

NEW HORIZONS

Bold Futures. Unlimited Possibilities.



New Horizons Member Handbook

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We're Glad You're Here!

On behalf of the staff, Board and Members of the agency, we're glad that you've chosen to join or stay with the New Horizons family.

New Horizons was founded in 1954, and what began as a small program, now has evolved into a large organization with over 300 staff and 1100 Members. Our services include an array of employment options (independent employment, group employment, paid training, and volunteer opportunities), community day programs, residential services (group homes, independent living), and a host of support services, all designed to help you meet your dreams and reach your goals.

They say that from small acorns mighty oak trees grow. The New Horizons team is here to provide you the water, soil and sunlight to help you reach your fullest potential. But, it is your journey, and we encourage you to take an active role in it. Want to try something new? Want to get a job? Don't like something in your daily routine? Wish you could become more independent? We want you to tell us what's working for you, and what is not. At New Horizons, "Person-Centered Planning" is more than just buzz words, it's your opportunity to take charge of your own journey!

We're excited to have you here, and thankful that you chose us as your agency. Together, let's make a little magic!

With respect and friendship,

John C. Brauer, M.A., President & CEO



INTRODUCTION

OUR MISSION

New Horizons (NH) empowers individuals to reach their full potential.

OUR VISION

Together, we're building an inclusive world that celebrates strengths, respects abilities, and embraces diversity.

OUR VALUES

- **A Culture of Caring:** NH fosters a culture of caring. We are your partner on this journey, and we care about you and your experience with us.
- **Life Long Learning:** We encourage you to lead a life based on life-long learning, to be the best you can be, and to be an active member of the NH family;
- **Teamwork:** Our services are based on your choices, and we place a high value on a teamwork approach to ensure that your goals are identified and fully supported. We will work in partnership with you and your “circle of support” to ensure you receive the services you need to fulfill your goals;
- **The Pursuit of Excellence:** We are committed to supporting you as you pursue your path to excellence, and the NH agency will also be evolving and growing as we strive to be your partner of choice;
- **Accountability:** We hold ourselves accountable and ask that you do the same;
- **Inclusion in the Community:** We will work to educate the community about the strengths and abilities that individuals with special needs bring to the community so that you can be understood, valued, and welcomed by the all members of the community.

OUR PHILOSOPHY

At NH, our goal is to provide **you** quality services that meet **your** needs, help **you** achieve your goals, and improve **your** quality of life.

We embrace a “Person-Centered Planning” approach to all of our services, which means **your** voice and **your** choices will help drive **your** service delivery plan.

ELIGIBILITY REQUIREMENTS

In order to receive our services, future Members must meet the following eligibility requirements:

- Must be at least 16 years of age;
- Must have a documented disability that meets our service model;
- Must be able to follow our general rules and guidelines. (See Rules and Responsibilities, page 17);

Depending on which program you choose, the following eligibility requirements may apply:

- Must be able to safely feed and toilet yourself without assistance;
- Must be able to move from place to place by yourself without assistance. If member uses a walker or wheelchair, they must be able to do so safely without assistance;
- Must be able to take any medication(s) without assistance. Our staff can provide you with reminders as needed, but due to regulations, we cannot directly give you medication.

Finally, it’s important that Members see NH as an agency that can help them reach their goals. There are many other good service providers in the area, we want to make sure that we are the agency that best meets our Members’ needs.

WHAT'S IN A NAME?

NH refers to our clients as “**Members.**” We do this because we see you as a Member of a very special group, and as such, we use the term instead of client, consumer or participant. As a Member, you are entitled to a number of special benefits that individuals from the outside do not get, including free entry to our dances, access to our online training materials, and of course our famous ice cream and pizza day socials. It’s our way of recognizing you as an important “Member” of the New Horizons family!

GETTING STARTED

To find out if NH is the right place for you, we recommend you visit our website at newhorizons-sfv.org, talk with your Regional Center case manager and/or speak with one of our intake coordinators. They can give you information regarding our programs and let you know how you can most benefit from our programs and services.

If you are interested in moving forward with becoming one of our Members, you will need to do one of the following:

- Contact the North Los Angeles County Regional Center (NLACRC) and ask them to send a completed intake packet to: Intake@newhorizons-sfv.org.
- Or, if you’re primarily interested in our employment services division, have your Department of Rehabilitation (DOR) counselor send a completed intake packet to IntakeDP@newhorizons-sfv.org.
- If you don’t qualify for services through NLACRC or DOR, we have a private pay option. To pursue this option, please call one of our intake coordinators at (818) 894-9301 or send us an email at info@newhorizons-sfv.org to schedule an intake appointment.

Once your Regional Center (RC) Case Manager has completed a referral packet and submitted it to the above email address, a member of the NH team will contact your RC Case Manager (within 48 hours) to confirm receipt of the packet, and a NH intake coordinator will contact you to schedule a consultation within a week.

DECIDING WHICH PROGRAM IS RIGHT FOR YOU

Once it's been determined that New Horizons is a good fit for you, you and your circle of support will participate in all decisions involving the services you receive. An important part of beginning services here at NH is deciding which programs are right for you. We can help you decide that by asking a few questions like:

1. What do you want for yourself?
2. What kind of things do you like doing?
3. How independent would you describe yourself to be?

You will be informed of various settings and services our agency offers so that you may choose the program that works best for you, or alternatively, if another agency or program might be a better fit for your needs and goals. New Horizons' services include Supported and Independent Living Services, Residential Services, Employment Services, and our Community Learning Center. Regardless of which program you select, we will work to ensure you have full access to the greater community. We will support you in your efforts to find opportunities and receive services in the community. We will coordinate services to ensure you are able to control your resources and to engage in community life.

Once a plan has been developed, the first 30-90 days as a member of NH is the "try out" period. During this time, we will check-in with you and your circle of support frequently to see how things are going. This is an important time, and we want you to be very honest with us about what's working, what's not working, and to ask lots of questions. At the end of the "try out" period, we can solidify your schedule, extend the probationary period, change the program(s) that you've selected to better meet your needs (if space is available), or in some cases, help you find another program that may better suit your needs.

NEW HORIZONS' PROGRAMS AND SERVICES

COMPREHENSIVE ASSESSMENT

Using a strength-based, wraparound approach, Members work with our team of experts to identify their strengths and goals. A road map is created to achieve your objectives in multiple areas of your life.

GROUP HOMES

As part of our residential Services, New Horizons owns and operates Group Homes that provide various levels of care. These residential sites are located throughout the San Fernando Valley, and are there to help individuals who want to live away from home, but who are not ready for either supported living or independent living options. Each home serves six residents. Some have shared bedrooms, while others have private bedroom settings. But all have a shared kitchen, living room, and yard space. The level of care support for our Member residents depends on the home, though all have 24/7 care and coverage. Potential residents are encouraged to visit the home(s), and even stay a night or two to see if it's a good fit for them.

New Horizons homes are designed to provide a home-like environment while ensuring privacy, dignity, comfort and security in the least restrictive manner possible that is consistent with that experienced by individuals not receiving Regional Center services. This includes opportunities to engage in community life, control personal resources, receive services in the community, and opportunities to seek employment and work in competitive integrated settings. We help facilitate individual choices regarding services and supports as well as who provides them.

Residential Services promotes individual initiative, autonomy, and independence in making life choices which include daily activities, physical environment and personal interactions. You will have a choice of a shared bedroom or a private bedroom if there is an opening available. In either case, you will be able to lock your room for privacy with only appropriate facility staff having keys to your door for emergency situations.

You will be able to decorate and furnish your room to your liking so long as the decorations and furniture you choose do not present a safety hazard.

We believe that everyone has the right to live a life that is filled with the same opportunities and relationships that those without disabilities enjoy, and we encourage you to actively communicate your desires and goals.

COMMUNITY LIVING SERVICES (CLS) SERVICES

In addition to our group homes, New Horizons works closely with landlords in our area to secure housing for individuals who are ready for a less structured environment to live in a community setting. Our **Supported Living Program** is a perfect choice for individuals who need on-going support, but who can function independently, perhaps needing support on a daily or semi-daily basis to establish and maintain a safe, stable and independent residence. The **Independent Living Services Program** is geared towards individuals who can live in the community with moderate to low support and who may only need support on a weekly basis.

The beauty of working with New Horizons for your community living needs is that you can start with one level of care and, as needed, move up or down the residential continuum of care to best meet your needs at any given time.

EMPLOYMENT SERVICES

At New Horizons, we believe that everyone should have the opportunity to work if they so choose, and as such, there are many tiers of work training and placement options, including, volunteer opportunities, paid training, group placement and independent placement in the community. Employment is one way to gain greater independence, earn your own paycheck, and live a full and fulfilling life.

New Horizons is one of the largest placement agencies in the state of California for individuals with special needs, and we work with a variety of employer to meet the needs of our Members.

As with all of the New Horizons programs we encourage Member choice and ask Members to speak up regarding any questions and concerns, especially if they feel that their choices or their human rights are being neglected.

For many of our programs job coaching and other support services are available. You will help determine the type and amount of services provided.

The following is a brief overview of our employment options:

PATHWAYS:

The Pathways program is a training program funded by the North Los Angeles County Regional Center and it is set up for Members interested in exploring work in a competitive job setting, who are not certain of what field they want, have limited work experience, and/or need additional support to choose, obtain or keep a job. This opportunity enables the Member to try different jobs so they can see what best suits their interest and skill. Generally, Members are on the job for a total of six hours per week and are paid a daily stipend for their work. The program generally lasts for one-year, but can be shorter or longer depending on the needs and skills of the individual. This program is designed to be community based, matching an individual's goals with training opportunities. The program is designed as a one-year program, however, Members may complete the program early or extend it as needed.

GROUP PLACEMENTS:

The group placement program is a good option for Members looking to work more hours than the Pathways Program allows but are not quite ready to work independently. Members work in the community, usually in teams of three people, along with a NH staff member, and work in teams at an employer's site. All hours are paid at minimum wage, and hours vary depending on the job site's need.

SUPPORTED EMPLOYMENT:

The purpose of the Supported Employment Program is to place individuals in paid employment in the community. This is accomplished by assisting individuals to develop work related values, norms, attitudes, behaviors and helping them to acquire the skills they need to succeed in community-based employment. This support is provided through our Job Club, job development, and job coaching.

SPECIALIZED TRAINING PROGRAMS

New Horizons offers a number of specialty training programs including our Go4Grocery Training division, and our Custodial Training program.

GO4GROCERY is a 10-week training program collaborating with Department of Rehabilitation (DOR) and local grocery stores and retailers. Go4Grocery provides the following:

- Classroom training in a replica grocery store, which was set up by Albertsons Grocery Chain here on the NH campus.
- Training at a local grocery store to provide real, hands-on experience
- Partially paid work training (generally for work performed at the stores' sites in weeks eight and nine).
 - Members who graduate from the program are eligible to move to our job development department (Supportive Employment) to find a grocery store that matches your skills, interests and geographic area of preference.
 - This is a program that is primarily funded by the Department of Rehabilitation and NH will help you get connected with DOR.

COMING SOON: THE NEW HORIZONS CUSTODIAL TRAINING PROGRAM is a year-long training program that prepares Members to learn the skills necessary to work in the janitorial field. Working closely with a small group of trainees, Members learn skills such as cleaning and sanitizing office space. Program provides specialized skills such as working with custodial equipment such as carpet scrubbers, floor buffers, vacuums, and other forms of floor cleaners. We are a complete training program and also provide training on hard and soft work skills that are transferrable to any type of community job. This program hasn't yet launched, but look for it soon!

COMMUNITY LEARNING CENTER (CLC)

The purpose of the Community Learning Center is to empower individuals to continue to grow, evolve and pursue the goal of life-long learning. We believe that all individuals, regardless of ability must be respected and should be provided every opportunity to play a central role in determining what they want their lives to be comprised of in terms of vocational, recreational and learning experiences. We believe that everyone should have choice in their lives, and that it is our responsibility to help each person find their

potential and their personal path to a fulfilling life as a fully integrated member of society.

The CLC Program is a community focused plan that offers a broad range of options and choices to enable each participant to develop a plan that meets their needs, interests and goals. The Curriculum is designed to assess skills, and identify those areas that need to be addressed through training and support. Programs include volunteer activities at local nonprofit agencies, recreational and social outings, education related skill building, and other related activities. Members have the opportunity to interact with community members and further develop their social skills and cultural awareness.

We have implemented a new Virtual Day Program (VDP), which can be found on the NH website. The VDP includes a variety of exciting online activities to keep our Members connected and engaged. The VDP can be accessed by our Members when they want to continue to learn, have fun, and stay active when they are not on campus. This program is also available to individuals who are on our waiting list to become a NH Member.

The program is designed to optimize individual initiative, autonomy, and independence in making life choices, including daily activities, physical environment and individual interactions.

TAILORED DAY SERVICES

Tailored Day Services (TDS) is designed to maximize Members' life experiences based on their personal choices, hopes and dreams. Members will have the opportunity to choose and customize day services to meet their individual needs. The service is customized to meet the Members' individual and unique needs in order to allow them to gain full integration and inclusion status in the community. Members will have the opportunity to pursue their goals in education, career, volunteerism, personal development and socialization.

MONARCH MOBILE DAY PROGRAM

The purpose of the Monarch Mobile Day Program is to provide stimulating, personalized day program activities to individuals who are not able to participate in a community-based program because of conditions which may limit their mobility. Our team of professionals go to group homes, nursing homes, private residences and other locations

to provide support and activities that will both engage and enrich the lives of our Members.

YOUTH NAVIGATION CENTER

The New Horizons Youth Navigation Center is our newest program, designed to assist students as they prepare to move beyond high school. Services include among other things: career assessment, travel training, coordinating employment training and placement services, assisting with college or trade school research and enrollment, and providing general support so our Members can successfully transition from high school.

OTHER IMPORTANT INFORMATION

YOUR WAGES & SOCIAL SECURITY BENEFITS

All paid work at New Horizons is at minimum wage or higher. If you receive Social Security Disability Income (SSDI) or Supplemental Security Income (SSI) benefits, your benefits may be affected as you begin to receive a paycheck.

When you begin work, we will provide you with information on how to notify your local Social Security Office regarding initial income, and any changes thereof, as your earnings increase or decrease.

*You may also contact your local Social Security Office or visit Social Security Administration website at <https://www.ssa.gov/>. To find out the address of the nearest Social Security office, call **(800) 772-1213**. Monday – Friday (7am-7pm).*

SATISFACTION SURVEYS

On a regular basis, we will ask you and your circle of support to tell us how satisfied you are with our services. This is an important part of our philosophy as your feedback is used to guide future services and practices. Here's what you can expect in the survey:

- We will ask what we can do to better serve you
- We will ask you what is working well for you as relates to our services and staff
- We will listen to your feedback—both constructive and positive—to better serve you on your journey; and
- We will use this information to make improvements to our overall service delivery model to create, support and maintain program options that best meets your needs.

TRANSFERRING PROGRAMS

As you change, grow, or outgrow a program, you may want to transfer to another program within the NH agency. The transfer can be initiated by you or suggested by NH staff. When a transfer is suggested, we will sit down with you and talk about the potential change(s). If you meet the criteria for a new/different program, you will have an opportunity to do a trial-run in the program to confirm the program meets your needs. If you are not quite ready for that program, we will help develop a plan (along with your circle of support) to help you be ready and eventually transfer to the new/different program that you desire.

WAITING FOR A PROGRAM CURRENTLY AT CAPACITY

If the program you want to transfer into is at capacity, you may participate in another program until there is a vacancy in the program of choice. If you prefer, you can remain in your existing programs, and we can place you on a waiting list and notify you when there is a vacancy.

MEMBERS RIGHTS

As a NH Member you have the following rights:

- The right to be treated with dignity and respect;
- The right to participate in decisions that involve you;
- The right to be free from harm, neglect, abuse, humiliation, coercion and restraint, and/or retaliation;
- The right to freedom from financial or other exploitation
- The right to receive services that help you to reach your goals and to become more independent;
- The right to receive services in a safe, healthy environment under the least restrictive conditions;
- The right to have your privacy respected;
- The right to receive prompt medical attention as needed;
- The right to religious freedom and practice;
- The right to social interaction, recreational activities, and exercise;
- The right to wear your own clothes, to keep your own things, and to spend your own money;
- The right to have visitors of your choosing at any time;
- The right to use a telephone during reasonable times (breaks, lunch, etc.) as available;
- The right to refuse behavioral techniques that embarrass you, hurt you, or in any way cause you physical or emotional harm;
- The right to receive pay for work performed in one of our paid work programs; and
- The right to speak up and disagree with any program, service or activity you are asked to participate in; the right to speak up and disagree with any decision that involves you; the right to speak up and complain when you think someone is not letting you have the rights described here; and the right to ask for legal counsel to help you speak up. (See “Appeal and Grievance Procedure”, page 24)

RULES & RESPONSIBILITIES

In addition to your rights, we ask that you follow our Rules and Responsibilities (R&R). We value your safety and well-being, and we equally value the safety and well-being of other program Members, and as such, we require that you follow the R&R to ensure everyone has a positive experience here at NH, including, but not limited to:

- Members need to cooperate with staff and follow their directions;
- We ask that all members respect other people and their property
- All member must treat everyone with dignity and courtesy at all times;
- The following are NOT permitted: grab, push, pull or hit;
- Members must not hurt themselves or anyone;
- Members must not yell, curse or use words that hurt other people;
- Members must not take things that do not belong to them.
- Members may not damage or destroy NH property or other people's property;
- Members must not do anything that puts them or others in danger;
- Members may not bring anything to the program that could cause harm to themselves or others, including weapons of any kind;
- Members must come ready to actively participate, including wearing clean clothes, practice good hygiene, and have a generally positive attitude;
- If a Member has a boyfriend or girlfriend at NH, please remember that, just like attending a job, we ask that you keep good boundaries. Members may not sit in someone's lap, touch someone inappropriately, or otherwise disrespect those around you;
- When using the restroom, lock the stall door when you are in a stall. Only one person is allowed in a stall at a time;
- If a Member needs to take medication, member must be able to take the medicine on their own;
- If a Member needs to bring medicine from home, it must be in a plastic container with an official label from the drug store that shows the Member's name, the name of the medicine, how much medicine to take, and when to take it. Member must not bring more medication with them than they need per day;
- NH frequently has a waiting list for our programs: we ask that Members maintain a 90% attendance rate to hold their spot at the agency. (See "Attendance Section", page 22);
- If a Member is going to be absent, please let NH know as soon as possible, as this affects our daily schedule and outings;

- If a Member is going to be out sick for three or more days, we require a note from their physician with a return to work/program approval. This is critical to ensure the member may safely return to the program, and to ensure the safety of others;
- We want Members to succeed at NH. We will continuously ask that Members work on the identified goals which are in their IPP report on a regular basis. (See “Individual Person-Centered Plan”, page 19);
- Please do not wander away from your group or team, or leave the premises or community site without notifying staff. It’s important that we can monitor your safety at all times;
- As a new program Member, you will receive an identification badge with your name and photo. Members must wear this badge at all times while on NH property. This is to ensure both your safety and the safety of others while on campus;
- Members may bring their lunch or buy one in the community;
- Eating or drinking is not permitted in the classroom during program hours;
- Smoking is not permitted in any of our buildings. Staff will inform you regarding designated smoking areas;
- Members must not use alcohol or drugs, or be under the influence of alcohol or drugs while participating in any of our programs.

If any of the R&R above are not observed, Members might be asked to leave the program for their safety and the safety of all Members and staff.

DRESS CODE

The dress code may vary depending on the specific program attending. In general, the following rules apply:

- Clothing must be clean, well maintained, comfortable and appropriate for the activity or job. Long pants, shirts with sleeves, and close-toed shoes must be worn.
- Dresses and skirts must be a modest length and may not be generally inappropriate; short shorts, short dresses or skirts and bare midriffs are not permitted; consult your coordinator if you have any questions.
- Loose clothing and dangling jewelry may not be permitted because of safety reasons.

- When working in food-related areas, a hat or hair-net must be worn and long hair must be tied back. Hands must be kept clean, finger nails must be kept short, and gloves must be worn.

INDIVIDUAL PERSON-CENTERED PLAN (IPP)

After the initial 90 days, and every twelve months thereafter, Members and their support circle will meet with NH staff to set goals for the year ahead. A lead member of the NH team will write down the agreed goals in a Member's service plan and ask the Member to sign the service plan. By signing the service plan, the Member acknowledges the goals set by the support circle and agrees to actively participate in reaching them.

Throughout the year, NH staff will discuss the goals in the service plan and discuss the progress thus far. There are some very important things to remember about your Person Centered Plan regarding your goals:

- This is your service plan and the goals are based on what you want.
- Member has the right to decide who they want to be present during the service plan meeting.
- Member's support team will help develop the goals for the report.
- Member has the right to say "No" to any goals suggested.
- Once Member agrees to the goals in the service plan, the Member has the responsibility to work on these goals. This means that the Member needs to remember their goals. Staff will remind Member of their goals if necessary, and they will let Member know about their progress.
- Member has the right to ask that the service plan and goals be changed at any time.

MEMBER'S RECORDS & CONFIDENTIALITY

We keep Member personal records in the strictest confidence (only authorized personnel have access to Member information). NH abides by all HIPPA standards.

All Members have the right to review their case records. Please ask your case manager or counselor and NH will make the records available to you within five (5) business days. We may choose to provide a summary of the case records if we feel the information may be better served in that format. Please note, we cannot provide information given

to us by other providers/agencies, and as such we ask that you go directly to these providers for this information.

While you are looking through your case record, your counselor will sit with you in case you have any questions. You may bring someone with you to help explain or support you as you review the files. Because we want to protect the information in your case record and make sure that other people don't accidentally see your personal information, you must read your case record in your counselor's office. You can request copies of any pages you want. Please note that a fee of .20 cents per sheet will be assessed for all copied materials.

CONFIDENTIALITY

New Horizons has a Confidentiality Policy that requires that we have signed permission in order to be able to speak to anyone regarding personal information about our Members, **including your parents or care provider (unless you are conserved)**. When you become a Member of NH, you will be asked to sign a Release of Information Form.

The Release of Information Form needs to be signed once a year when we update your service plan during your IPP Meeting.

VAN TRANSPORTATION

The Regional Center determines who qualifies for this service and makes the necessary arrangements for van service directly with the provider. There is no cost to you if you qualify. Members who qualify for Van Transportation are picked up and brought home every day.

RULES FOR RIDING THE VAN

These are the rules members must follow if they are going to ride the van:

The transportation vendor will notify member of the time they are scheduled to be picked up and dropped off.

- In the morning, member must be ready to get on the van as soon as it arrives. Member must be in front of their home or watch for the van from a place where the driver can see you **ten (10) minutes** before the scheduled pick-up time.
- If the driver does not see the Member, they will wait for **three (3) minutes** past the scheduled pick up time. If the driver does not see you after waiting three minutes, they will leave without you. The driver will not beep the horn.
- Sometimes the driver may be late. If the driver is going to be more than **ten (10) minutes** late, R & D will call and let you know when the driver will pick you up. If the driver is more than ten (10) minutes late and you have not heard from R & D, please call them.
- If a Member is going to be absent and does not want to be picked up, please call R & D to let them know. It's best to call the day before. Otherwise, call before 6 a.m. on the morning you are going to be absent and leave a voice mail message. **You absolutely must call at least one hour before you are scheduled to be picked up.**
- If member is absent for two or more days, Member will not be picked up again until they call R & D. Please call before 5 p.m. on the business day (Monday – Friday) before you want to be picked up.
- Please do not get on the van if you are sick.
- The following are not permitted on the van; pets, knives, sharp or pointed objects, large bags or packages, or anything that could injure someone else or get in the way of others.

- While riding in the van, please refrain from making loud noises, leaving your seat, or doing anything that disturbs the driver or other people riding in the van. If you do anything that is not safe or disturbs other people, you may not be permitted to ride in the van again. This includes but is not limited to:
 - Riding without a seat belt
 - Standing up when the van is moving
 - Yelling, talking loudly, or singing (loudly!)
 - Pushing or hitting others
 - Putting your arms, legs, or head outside the van
 - Eating, drinking or smoking
- If a member is **not** riding in the van going home for whatever reason, it is the Member's responsibility to inform their counselor;
- The person picking up the Member must be at NH **no later than 4:00 p.m.** ; and
- Someone must notify the NH team that the Member is leaving early.

In order for someone to pick one of our Members, the person must be on an **approved list**. To add someone to this list, you or your authorized representative (a family member you live with or your care provider) must complete an *Authorization for Member to be Taken Released from New Horizons*.

ATTENDANCE

Attendance is important in all our programs in order for our Members to get the most benefit from the services we provide. Good attendance is mandatory.

The average attendance must be at least 90% for Members to continue at NH.

If the Member's attendance falls below 90%, we will have a meeting with the Member to determine if our program and services are still beneficial to the Member. We will do our best to resolve any issue the Member may have in regards to attendance.

NH must fully staff our programs as if every Member is in attendance, therefore, we kindly ask that Members make every effort to schedule doctor's appointments or any other appointments after program hours. If this is not possible, please schedule your appointment at the beginning or the end of the day so that you can be present for at

least half of the day. Missing half of the day does not count against your attendance record.

If a Member is sick with a cold, the flu, or an illness that someone else can catch, we ask that the Member please stay home until he/she are well. NH Members are highly susceptible to colds and the flu, and as such, we ask that Members only come when they are past the point of being contagious.

HOLIDAYS

The following holidays are scheduled on a yearly basis:

- New Year's Eve
- New Year's Day
- Martin Luther King Day
- Memorial Day
- Juneteenth
- 4th of July
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Eve
- Christmas Day

At times, these holidays may change, so please check with a NH representative on a regular basis to confirm closure dates.

APPEAL AND GRIEVANCE PROCEDURE

At NH, Members have the right to communicate with their team and file a Grievance regarding any situation that involves the Member that feels unfair. Please follow the steps below if you want to file a Grievance:

Steps to Take and What to Expect

- Discuss your grievance with your service coordinator. She/he will make every effort to resolve the situation;
- If the situation persists, you can request a meeting with the **Program Manager**.
- The Program Manager will review your grievance and conduct an investigation of the facts in order to get the full picture and make an informed decision. The Program Manager will make a decision about your grievance within one week of the initial meeting with the Program Manager.
- If you do not agree with the Program Managers' decision, you may discuss your complaint with the **Program Director**. The Program Director will meet with you and the team to review all the facts and make a decision about the grievance within three (3) days.
- If you do not agree with the Program Director's decision, you may discuss your grievance with the **Executive Vice President or his/her designee**, who will make the final decision about your grievance within ten (10) business days.
- **The Executive Vice President has the final decision regarding any grievance.**

IMPORTANT: If you do not agree with a decision, you have the right to an appeal. You must file your appeal within two (2) weeks of the date you are notified of the decision.

We will be glad to help you find someone to assist you in the appeal and grievance process. You have the right to legal counsel during this process.

You have the right to file a Grievance for the following reasons:

- You believe you are not getting one of the rights you are entitled to.
- Your service plan includes a goal that you do not agree with.
- You are placed in a program that you do not want to be in.
- You believe one of New Horizons staff is not treating you fairly.

The grievance form is attached at the end of this document.

COMMUNITY RESOURCES

For information on Social Security or Supplemental Security Income (SSI) benefits please call: (818) 772-1213 for directions to the local Social Security office.

For information on public assistance benefits including Food Stamps and Medi-Cal: (818) 718-5000 for directions to the local Department of Public Social Services office.

For member rights issues, contact:

The Members' Rights Advocates
North Los Angeles County Regional Center
9200 Oakdale Ave., Suite 100
Chatsworth, California 91311 (818) 778-1900

For information on Department of Rehabilitation services, contact:

Department of Rehabilitation
Van Nuys, District Office
(818) 901-5024

FINAL WORD

Like any journey, what you put into it, is what you'll get out of it. We're going to put 100% of our effort into making you a success. Join us, and let's make some magic happen!



Attachment # 1 – Grievance Form



Grievance Form

Date: _____

Name: _____ DOB: _____

Program: _____

- 1. A specific statement of the written law, rule, policy and/or procedure violated. What action or conduct constituted the violation and what happened?

_____ Total number of pages attached _____

- 2. The resolution or remedy you want:

_____ Total number of pages attached _____

Member signature and date filed with case manager.

Member

Date

Staff signature and date filed with case manager.

Staff

Date

Supervisor

Date

OFFICE USE ONLY: Please describe, in detail, what accommodations, if any, were made

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Forms: Member Accommodation. Revised April 2022