

## **Purpose of Helping Hand Center Afterhours Program**

To provide opportunities for clients to access and engage in recreation and leisure to ensure a fully enriched life.

### **Requirements:**

- Client must be independent with ADL's.
- Client must stay with the group at all times.
- If a participant is not a Helping Hand client, a trial visit must be set up before registering the participant.

### **Registration Procedures**

- Complete registration online at [www.hhcenter.org/afterhours](http://www.hhcenter.org/afterhours). Groups are first come, first serve basis.
- Registrations will not be processed if a balance remains from previous services rendered. Please contact the office with questions about outstanding balances.
- Registrations received after the registration deadline are accepted if space is available.
- A program may be cancelled if the minimum number of participants does not register.

### **Program Cancellations**

Programs may be cancelled due to inclement weather. Make up dates are generally not possible.

### **Refund/Credit Procedures**

A full refund is issued if a program is cancelled by Helping Hand Center. In order for a participant to drop from a program, they must notify Helping Hand Center five business days prior to the start of the program in order to qualify for a refund.

### **Pick Up/Drop Off**

Helping Hand Center asks that family members/staff promptly drop off and pick up participants at the designated program times. Before programs, staff members are busy preparing for the program and are unavailable to supervise participants. After programs, staff members need to clean up the program area.

Families/staff of participants that are not picked up promptly are sent a letter that serves to remind them of the policy. After the reminder letter is sent, families/staff will be charged a late fee of \$15 for every 15 minutes each time the client is picked up late. The staff make every effort to return on time from all outings but will call if return time changes.

If a participant is traveling home unsupervised, family members or case managers must notify Helping Hand Center's Afterhours Department. We also ask that you notify Helping Hand Center if someone other than a familiar family member is picking up the participant. Afterhours staff will do their best to have clients home within an hour of group ending. If staff is running behind, family members will be notified of the time change.

### **Wellness Guidelines**

In consideration of other participants and staff, and to prevent the spread of contagious illnesses, it is recommended that participants refrain from attending programs when any of the following conditions exist:

Fever	Headache	Persistent Cough	Pink Eye	Unusually irritable
Vomiting	Chills & fatigue	Diarrhea	Fast breathing	Uncontrollable yellow/green
Sore Throat	Body aches	Skin Rash	Trouble breathing	nasal secretions

Participants should be free of the above symptoms, or on medication for a minimum of 24 hours before resuming programming. If the participant has an outpatient medical procedure, is hospitalized for any reason or contracts a contagious illness or condition, they must produce a signed release from their physician that lists any restrictions and clears them to continue services.

### **Absences**

Call Helping Hand Center when a participant cannot attend a program. We realize that last minute absences may not allow for notice; however, we appreciate your assistance and cooperation.

Messages may be left for:

Marcela Marquez Sanders

(708) 352-3580 x239

Notification via email can be sent to [marcela.marquez-sanders@hhcenter.org](mailto:marcela.marquez-sanders@hhcenter.org)

## **Afterhours Emergency Procedures**

In the event of an incident requiring medical attention, Afterhours staff will contact the client's guardian/family member or the Residential Pager (for Residential clients only). The guardian/family member/Residential staff will be responsible for picking him/her up to seek medical attention. Afterhours staff are unable to transport or stay with clients at the medical facility. In the event of a medical emergency, Afterhours staff will call 911, call the client's guardian/family member or the Residential Pager, and stay with the client until a guardian/family member/Residential staff arrives. If there are specific considerations for your family member, please address those by contacting Helping Hand Center.

## **Weather Cancellations**

Weekly programs may be cancelled or end early due to inclement weather. Call Helping Hand Center one to two hours before the program begins if you have questions about a program being cancelled. If a program is cancelled, staff attempts to reach all participants/family members by phone to inform them of the cancellation. Programs cancelled due to inclement weather are not rescheduled. If a program is ending early due to inclement weather, afterhours staff will reach all family members by phone to inform them of the change.

### **Programs will be cancelled under the following conditions:**

- Extreme cold temperatures.
- Temperatures of 95° or heat index of 100° or higher (if program is outside and an indoor facility is not available).
- Snowstorm or blizzard situations when winter storm or blizzard warnings are in effect.
- Tornado warning is in effect for the surrounding area.

Helping Hand Center uses discretion for all other weather warnings and watches. Sporting events hosted by other agencies may be cancelled based on the other agencies' weather guidelines.

## **Participant Expectations/Code of Conduct**

Helping Hand Center provides leisure opportunities for individuals with disabilities, and while participating in our programs, we stress socialization skills, appropriate behavior, and good personal hygiene. Participants are representatives of Helping Hand Center when in the community. We ask that you assist us in representing Helping Hand Center in the best possible light by following these basic guidelines:

- Show respect to all participants, staff, and public.
- Listen to and comply with staff direction and program rules.
- Allow others in the program and others at public facilities to enjoy the activity without disruption (within reason).
- Refrain from using foul language or other offensive behavior such as rude gestures, etc.
- Refrain from causing bodily harm or aggressive physical contact.
- Speak at a socially appropriate volume.
- Show respect to equipment, supplies, and facilities.
- Good personal hygiene related to appearance, body odors, etc.
- Appropriate attire for program participation (i.e. gym shoes and shorts/sweatpants for exercise programs).
- No cell phone use during Afterhours weekly programs. In the event assistance is needed, please inform the Afterhours staff on site.

Additional guidelines are developed for specific programs as deemed necessary by the staff.

## **Safety and Well-being**

Helping Hand Center places a significant emphasis on participant and staff safety and well-being. Staff review rules frequently with participants and are willing to work with family members/staff to develop behavior protocols as necessary. When conduct expectations are not met, staff will take reasonable steps to accommodate the behavior and minimize future risks. However, when accommodations are attempted and are unsuccessful, or when no reasonable accommodation exists to avoid future risks, Helping Hand Center may take actions such as removing a participant from the activity for a short period of time, removing a participant from an activity for the remainder of the day, suspending participation for the next program meeting, or suspending participation in that program for the remainder of the quarter. Listed below are examples of behavior that may result in changes to your programming.

They include, but are not limited to:

- Physical aggression
- Inappropriate sexual behavior
- Verbal aggression
- Stealing
- Refusing to stay with the group leading to a safety problem.