optimize learning but will accept part time attendance.

The parent or guardian will be notified in writing of any policy changes, emergencies, medical/healthcare outbreaks, or any other information regarding the program.

DAY PROGRAM RATES

Below you will find an explanation of the differences between those who pay privately for certain services and those that are funded via a Medicaid Waiver program. Both of these payment options may be relevant to an individual dependent on the services they receive.

Private Pay Billing

Upon enrollment and acceptance, parents will be required to pay the first month's program fees if applicable. These fees are non-refundable. Private pay rates for our Day Program are dependent on the individual's level of need for assistance with Activities of Daily Living (ADL) (as determined by DADS or The Admission Committee if not assessed) and the number of days of attendance per week. Specific rates for the Day Program and other services provided such as Club V, transportation, after program care, etc. will be discussed at the time of enrollment.

If you pay private pay rates, make up days for days missed are available upon space in the program and management approval.

Rates that are billed monthly such as transportation, afterschool childcare and before/aftercare will not be reduced for any reason, including missed days.

Private Pay billing, including Club V, transportation, before/after care and afterschool childcare will be billed (via email or mail) one full week prior to the end of the month for the upcoming month. **Payments are due by the 2nd business day of the month. Payments can be made online to avoid automatic late charges of \$25 after the 10th of the month. Payments past 45 days of the due date will result in a temporary suspension from the program until the account has been paid.**

Please add 3% fees if you utilize the convenience of credit card or online payments through our website. The amount total can be determined by multiplying 0.03 times the amount due and adding that to the original amount.

All private pay rates are already inclusive of one week of vacation time per year. There are no situations where your monthly fee will be reduced for services other than for extended leave options described further in this document.

Medicaid Waiver/Star Plus Insurance

If you have Medicaid Waiver funding through a provider (i.e. HCS, TxHmL, CLASS, Star Plus or Private Insurance) we can contract with that provider to offer services to your family member. The Village will negotiate the daily rate with the provider and sign a separate contract with them to provide the services you need.

The cost to the family for the Achieve (Pre-Vocational and Vocational) and Enrichment Program is free if paid through a Medicaid Waiver funding source or a Star Plus Insurance provider. It should be noted that a full day of Day habilitation or Day Activity & Health Services is defined as a minimum of 5 hours for HCS and TxHmL and a minimum of 6 hours of service for those with Star Plus Waiver programs. **Please be further advised that should for any reason, the client loses service eligibility or the funder refuses to pay for services, parent/guardian accept responsibility for service rendered**

In order for our program to be financially sound it is essential that we provide services to your Villager the minimum hours required to bill the maximum daily rate to the provider. You will be informed of this minimum time, which is dependent on your Medicaid waiver or insurance, and we ask that you not pick up your Villager prior to this time. Of course we understand if there are doctor appointments and other reasons why you may have to pick up early on occasion. We simply ask that you keep these occurrences to an absolute minimum.

If your Villager is picked up early more than four times a month on a consistent basis then we will have to assess if we can continue to serve them in our program.

The Village Learning Center is funded mainly through fundraising and program fees. The day program structure is based upon a fixed number of Villagers attending per day. To improve the current level and quality of services provided, it is important we ensure that we are operating as close to our maximum capacity as possible.

Star Plus Waiver Funding

If you have Star Plus Waiver services there are two important items to keep in mind. The first is that you cannot miss more than 15 consecutive days of service without losing your eligibility. At this time you will have to resubmit for services by re-enrolling into our program and paying applicable re-application fees.

The second item is that you need to keep your eligibility current with your provider. If we are not able to bill for services due to your being ineligible through the provider system for whatever reason you will be privately charged the amount for services plus a 15% service fee.

After Hours Late Fee

The Achieve & Enrichment Day Habilitation programs conclude at 2:30 pm each day. Club V programs end at 4:30pm and After Care ends at 6:00pm. We provide families and guardians a 15 minute window after these times to pick up. The fees associated with after- hours care are as follows:

- Minimum \$15.00 charge after 15 minutes. *This fee is applied beginning after the 15 minute window.*
- Continued rate: \$15.00 per hour. *Rates will be rounded up to the nearest ½ hour.*
- Late fees will be payable at the time you pick up your Villager or billed at a later date. However, **the person picking up the client will sign a form noting the time or pick up as well as understanding of late fees.** If you are paying upon pick up please make sure you have a check or cash available at this time. We will not accept credit cards. We would appreciate your calling to inform us that you are running late.
- In addition to the above late pick up fees, **after three late pickups in one calendar year there will be a 3 day suspension from the Day Program.** If there is another late pick up in the same year after the suspension, the participant will be dismissed from the program.

Extended Leave Fee

In an effort to accommodate any circumstance that may constitute an extended leave of absence but to allow a Villager/Family to secure a place within our program, an extended leave fee structure has been established. This is to ensure that families are given the opportunity to miss up to a maximum of 1 month time for any reason without losing their place within the program and only accrue the penalties listed below. Villagers *who are forced to leave the program temporarily due to illness will be given additional consideration upon re-entry to the program with proper documentation.*

MEDICAL INFORMATION

Medication

Medication will only be administered if the parent or guardian signs an authorization form and provides a ***current*** Physician's Medication Order that specifies: name of medication/generics; dosage; schedule; route of administration and includes times for staff to administer the medications according to label directions.

Medication must be in the original container labeled with the individual's full name and the date brought to the adult care center. Medication will only be administered in the amount specified on the label directions and as outlined by the physician order. Medication will not be administered after the expiration date.

All medications must be checked in with The Village nurse/designee. No self-administered medications will be allowed and all medications found on the individual will be removed from their possession and returned to their parent/guardian immediately. Medications are administered with clinic staff assistance and basic medication education is provided to all individuals.

If the individual has a magnet for a seizure crisis, Village staff is capable of using it. If the seizure is major and/or lasts longer than 3 minutes, EMS will be called. If EMS is activated and does not take the individual for a hospital assessment, the parent, guardian or private

care-giver will need to pick the individual up from Village staff care within 30 minutes after being contacted.

The Village will administer an Epi-injection, Glucagon and Diastat only in an emergency. These medications will only be administered in the absence of a parent, guardian or private care-giver. Designated staff are trained in the proper use of these medications. For individuals that require these medications, a signed physician's order with administration instructions must be on file. In addition, a signed Release of Liability by the parent or guardian must be turned in before Village staff can accept these medications and the responsibility of administration.

Please discuss your individual's medication needs with the nurse on staff. We will make every effort to work with you and your individual's doctor so that The Village can safely serve your individual.

Illnesses & Injury

The Village is not a medical care program. Any participant that meets any of the following criteria will be requested to go home:

- An oral temperature of 100 degrees or greater;
- Symptoms and signs of possible severe illness such as lethargy, abnormal breathing, two or more episodes of vomiting or diarrhea, rash with fever, mouth sores with drooling, behavior changes, or other signs that the participant may be severely ill;
- A healthcare professional has diagnosed the participant with a communicable disease, and the participant does not have medical documentation to indicate that he/she is no longer contagious;
- An injury that warrants or may warrant further medical attention, other than basic first aid;
- Any condition that our nurse has evaluated through a physical assessment or through a phone assessment with staff that may indicate that the participant may require further treatment, evaluation, or care that cannot be provided at The Village.

Participants who are sent home with fever, vomiting or diarrhea will not be allowed to return to the program until they have had no vomiting or diarrhea for a full 24 hours and/or a temperature less than 99.9 degrees for a full 24 hours.

Please do not send your participant if he/she is ill. It is up to the provider/family to make alternate arrangements for the day. **Once the initial phone call for pick up is made, the participant must be picked up within 1 hour.** If they are not picked up within 1 hour of contact, there will be a three (3) day suspension for the next three (3) scheduled days for that participant.

Staff are trained in basic first aid, CPR and seizure management. Staff is not trained in managing illness and severe injury. Staff will contact the nurse and an assessment will be conducted whether by phone or in person. If the nurse feels the participant needs to go home, the provider/family will be contacted and will have no more than 1 hour to pick up that participant.

However, for any potential life threatening condition, Village staff will contact EMS (911) and the services will be billed to the participant, family or provider as appropriate.

Should there be additional incidents of failure in picking up the participant due to healthcare needs, The Village reserves the right to discharge the participant or institute additional suspensions, based on the severity of the issue.

Required Information

We must have on file for each individual:

1. Signed Physician Orders (no matter if medications are administered at The Center or not)
2. The name, address and telephone number of his/her physician.
3. We must also have on file authorization to obtain emergency medical care and to transport the individual for emergency medical treatments as well as a copy of insurance card.

Behavior and Discipline

Dismissal/Suspension Policy

If an individual is exhibiting challenging behaviors, which require additional staff and disrupt the current staff to client ratio, the Day Program Manager/designee will notify the family, Case Workers and any other necessary parties the strategies to control the incidents will be implemented.

When an incident or behavior occurs, the staff will write up an incident report and submit the report to the Day Program Manager/Designee. Staff will notify necessary parties and determine appropriate steps for staff to take in order to keep the behavior from occurring again.

PLEASE SEE BEHAVIORAL POLICY BELOW SECTION FOR MORE INFO.

The Village reserves the right to discharge an individual at any time without prior notice for safety issues. The following are examples only and reasons are not limited to this list:

- Elopement
- Physical harm to self or others
- Physical aggression
- Threatening behavior including verbal threats

The Village will make every effort to work out behavior problems, while at the same time ensuring your individual's and everyone else's safety. The Village will use positive methods of discipline and guidance that encourage self-esteem, self-control and self-direction which include the following:

- Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;
- Reminding an individual of behavior expectations daily by using clear, positive statements;
- Redirecting behavior using positive statements, and
- Using brief supervised separation or time out from the group when appropriate for the individual's age and development.

BEHAVIOR POLICY

Staff will utilize non-physical interaction and redirection to ensure a safe environment where individuals' rights and welfare are safeguarded. The Village does not subscribe to the use of seclusion or restraint. Alternative, positive approaches are used in redirecting

inappropriate behavior. Further, corporal punishment, seclusion, abuse, exploitation, retaliation and humiliation is prohibited unless required to assure safety of individuals served and/or staff.

Procedures

The Village seeks to create a positive meaningful environment. Staff needs to be consistent and predictable in their interactions to develop trust and security. By following these approaches, staff are less likely to encounter mal-adaptive behaviors.

This Behavioral Policy procedure, and subsequent consequences that occur following inappropriate behavior, are built on the premise that the individual will learn that there are rules that must be followed and the action/consequences used to extinguish the mal-adaptive behavior.

Inappropriate behavior shall generally result in one of the following courses of action:

- a) Referral to outside agency
- b) Development of a behavioral plan which includes an assessment, data collection, rein-forcers, goals, staff training, implementation and follow-up specifically written for that individual addressing function of behavior and intervention (outside referral to BCBA. Cost will be covered by family or insurance if applicable)
- c) Suspension from The Village.
- d) Discharge from The Village.
- e) Combination of any of the above steps

If all attempts to redirect dangerous mal-adaptive behaviors are unsuccessful and continue to present dangers to that individual, staff, or others, the individual may be discharged. If this occurs, the individual will be given a ten (10) day written notice that provides information regarding both Grievance and Appeal procedures.

Interventions. The following typically necessitates intervention. The list is not intended to be all inclusive, but rather reflects some of the more common inappropriate behaviors:

- a) Refusing to comply with the rules
- b) Refusing to comply with the request of staff
- c) Verbal aggression or vulgar language that is disrespectful to other individuals or staff
- d) Physical aggression that may be injurious to the individual or staff
- e) Property destruction or threats of property destruction
- f) Leaving the premises or organized activity without permission
- g) Failure to comply with all safety rules
- h) Behavior indicating the potential harm to self or others
- i) Use or possession of a weapon on the premises
- j) Sexual Harassment of any kind

Suspension. Suspension will occur upon the result of physical aggression towards self, individuals or staff, or continued violation of any behavior. Arrangements will be made for individual to be transported home by the guardian/family within 1 hour of notification.

Suspension will generally occur as follows, however it is based on the severity of the infraction that is injuries to self or others:

- a) 1st suspension – one (1) 24 hr. period
- b) 2nd suspension for same mal-adaptive behavioral – three (3) days, 72 hrs.
- c) 3rd suspension for the same mal-adaptive behavior – 1 week
- d) 4th suspension for the same behavior – Discharge from Program

Referral. In some instances, referral to outside services may occur. Typical referrals include those to a psychologist, psychiatrist, physician, or behavioral analyst. The duration of involvement of the new service may be brief or ongoing.

Ongoing efforts will be used to encourage appropriate behavior and all consequences will be discussed and approved by management team members in an individual service plan on a needed basis.

Behavior Management Plan

Individuals that have an established history with recent episodes of sexual misconduct, elopement, physical abuse to self or others, or verbal aggression (i.e. , verbal threats, vulgarity and verbal abuse) will not be admitted into the Achieve or Enrichment program.

Please complete the Application and accompanying documents with as much accuracy as possible. All applications must be submitted with all requested documentation requested in order to be considered for enrollment.

If your individual is currently being managed with a Behavior Management Plan, please provide a copy with the Application Packet. The Application Packet will also include a release of information, allowing us to communicate with your individual's teacher and/or other staff/professionals. This allows the staff to gain information on techniques used in the classroom to handle behavioral issues as well as activities done in the classroom, which can be reproduced in our classroom.

DROP OFF AND PICK UP PROCEDURES

For both drop-off and pick-up at the center, the parent or guardian must ensure their individual has checked in at the front desk.

Parents can designate an alternate person to drop-off and/or pick-up their individual as long as the person is listed on the participant's application. The alternate must be prepared to show a form of identification when picking up your individual. Although the individual may recognize a family or friend designated to take them home, the staff will request identification before releasing them.

If your individual uses transportation services, please have your individual ready for pickup 15 minutes prior to the scheduled pickup time. Please remember that if you are running late it delays our pick up times for other riders as well. **We will only wait 10 minutes from the scheduled pick up time before we have to depart.**

In regards to drop off, please be home or at the **drop off zone 15 minutes** prior to the expected arrival of your individual.

If there is ever a major change in the transportation schedule due to unexpected circumstances, personnel from The Village will contact you with the expected time of pick up/drop off. Please sign up for Remind.Com to receive these notices by text using the Transportation code. Please see Day Program Manager/Designee for instructions .

In turn please contact the front desk to let us know if you are not able to be home at the designated drop off time due to an emergency or unexpected circumstance.

If a parent or designated person who appears to be impaired arrives at the Adult Day Program to pick up an individual, we will not allow such person to transport the individual. The following lists various options should this occur:

1. Offer to call another parent or designated person to pick up the individual.
2. Offer to call a taxi service to transport the individual home.
3. If both of these options are refused, the staff will call 911 and report the incident to the police.

EVACUATION PLAN

In the event of an emergency requiring the evacuation of our building, all enrolled individuals and employees will be moved to the location shown below:

Village at Stoney Glen (VASG) Assisted Living Facility
2225 Stoney Glen Drive
Kingwood, Texas 77339
281-358-4589

INCLEMENT WEATHER

In the event of severe weather, rather than phoning each family to announce closure we will follow the Humble Independent School District (HISD) closures and/or delays. If Humble ISD closes, we will also be closed. We will announce early closures due to weather through a text via Remind.com.

LUNCH

The Adult Day Program does not provide lunch for individuals. We provide ordering options each day of the week from local vendors. You have to complete the monthly lunch order form and have payment made by the first of the month. You can find order forms on our website (www.villagelac.org). **If an individual arrives without a lunch and the parent cannot bring a lunch, a fee of \$10.00 will be charged to allow the staff to provide a lunch to the individual.**

DRESS CODE

The dress code is expected to be in keeping with accepted community and workplace standards.

The following statements are guidelines:

- Shoes must be worn at all times. Shoes should be closed-toed and should have a flat sole. Heels and wedges are not permitted. Flip flops are highly discouraged.
- Villagers may wear regular shorts but must meet the following standards
 - Must be loose-fitting; no biking shorts, cutoffs, boxer shorts, or combination thereof;
 - Must be hemmed or cuffed;
 - Length must be longer than fingertips.
- Dresses or skirts must be longer than fingertips.
- Tube tops, halter tops, and mesh shirts are not permitted. Tank tops should have straps at least three (3) fingers wide and should be modestly cut.
- Sun dresses will be permitted if modestly cut.
- Shirts must overlap the waistband of skirts, shorts, or pants.

- Items with provocative, offensive, violent, or drug-related pictures or words are not permitted. Items advertising alcoholic beverages or tobacco products are not permitted.
- Bandanas and hoods are not permitted. Hats, caps, and sunglasses are generally not permitted inside the building.
- No clothing that has been torn or has holes is permitted.
- No sagging pants or shorts are permitted.
- No gang paraphernalia is permitted.

Villagers who do not follow this dress code will be asked to change clothes. If The Village does not have appropriate clothing on hand, the parent, guardian, or caretaker may be asked to bring extra clothing or to pick up the Villager early.

FIELD TRIPS

Field trips will be scheduled on a weekly basis. Transportation will be provided by The Village, to and from the designated field trip location. For field trips that include transportation, the individual must have a written consent form from their parent and/or guardian on file.

ADDITIONAL INFORMATION

If at any point a concern arises regarding the policies and procedures of the adult care program, they can be addressed by contacting either the Day Program Manager or Director of Operations.

If you have questions or concerns regarding the day program, they can be addressed by contacting the Day Program Manager.

Please feel free to visit our campus at any time. We are always available to parents and appreciate any feedback regarding our program. We do ask if you are picking up your child to wait at the front reception area so that classes are not disrupted.

It is our responsibility to report any suspicion of child abuse to Child Protective Services (CPS) or adult abuse to Adult Protective Services (APS), the appropriate authorities. We have your child's best interests at heart at all times.

Parents can contact the local licensing authorities for by calling (713) 940-3009, the Abuse Hotline by calling 1-800-252-5400 or by visiting the Texas Department of Family and Protective Services website at www.dfps.state.tx.us.

ADULT CARE ENROLLMENT AGREEMENT:

By signing, I acknowledge I have read the Parent Handbook – Adult Day Program and agree to the stated operational policies.

Printed Individual's Name

Signature of Parent/Guardian

Date

Please sign and return to the Admissions Manager.