
INDIVIDUAL HANDBOOK



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2/2025

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INTRODUCTION

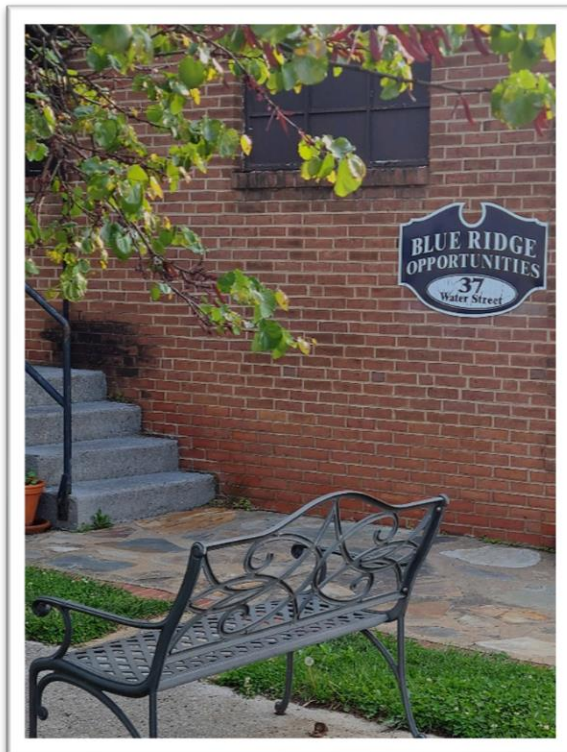
Blue Ridge Opportunities (BRO) is a private, non-profit community-based facility that provides day support services for individuals with the DD Waivers.

Within the base of services offered by Blue Ridge Opportunities, we offer the opportunity for people with disabilities we serve to become productive, active members of our community as well as encourage them to work towards furthering their independence.

Our Services include: Day Support, Community Engagement and Community Coaching.

This handbook has been developed to acquaint you with the guidelines we follow in the daily operation of this business. Please read your handbook so that you will become familiar with your new program and what is expected of you.

**We welcome you as a new individual to
Blue Ridge Opportunities.**



PURPOSE & MISSION

Mission

Blue Ridge Opportunities strives to build foundations on which individuals with disabilities can achieve success.

Vision

Blue Ridge Opportunities envisions creating components of success for individuals with integrity through client centered services, quality work and communication.

Beliefs

Blue Ridge Opportunities believes that all are capable of participating in their community, regardless of disability, at the level they desire with supports.

We believe that key components to success are Independence, Individuality, Courage, Confidence, Empowerment, Self-Worth, Dignity and Pride. These qualities are developed with a staff focused on Dedication, Teamwork, Compassion, Efficiency, Respect, Equality, Inclusion, Choices, Healthy Relationships and Advocacy.

Blue Ridge Opportunities does not discriminate against employees, students, or applicants on the basis of race, color, sex, sexual orientation, disability, age, veteran status, national origin, religion, or political affiliation.



ADMISSIONS

Blue Ridge Opportunities accepts referrals from partnering agencies, community members and individuals seeking services.

Admission Inquiries can be made to Cathy Wolfe or Troy Hawkins at 540-636-4960 or an admissions packet requested at cheberle@bropportunities.org.

AFTER HOURS SERVICES

Normal business hours: Monday-Thursday 8:00a.m. - 4:00p.m.

Blue Ridge Opportunities does not offer any services after normal program hours.

If you need after hours services please contact your case manager or **Concern Hotline at 540-635-3185.**

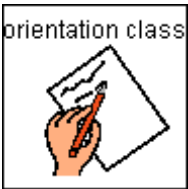


If You are having an Emergency and need immediate
Police, Fire, or Rescue Services
Please Dial
911

DESCRIPTION OF PROGRAMS

Each individual accepted at Opportunities may benefit from a variety of services and programs designed to enhance daily skills and independence. A description of these services and programs follow:

INDIVIDUAL ORIENTATION



Every new individual will participate in individual orientation conducted by the Program Director. During orientation, individuals will tour the facility, review the handbook and discuss the rules and regulations required by Blue Ridge Opportunities.

INDIVIDUAL SERVICES



Blue Ridge Opportunities offers a Developmental Day Support Services to individuals who need additional assistance in developing independence in the activities of daily living.



Programs and services are to be delivered in accordance with each individual's ISP, and will utilize normalizing and age appropriate activities. The specific services for any individual will be determined in the **Person-Centered Planning** process and based upon each individual's wants and desires. Individuals may choose to change services at any time during the duration of the ISP by contacting the Program Director.

Group Day Support

Group Day Support- Day Support Services are provided either in the community or facility setting. This service is provided with a staffing ration of 1:7 and encompasses skills necessary to build independence as defined in the introduction above. Goals are developed in accordance with the Person-Centered Planning process and outlined in each individual's ISP.

Community Engagement

In this service individuals are given the opportunity to develop and build relationships with in their own community setting with the supports necessary to engage at a capacity they desire and as developed in their ISP. This service is provided with a staffing ratio of 1:3 and operates solely in the community. Activities vary based on individual support plans and needs, but may include volunteerism, naturally occurring educational and training activities, and the establishment of goals through Person Centered Planning. Goals may focus on any of the listed areas in section I.

Community Coaching

Community Coaching is an individualized service intended to assist individuals in accessing the community and minimize barriers with provided supports according to individual service plans and the Person-Centered Planning process. Activities may include, but not limited to, one on one supervision for volunteerism, community-based activities that are otherwise not accessible in larger groups, the implementation of goal specific activities that an individual has been prevented from accessing in the past. Services will be individually based and carried out as dictated by the Service Plan with goals established through the Person-Centered Process. This service is provided on with a 1:1 staffing ratio.

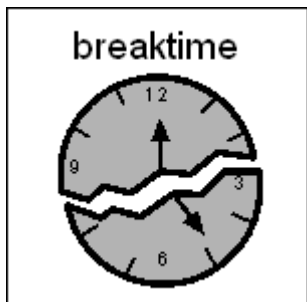
SCHEDULE & TRANSPORTATION

The program day is from 8:00-4:00 p.m., Monday through Thursday. The building is opened at 8:00 a.m., so individuals should not arrive at BRO before that time. Direct supervision is provided at all times.



Late or absent call-ins must be made between 7:30 a.m. and 8:15 a.m. Message and reason should be given to the OPPORTUNITIES staff.

BRO provides a general daily schedule filled with opportunities for individuals to choose the activities and services they would like to participate in. Activities are driven by Individual Service Plans. The general daily schedule allows for flexibility in service and activities, however, remains structured across the agency to provide consistency for the individuals we serve.



BREAKS

BRO's daily agency schedule allows for two snack breaks each day, from 10:00a.m. to 10:15a.m. and 3:30p.m. to 3:45p.m. If timing or frequency of snack breaks is not sufficient, this can be addressed in the individual PCP meeting.

LUNCH

Lunch break is from 12:00 - 12:30 p.m.

Lunches should be packed so that the individual can prepare it independently. A microwave is available, but heating times should be limited to under 2 minutes. BRO does not have refrigeration available for lunches, so please pack an ice pack. It is strongly suggested that your lunch bag or container have your name written on it to avoid confusion.

SMOKING

If you wish to smoke during your breaks or lunchtime you may do so, but only in designated smoking areas and with Blue Ridge Opportunities staff supervision. The designated areas are outside only. Please be considerate of non-smokers. **You may not borrow or share cigarettes.**

TRANSPORTATION



Transportation to and from BRO is the responsibility of the individual. Transportation is provided to all activities planned throughout the program hours. While waiting for transportation all individuals need to remain seated making it easier for other individuals entering and leaving the building

ATTENDANCE POLICY

BRO requires an 80% attendance rate to maintain your slot in the program.

GENERAL POLICY:



Leaving program during the day should be for emergencies only.

Appointments and other activities should be scheduled for after program hours. The President may grant a leave for extenuating circumstances.

**** Missing 30 days without contacting BRO will result in automatic discharge from the program (excluding extenuating circumstances).**



It is important for you to come to program every day. If you are not going to be at program you need to call or pre-arrange your absence. Excessive unauthorized absences could result in possible discharge from the program. You are working on goals that you planned during your meeting, and we can't work on them if you are not here.

CLOSINGS

During **severe weather events**, Blue Ridge Opportunities will operate on the schedule of Warren County Public Schools. Warren County Public Schools update their phone system 5:30 am You may call 635-2171 (ext. *225). Updates to weather delays are also posted on Blue Ridge Opportunities Facebook Page.



*Inclement weather decisions may be made in-house during regular school closings.

HOLIDAYS



The following days will be observed holidays and Blue Ridge Opportunities will be closed:

NEW YEAR'S DAY
MEMORIAL DAY
INDEPENDENCE DAY
LABOR DAY
THANKSGIVING (2 DAYS)
CHRISTMAS EVE
CHRISTMAS DAY

JANUARY 1ST
LAST MONDAY IN MAY
JULY 4TH
FIRST MONDAY IN SEPTEMBER
LAST THURSDAY
DECEMBER 24TH
DECEMBER 25TH

* All holidays are subject to change.

RELIGIOUS HOLIDAYS



If a religious holiday is observed and you wish to have days off must be requested from the Program Director and be requested one week prior.

VIDEO RECORDING NOTICE

BRO has cameras on the exterior of the building that record activity 24/7 for your safety. There is no audio. Recordings are maintained and released in accordance to federal, state and local laws and abide by HIPPA guidelines.

SAFETY GUIDELINES

Individuals must adhere to these safety guidelines to keep Blue Ridge Opportunities a safe place to be.



1. Walk at all times - No running or pushing.
Always walk within the designated areas.



2. Report to a staff member anything that looks dangerous.



3. Only individuals assigned & trained by a supervisor will be allowed to operate machinery.

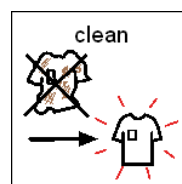


4. Always maintain neat personal space. Materials should be kept at the station and off the floor at all times.

5. The phone may be used for emergency situations with permission from a staff member.



6. Wear safe, clean, and comfortable clothing and shoes.

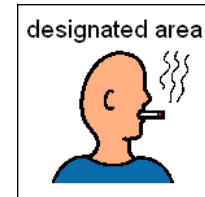


DO NOT WEAR:

Baggy or torn clothes, long necklaces or earrings, long shirt tails, long dresses, high heels, midriff tops, tank tops, short shorts or extra tight clothing. Individuals will be asked to change or sent home in the event inappropriate clothing is worn.

To maintain the healthiest atmosphere, temperatures will be kept at a comfortable setting during the winter months. Individuals should plan their wardrobe accordingly (wear sweaters or sweatshirts). Community Activities may require specific types of clothing, which you would be notified about ahead of time.

7. Smoking is allowed only in designated smoking areas.



8. Individuals must react immediately to all fire alarms by leaving the building in an orderly manner by the shortest route. Fire drills will take place once a month. No one is to return to the building until informed by staff to do so. Staff will be responsible for explaining emergency procedures for their program areas and for showing individuals emergency exits.

9. Weather related emergencies- Individuals will all stake shelter in the Day Support Room or kitchen and wait for further instructions. These areas do not have windows and are made completely of cinderblock. The building is very safe. In the even the building is uninhabitable we will transfer to the Front Royal Fire Department and call families.

10. Handle materials and equipment in a safe manner.
11. Cell phone use is only permitted during lunch and both break unless specified in the ISP.
12. All personal property brought in by the individual is the responsibility of the individual. All bags and lunchboxes are to be kept OFF the floor.
13. Individuals are permitted to be in the kitchen when staff is present or with staff approval.





FIRST AID SUPPLIES ARE AVAILABLE WHEN NEEDED.

ALL INJURIES MUST BE REPORTED TO A STAFF MEMBER NO MATTER HOW SLIGHT.



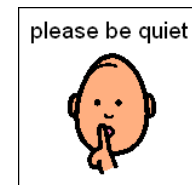
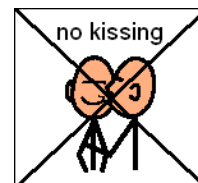
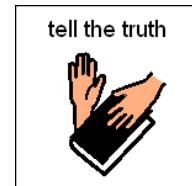
INDIVIDUAL RESPONSIBILITIES

The following rules of conduct will be strictly enforced for every individual at Blue Ridge Opportunities.

1. **BE A GOOD Friend!**

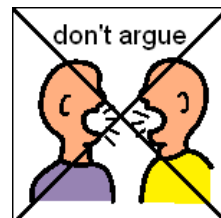


- A. Follow directions and do what your staff asks, willingly.
- B. Stay on-task.
- C. Use a pleasant tone of voice.
- D. Stay in your assigned area.
- E. Respect Staff offices and space. Ask before entering.
- F. Tell the truth at all times.
- G. **DO YOUR BEST EVERYDAY!**



2. **BE A POLITE AND COURTEOUS Friend!**

- A. Do not talk loudly, curse, talk negatively or tease.
- B. Use good manners, be polite, and treat everyone with respect.
- C. Do not lend or borrow money from peers or staff.
- D. Do not share or take food from others.
- E. Do not share cigarettes with others.
- G. Do not threaten others with words or actions.
- H. Keep your hands and feet to yourself.



3. **BE SAFE!**

- A. Follow all of the safety guidelines.
- B. Do not smoke inside the building.
- C. Listen to your staff



- D. Keep personal belongings in your own space.
(Blue Ridge Opportunities is not responsible for personal items lost or stolen).

SEXUAL HARRASSMENT

Sexual harassment is any unwelcome sexual advance or conduct at BRO that creates an intimidating, hostile or offensive environment.

DO NOT TOUCH a Peer or Staff in private places.

ASK before TOUCHING someone.

ASK before giving a side hug.

Be Aware of your personal space.

Do NOT say or write things to others that are sexual in nature.

If another individual, staff member, volunteer, or visitor says or does anything that makes you feel uncomfortable tell them to stop and report it to your supervisor.

Sexual harassment is a major offense and appropriate disciplinary action will be followed

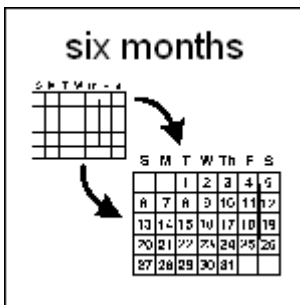
Blue Ridge Opportunities offers sexual harassment training to each individual once a year.

DISCIPLINARY ACTION POLICY

Blue Ridge Opportunities strives to maintain a positive behavioral and therapeutic atmosphere within the program. At times behavioral plans and programs are implemented and this is done under the direction of the Individual Service plan. In the event an ISP does not address behaviors, or therapeutic interventions are not making progress disciplinary actions may occur at the discretion of the Executive Director. If disciplinary actions are taken instead of a therapeutic approach the following will apply:

All offenses will be documented. The following policies will guide discipline at Blue Ridge Opportunities. All policies apply to individuals while on the grounds of OPPORTUNITIES before, during and after work hours.

General Procedures



Major offenses remain on record indefinitely and **will be** considered in disciplinary actions for future offenses.

Minor infractions of policy and procedures occurring within the previous six-month period **will not** be considered in disciplinary actions.

If an individual is discharged from the program, a six-month waiting period is required before re-admission will be considered. Re-

Admission depends on reason for discharge from the program and the availability of an opening in the program.

MINOR OFFENSES

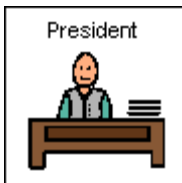
1st OFFENSE

The offense is recorded, the individual is given a written notice, and the staff involved will participate in a follow-up. Signing a notice slip is acknowledgment that the individual received it and not an admission of guilt. Signing is a sign of Cooperation.

2nd OFFENSE:

SUSPENSION! Not to exceed 5 days **off-site** suspension, with counseling by staff if applicable.

3rd OFFENSE



Consequences are determined by the President and by the Program Director. They may range from a contractual agreement to discharge from the program. This agreement will allow the individual to remove himself/herself from the situation before a problem arises. Violation of three or more rules in one incident results in immediate disciplinary action to suspension. The President and the Program Director will determine the action to be taken on an individual basis.

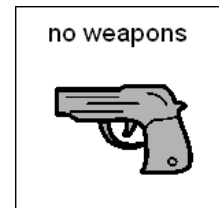
MAJOR OFFENSES



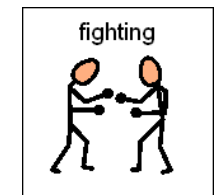
The following behaviors are considered intolerable in the program setting and will result in **IMMEDIATE OFF-SITE SUSPENSION**. In most cases a Care Team meeting will be required prior to return to program. If a second offense should occur, immediate Off-site suspension will occur and will result with the possibility of discharge from the program. These offenses include:



1. Possession/use of unauthorized drugs or alcohol. Blue Ridge Opportunities reserves the right to request random drug testing without prior notice (at Opportunities expense.)



2. Use/possession of switchblades, firearms or other weapons.



3. Threatening with fists or objects.



4. Throwing objects or using materials in an unsafe manner.
5. Fighting or hurting others.
6. Stealing or destroying property.
7. Sexual Harassment.
8. Intimidating/Bullying Others.



Violent outbursts that endanger person or property will not be tolerated. The first offense will result in an IMMEDIATE OFF-SITE SUSPENSION for 5 days and a Treatment team meeting required. The second offense will result in an immediate discharge.

Human Rights

Human Rights are provided in a separate book and include HCBS and DBHDS Human Rights.

GRIEVANCE and Complaint PROCEDURES

complaints



Individuals who have questions or complaints that personally affect them have the right to a fair hearing. Individuals must file grievances, either written or oral. The following procedure should be followed:

1. An individual or family representative can present complaints and/or requests for clarification to any staff member. Further information concerning the incident in question may be obtained from other individual(s) involved. An attempt will be made to settle the grievance at this level immediately.

2. If the problem is not resolved to the individual or family representative's satisfaction, the individual and/or representative may request a meeting Executive Director who will perform an investigation.



board meeting



3. If the grievance or complaint cannot be reconciled at this level, the individual and/or representative may submit their complaint to the Board of Directors, who will deliver a final decision.

4. If the individual or family representative is still unsatisfied he or she may request the complaint be heard by the Local Human Rights Committee. To have a complaint heard by the LHRC, the individual or family representative must file with the LHRC within 10 working days of receipt the Directors' decision. Blue Ridge Opportunities is required to help you with this process.
5. You may choose to have peer, staff member, friend, family member or anyone else present during these proceedings.
6. You may also call Cassie Purtlebaugh the Regional Human Rights Advocate, at any time at 1-804-382-3889.

DRUG FREE WORKPLACE

Under the Drug-free Act passed by our Federal Government, Blue Ridge Opportunities must maintain a drug-free workplace and we must take specific steps to keep illegal drugs out of the workplace.



SPECIAL RULES MAY APPLY

Blue Ridge Opportunities may have special guidelines and/or rules for special times or emergency situations. These will be provided to you as necessary. Please listen to your staff and follow safety instructions as needed.



DOCUMENTATION OF RECEIPT
And ACKNOWLEDGEMENT OF PROGRAM RULES

I, _____ was given the Blue Ridge

Opportunities Handbook on _____. It was explained
Date

to me in a way that I could best understand by _____.
Employee

_____I understand that I have to follow all rules and policies that are contained in this handbook.

If I need help understanding any part of the handbook, I may ask a Blue Ridge Opportunities staff member to explain it to me at anytime.

Signature of Individual

Date

Guardian/AR if applicable

Date

Signature of Employee Explaining Handbook

Date