STUDENT HANDBOOK

CRISS COLE REHABILITATION CENTER

4800 North Lamar Boulevard

Austin, Texas 78756



Updated 10/4/23

Table of Contents

[Message from CCRC Leadership Team 4](#_Toc144371360)

[About CCRC 6](#_Toc144371361)

[CCRC Mission, Vision, Philosophy, and Values 8](#_Toc144371362)

[Mission: 8](#_Toc144371363)

[Vision: 9](#_Toc144371364)

[Philosophy 9](#_Toc144371365)

[Values 10](#_Toc144371366)

[Core Blindness Skills 11](#_Toc144371367)

[Nonvisual Strategies 12](#_Toc144371368)

[Accepting Blindness 12](#_Toc144371369)

[Integration of Skills and “Giving Back” 13](#_Toc144371370)

[Eligibility for Vocational Rehabilitation Services at CCRC 14](#_Toc144371371)

[Initial Eligibility 14](#_Toc144371372)

[Student Rights 14](#_Toc144371373)

[VR Ombudsman 16](#_Toc144371374)

[Title IX Coordinator 16](#_Toc144371375)

[Title IX Liaison 17](#_Toc144371376)

[Criminal History Check 17](#_Toc144371377)

[CCRC Program Guidelines 18](#_Toc144371378)

[Continuing Eligibility 19](#_Toc144371379)

[Finances 20](#_Toc144371380)

[What to Bring 21](#_Toc144371381)

[Essential Personal Items 21](#_Toc144371382)

[Essential Items for Your Room 22](#_Toc144371383)

[Essential Items for Training 23](#_Toc144371384)

[Optional Items 24](#_Toc144371385)

[Items NOT to Bring 25](#_Toc144371386)

[CCRC Provides 25](#_Toc144371387)

[Personal Belongings 27](#_Toc144371388)

[Arrival 27](#_Toc144371389)

[CCRC’s Physical Address: 28](#_Toc144371390)

[Airport Arrival 28](#_Toc144371391)

[Bus Arrival 28](#_Toc144371392)

[Passenger Car Arrival 28](#_Toc144371393)

[Orientation 29](#_Toc144371394)

[Residential Living and Dining Rooms 30](#_Toc144371395)

[Residential Dormitories 30](#_Toc144371396)

[Room Inspections 31](#_Toc144371397)

[Room Searches 31](#_Toc144371398)

[Visitors 32](#_Toc144371399)

[Mailing Address 34](#_Toc144371400)

[Telephones 34](#_Toc144371401)

[Food Service 35](#_Toc144371402)

[Special Considerations List 36](#_Toc144371403)

[Alternative Meals 36](#_Toc144371404)

[Alternative Meal Deadlines 37](#_Toc144371405)

[Participation in Food Service 37](#_Toc144371406)

[Dog Guide 37](#_Toc144371407)

[Dog Guide Guidelines 39](#_Toc144371408)

[Dog Guide Exercise Run Rules 40](#_Toc144371409)

[Student Expectations 42](#_Toc144371410)

[Health and Wellness Expectation 42](#_Toc144371411)

[Personal Hygiene and Appropriate Attire Expectation 44](#_Toc144371412)

[Program Planning and Assessment Expectation 46](#_Toc144371413)

[Class Attendance Expectation 46](#_Toc144371414)

[Long White Cane Expectation 47](#_Toc144371415)

[Clean Room Expectation 47](#_Toc144371416)

[Visitor Expectation 48](#_Toc144371417)

[Emergency Drills Expectation 48](#_Toc144371418)

[Activities Off CCRC Premises 49](#_Toc144371419)

[Standards of Conduct 50](#_Toc144371420)

[Contraband and Prohibited Items 52](#_Toc144371421)

[Moving Out Of CCRC 55](#_Toc144371422)

[Appendix 56](#_Toc144371423)

[Abuse, Neglect, or Exploitation Policy 56](#_Toc144371424)

[10.2 Policy 57](#_Toc144371425)

[10.2.1 Reporting Requirements 57](#_Toc144371426)

[10.2.2 Incident Reporting 61](#_Toc144371427)

# Message from CCRC Leadership Team

Welcome to the Criss Cole Rehabilitation Center (CCRC). You are now on a journey of learning and self-discovery in this Vocational Rehabilitation (VR) process. The mission of CCRC is to help you develop skills, confidence, and a positive attitude toward blindness so you may participate in the workforce and your community and, ultimately, live the life that you want.

This handbook is designed to help you understand your roles, responsibilities, and what you can expect from CCRC during your stay. This handbook serves as a resource when you are not sure of a CCRC policy, procedure, or practice. We recommend you keep it handy.

Take some time to read the handbook before you arrive at CCRC for your training. As you review the handbook, please keep in mind any questions you wish to discuss with CCRC staff. You will have ample time to ask questions during your orientation, which begins with a brief meeting on the evening you arrive and continues through the second day of your stay.

We look forward to working as partners with you in your rehabilitation journey!

CCRC Leadership Team

# About CCRC

CCRC is named in honor of Judge Criss Cole, who lost his sight while serving in the Marine Corps during World War II. He went on to serve in the Texas House of Representatives and later as a Texas Senator. On January 10, 1970, as President Pro Tempore of the Texas Senate, he served as Governor for a Day. A strong legislative supporter of individuals with disabilities, Senator Cole turned the program of the day into one highlighting the needs and accomplishments of those with disabilities. As a result of his efforts, CCRC opened its doors in November 1971. The statue of Judge Cole at the entrance to CCRC was erected and dedicated in his memory by his family in 1995.

CCRC is part of the Texas Workforce Commission’s (TWC) Vocational Rehabilitation services and is conveniently located in Central Austin. Our location is composed of residential neighborhoods, state office buildings, and retail businesses. CCRC is located near the Texas School for the Blind and Visually Impaired (TSBVI) and the University of Texas at Austin campus. Transportation is available to access hotels and motels, drugstores, a post office, and restaurants.

The building covers an area of 93,000 square feet and has a lower level and first and second levels. It contains classrooms, student dormitories, a dining area, lounge areas, a gym, and administrative offices. There are also recreation rooms, and laundry facilities are available at no charge.

# CCRC Mission, Vision, Philosophy, and Values

## Mission:

Our primary purpose is to provide training and support services to achieve a quality employment outcome for our customers. We accomplish this by partnering with blind customers to increase their confidence and competence through blindness skills training so that they obtain, maintain, and advance in competitive integrated employment.

## Vision:

We envision a transformative training environment resulting in a positive blindness philosophy. CCRC staff members partner with each blind customer to individualize his or her experiential immersion training in the alternative techniques to address issues of blindness. CCRC promotes problem-solving through active and reflective listening. Everything we do empowers blind customers to attain employment and their lifestyle goals.

## Philosophy

We believe in the following:

* It is respectable to be blind.
* Blindness is a characteristic, not what defines a person.
* Success is contingent on skill and opportunity, not sight.
* Knowledge and training in alternative skills results in confidence, competence, informed choice, and self-determination.

## Values

Our values include the following:

* We commit to excellence in everything we do and are always working toward being a world-class training center, changing what it means to be blind.
* Our staff and our students are our greatest resource; everyone has something to contribute.
* We model the way of excellence for each other and our customers.
* We create an environment that promotes adjustment to blindness for everyone through belief in blind people.
* We embrace continuous improvement in alternative skills training and teacher techniques.
* We actively discover knowledge through immersion in experiential learning.
* We incorporate peer mentoring that results in shared knowledge.
* We challenge low expectations and misconceptions about blindness.

# Core Blindness Skills

You need core blindness skills to succeed in employment. These skills are alternative techniques to the use of vision for individuals who are blind. Our core skills relate to travel, braille, technology, daily living, and job seeking. CCRC offers three distinct training programs to meet your individual needs toward reaching your personal and career goals. Programs offered are the Proficiency Training Program, the Career Focus Training Program, and the Deafblind Training Program.

## Nonvisual Strategies

Students are strongly encouraged to use training shades as a tool to minimize dependence on vision, overcome the fear of blindness, and gain confidence in alternative techniques to live full and meaningful lives.

## Accepting Blindness

CCRC offers weekly seminar discussions related to adjustment to blindness. The use of the word “blind” is encouraged so that you will become comfortable both with the term and with yourself as an individual who is blind. It is respectable to be blind.

## Integration of Skills and “Giving Back”

You are encouraged to participate in CCRC-sponsored as well as independent activities. Activities such as archery, cycling, beep baseball, pottery, leatherwork, camping, tubing, rock climbing, ropes courses, concerts, and community activities promote skills integration and confidence. These opportunities will give you valuable experience in integrating your skills in realistic ways.

You are encouraged to become familiar with and join organizations for the blind and support other students in training. You are also encouraged to volunteer in the community, referred to as “giving back.” Giving back is a responsibility and an opportunity for you not only at CCRC but also when you return to your home community.

# Eligibility for Vocational Rehabilitation Services at CCRC

Eligibility for VR services at CCRC is defined in TWC Chapter 856 Vocational Rehabilitation Services rules, Subchapter G, Criss Cole Rehabilitation Center, §§856.83–856.88.

## Initial Eligibility

To be eligible for VR services at CCRC, an individual must be:

* at least 18 years of age;
* legally blind or Deafblind;
* a Texas resident (have a permanent Texas address to return to upon leaving CCRC);
* a current VR customer; and
* referred by a VR counselor for CCRC services.

## Student Rights

CCRC students are afforded certain basic rights, which include the right to:

* be informed of their rights in their preferred format;
* services that are nondiscriminatory;
* protection of personal information in VRS records; and
* appeal decisions regarding their planned services or their eligibility for such services. The VR appeal process is found in [VRSM A-204](https://www.twc.texas.gov/vr-services-manual/vrsm-a-200#a204): Appeals and Hearings.

VRS strives for customer satisfaction. It is important that students work with their counselors to achieve their goals. There may be times when students and their counselors do not agree on a course of action. Students and counselors can usually resolve their disagreement by communicating.

The CCRC ombudsman is a resource to address student concerns and complaints, including complaints regarding VR/CCRC services and service delivery. The CCRC ombudsman also educates and trains students and staff on their rights, including Title IX protections. The CCRC Title IX policy is found in Chapter 11 of the [CCRC Policy Manual](https://www.twc.texas.gov/jobseekers/criss-cole-rehabilitation-center).

The contact information for the VR ombudsman and the Title IX coordinator is:

## VR Ombudsman

[VROmbudsman@twc.texas.gov](mailto:VROmbudsman@twc.texas.gov)

## Title IX Coordinator

[TitleIX@twc.texas.gov](mailto:TitleIX@twc.texas.gov)

#### Erin Humphreys

512-367-2397

101 E. 15th St. Austin Texas 78778

## CCRC Title IX Liaison

[CCRCTitleIX@twc.texas.gov](mailto:CCRCTitleIX@twc.texas.gov)

Additionally, students may call the TWC Customer Service line at 1-800-628-5115 to report a complaint.

## Criminal History Check

All prospective students are subject to a Computerized Criminal History (CCH) check before being accepted into the CCRC training program. The results of the CCH check will be evaluated to determine the individual’s eligibility for VR services at CCRC. TWC must complete a risk evaluation if the CCH check identifies a criminal history. The risk evaluation will take into consideration various factors, including, but not limited to:

* Severity of the offense
* Time frame of the offense
* Rehabilitation of the customer
* Parole and probation terms, if applicable

## CCRC Program Guidelines

Eligibility decisions are based on a prospective student’s demonstrated willingness and ability to:

* participate and demonstrate progress in CCRC classes;
* transfer and apply skills learned in different settings;
* attend scheduled classes (including stamina to participate);
* participate and benefit from group instruction;
* be independent in medication administration and maintain a healthy lifestyle;
* independently, or with personal assistance services, be responsible for all self-care needs;
* live cooperatively in an adult residential setting; and
* take responsibility for his or her own behavior. (See Student Standards of Conduct.)

## Continuing Eligibility

To maintain eligibility while receiving CCRC services, the student must comply with:

* the Student Handbook, including:
  + Standards of Conduct; and
  + Program Guidelines;
* relevant state and federal laws; and
* initial eligibility criteria.

Upon finding that the student no longer complies with any initial eligibility criteria or program guidelines, continuing eligibility for CCRC services may be revoked.

## Finances

Room and board is provided free of charge. You will need money for personal supplies, outings, shopping, community events, and some training supplies. CCRC will not pay for these expenses.

If you are able to bank independently, you are expected to do so. Plan to continue using your bank account while at CCRC. Automatic Teller Machines (ATM) are within walking distance. At your request, CCRC staff members will provide you with training to open a bank account and can help identify local resources for your money transaction and transportation needs.

Lending and borrowing between student and staff members is strictly prohibited. Lending and borrowing between students is highly discouraged, and CCRC is not responsible for money/items exchanged between students.

# What to Bring

## Essential Personal Items

Essential personal items include the following:

* A State of Texas ID card (Texas Department of Public Safety ID card is preferred.)
* A medical insurance card with policy number (private or Medicare)
* A Medicaid authorization card if receiving public assistance benefits (SSI or SSDI)
* Prescription medicines (Bring at least one month’s supply of all medications presently prescribed for you and a written prescription for each medication.)
* If needed, diabetic test kit and strips
* Over-the-counter medical supplies you might need
* A first aid kit
* A list of any special dietary needs
* Your cane (If you don’t have a cane, a long white cane will be provided.)
* Low-vision aids (eyeglasses, sunglasses, monocular, magnifiers)
* Hearing aids
* If needed, a wheelchair, support cane, or walker
* A cell phone

## Essential Items for Your Room

Essential items for your room include the following:

* $2.00 key card deposit
* An alarm clock
* Pillows, sheets (for extra-long twin bed), blankets, comforter, two pillowcases
* Weather-appropriate casual clothes and shoes
* Personal grooming articles
* High-efficiency laundry detergent—no powder detergent. (You may wish to buy it after you arrive.)
* A laundry basket or bag
* An iron and ironing board
* Hangers
* A throw rug and/or bath mat (Floors are not carpeted.)
* A coffee mug and drinking glass for use in your room
* Special aids or appliances you use

## Essential Items for Training

Essential training items include the following:

* A small backpack for carrying books and other class supplies
* A digital recorder
* Writing materials (paper, pens, envelopes, stamps, and braille writers)
* At least one outfit appropriate for a job interview

## Optional Items

Optional items include the following:

* A radio or stereo, an MP3 player, and headphones
* Electronic games
* Musical instruments
* A mini-refrigerator (only if needed to store medications)
* Flatware, cups, napkins, plates, and the like
* Rubber gloves for cleaning
* A computer/laptop

**Note:** You are responsible for setting up your computer in your room and for the maintenance of your own equipment. CCRC provides wireless internet service in the residential area.

## Items NOT to Bring

Items **not** to bring include the following:

* Coffee makers
* Microwaves
* Candles
* Plug-in air fresheners
* Incense

## CCRC Provides

CCRC provides the following:

* Cleaning supplies for your room
* Washers and dryers
* Television and DVD players in the lounge areas (closed captioning available)
* A coffee maker, microwave, and refrigerator in lounge areas
* Fully equipped kitchens for your independent meal preparation
* A recreation room with a pool table and shuffleboard
* A piano
* Smoking and nonsmoking areas
* A snack bar with coin-operated machines for soft drinks, candy, and snacks
* A long cane (If you don’t bring one, the Orientation and Mobility (O&M) department will provide one.)
* A training shade to use during evaluation and training activities
* Items available for community use in the residential quarters include braille writers, tape recorders, video magnifiers, talking book machines, and vibrating alarm clocks (You may also bring such items for your personal use.)

## Personal Belongings

You are responsible for any items you bring to CCRC. You have the option to provide your CCRC counselor with an inventory list of items you consider valuable. The list should include any identifying information such as the brand, description, and serial number. CCRC counselors keep the list secure, and it may be used if a police report is filed.

There are two lost and found locations: the residential desk and the guard’s station in the front lobby.

# Arrival

Plan to arrive at CCRC on your assigned admission date. If there is a change in your plans for arrival, it is your responsibility to communicate with the admissions coordinator as soon as possible. The admissions coordinator may be reached at (512) 377-0383.

## CCRC’s Physical Address:

4800 North Lamar Blvd.

Austin, TX 78756

Airport Arrival

If you are traveling to Austin by plane, you may make prior travel arrangements with CCRC for your transportation needs.

Bus Arrival

If you are traveling to Austin by bus, you may make prior travel arrangements with CCRC for your transportation needs.

Passenger Car Arrival

If you are traveling to Austin by car, use the CCRC residential entrance on the west side of the building (on Sunshine Drive). This is the most convenient entrance for unloading your luggage.

# Orientation

The first 24 hours of your stay is set aside for settling into your room, attending an orientation about the area, and becoming familiar with the program, facility, and staff. This includes the following:

* Being oriented to building and fire exits
* Viewing HIV video and signing HIV/Blood-Borne Pathogen form
* Reviewing and signing medical and media release forms
* Meeting your CCRC counselor, who will work closely with you throughout your training program
* Meeting with Food Service workers and becoming oriented to the cafeteria
* Reviewing of this Student Handbook and asking questions for clarification
* Acknowledging and signing the CCRC Standards of Conduct and Student Responsibilities

# Residential Living and Dining Rooms

After arriving at CCRC, staff will help you check in to your room. You will receive a key access card for your room requiring a $2.00 deposit.

## Residential Dormitories

Each room is comfortably furnished with a bed, chest of drawers, desk, nightstand, private bathroom, closet, and medicine cabinet. Each room is wired to an intercom system that lets you communicate with residential office staff.

As part of your training program, you are responsible for the personal management of yourself, your belongings, your room, and common areas (lounges, patios, small kitchens, and laundry rooms). You are expected to keep your room clean and organized.

## Room Inspections

To ensure a safe and clean living environment, residential staff will conduct weekly room inspections. If there is an ongoing issue with room cleanliness, inspections may be more frequent. Cleaning supplies and equipment are available at the residential office. If needed, training is available to help you improve home and personal maintenance skills.

## Room Searches

Residential rooms are within the CCRC building and are, therefore, state property. Although staff respects the residential rooms as private areas, management may authorize a room search if there is reason to believe that unauthorized activities are occurring or prohibited items are present in the room. You may or may not be informed in advance of the search.

## Visitors

Regular training hours are Monday through Friday from 8:00 a.m. to 5:00 p.m. During these times, students are expected to be attending class and focusing on their training program. Visitors are welcome after regular training hours and during designated weekend hours. Exceptions to visits during regularly scheduled class hours must be approved through your CCRC counselor before scheduling the visit. Overnight visits are not permitted.

Although social interaction is encouraged, residential rooms are not intended for visiting. Other students and visitors, with the exception of immediate family members (grandparent, parent, spouse, sibling, or children), are not permitted in your room. Students and visitors who are not your immediate family members may visit only in the main lounge or snack room.

Regular visiting hours are the following:

Monday through Thursday—5:00 p.m.–10:00 p.m.

Friday—5:00 p.m.–11:00 p.m.

Saturday—8:00 a.m.–11:00 p.m.

Sunday—8:00 a.m.–10:00 p.m.

Quiet hours are the period during which residents and guests have the responsibility of ensuring that their noise level—indoors and outdoors—does not disturb any other resident. It is recommended that students remain in the facility rather than coming and going.

Quiet hours are the following:

Sunday through Thursday—10:00 p.m.–6:00 a.m.

Friday and Saturday—11:00 p.m.–6:00 a.m.

## Mailing Address

You can receive mail via the following CCRC mailing address:

**Student Name**

**4800 North Lamar Blvd., CCRC**

**Austin, Texas 78756**

## Telephones

Public telephones are available on the first floor and the lower residential levels for making local calls, ordering food, and calling taxis/ride shares. Please limit calls on these phones to five minutes. Many students use their personal cell phones as their main telephone.

In case of an emergency, you may be contacted by the CCRC switchboard at (512) 377-0371. The switchboard phone is answered 24 hours a day. This is a business phone, and CCRC staff will accept only emergency calls for you at this number.

# Food Service

CCRC provides students with free breakfast, lunch, and dinner Monday–Friday. Meals are primarily served cafeteria style. Once a month, they are served as either a self-serve buffet or family-dining style. Our Food Service staff members provide a pleasant dining and training atmosphere and a clean environment. During the weekends, a continental breakfast cart is provided in the morning, one hot meal is provided at noon, and a sandwich cart is provided in the evening. Some students prefer going out to eat or preparing their own meals using CCRC facilities.

## Special Considerations List

If a student follows a special diet (such as low-sodium, low-potassium, low-cholesterol, or religious), he or she must meet with the Food Service supervisor to discuss the choices for alternative foods that will meet his or her dietary needs. The student is then responsible for requesting the alternative foods on a per-meal basis.

## Alternative Meals

If a student does not prefer the entrée being served at the cafeteria, an alternative selection of a cold cut sandwich or a peanut butter and jelly sandwich is available. At lunch, the salad bar is available as an alternative. A student may choose to prepare a salad at lunch and have staff save it for dinner.

## Alternative Meal Deadlines

To guarantee an alternative meal selection, the student must inform the kitchen staff by 9:30 a.m. for lunch and by 3:00 p.m. for dinner. If a student asks for an alternative meal and does not show up to receive it, the alternative will be served for his or her next meal.

## Participation in Food Service

If you are interested in future employment in the food service industry and would like to participate in CCRC Food Service training, you must comply with health and food safety standards. Participation is limited and not guaranteed.

# Dog Guide

If you will be bringing a dog guide, notify CCRC Admissions before your arrival. As recommended by most dog guide schools, you must have had your dog guide for a period of at least six months before beginning training at CCRC. If you are considering obtaining a dog guide, you are strongly encouraged to first complete basic blindness skills at CCRC.

In order to provide the tools necessary for an individual who is blind to gain confidence, O&M class instructors will evaluate all dog guide users in the proficient use of the long cane and travel with the cane under blindfold. The student and the dog guide will also be evaluated to determine efficiency in travel. If the student dog guide user has difficulty or if the O&M instructor determines that the student needs additional training with the long cane, that training will take precedence over training with the dog guide.

Traveling with the long cane is considered a basic blindness skill and should be a skill that enhances dog guide travel. O&M instructors use professional judgment regarding their recommendations for student dog guide users about their needs when traveling with their dog guides.

If you have a dog guide and choose to bring it to CCRC, you must follow certain guidelines.

## Dog Guide Guidelines

Dog guide guidelines include the following:

* You are responsible for all expenses related to the health and care of your dog.
* You are responsible for both the hygienic care and the cleaning of your dog, which includes ensuring that your dog is free from fleas and ticks. You will be responsible for remediation if a flea and/or tick problem arises.
* You must bring records indicating that your dog has current vaccinations for rabies, parvo, and DHLP.
* You must keep your dog on a leash or harness any time it is out of your room.
* You must provide your dog with fresh water, adequate food, and regular relief times daily.
* Dogs must be relieved in the specified relief area. You must pick up after your dog and dispose of waste in the appropriate receptacles.

## Dog Guide Exercise Run Rules

CCRC provides a dog run to allow your dog guide to exercise and play off the leash. The dog run is located outside of the residential exit by the residential parking lot. A key to the dog run may be checked out at the residential desk and returned when finished.

Access to the CCRC dog run may be denied if any of the following rules is not followed:

* Only one dog and one handler are allowed inside the dog run at a time.
* Relief of the dog should be done before entry to the dog run. The handler is responsible for the prompt removal of any waste accidentally eliminated inside the dog run.
* The handler assumes all liability for any damages to property or injuries inflicted by the dog.
* The dog must remain on its leash unless it is inside the dog run and the gate is latched.
* If dog toys are used in the dog run, the handler must remove them when finished.
* No smoking is allowed within 15 feet of the dog run.
* Each dog must be under the supervision of its handler at all times.
* The dog run is not to be used as a kennel under any circumstances.

# Student Expectations

You are expected to read and abide by the guidelines in this handbook. Additionally, you are responsible for making independent, sound decisions in your interactions with your peers and in the safekeeping of your possessions. A list of expectations for all students who participate in CCRC training follows. Failure to meet these expectations may result in dismissal from the program.

## Health and Wellness Expectation

CCRC training is rigorous and requires students to be able to participate in a full-time program, which means that your personal health is paramount to your success in this training program. Building stamina helps you to consistently attend the 8:00 a.m.–5:00 p.m. training. Additionally, participating in evening and weekend activities is highly recommended. Furthermore, maintaining a healthy lifestyle while at CCRC is supported by our Food Service staff that provides a healthy diet menu, and our recreation department offers regular outings and provides a workout gym for regular exercise. While CCRC can support you in developing and continuing your healthy lifestyle, it is ultimately up to you to manage your own health and wellness.

If you have health or medical issues while at CCRC, you must:

* know your own medical history and current diagnoses;
* know and address signs and symptoms of current diagnoses (for example, diabetes—know the signs of low blood sugar and how you are addressing it);
* problem-solve any current illness and determine the course of action;
* notify CCRC staff if you need assistance to determine a course of treatment;
* notify CCRC staff of any medical appointments and course of treatment for any current illness; and
* notify CCRC staff if the illness is related to a CCRC environmental or training factor.

## Personal Hygiene and Appropriate Attire Expectation

CCRC is a VR center and strives to maintain a training environment that is well functioning and free from unnecessary distractions and annoyances. As a part of that effort, we require students to keep a neat and clean appearance that is appropriate for the training setting and the work being performed.

You are expected to maintain your own grooming and personal hygiene.

You are expected to present a casual yet professional image when participating in classes. Clothing that promotes alcohol, drugs, or lewd acts is not permitted. Pajamas, house shoes, and flip-flops are not allowed to be worn in public areas during training.

Class-specific attire and grooming guidelines may be required and may be discussed with your individual instructors.

Students who do not meet the attire or grooming standards may be asked to return to their room to change clothes. Refusal to do so or repeated violations of these standards may result in dismissal from the program.

## Program Planning and Assessment Expectation

The training program is designed to meet students’ VR needs. Your training plan is individualized based on staff recommendations and your informed choice; therefore, you are expected to participate in any required assessments as well as attend program planning and review meetings. If your training requires an assessment, you are expected to fully complete the assessment to successfully graduate from CCRC training.

## Class Attendance Expectation

During training at CCRC, you must consistently:

* attend your assigned classes;
* notify the instructor and your assigned CCRC counselor if you must miss a class; and
* meet with your CCRC counselor to discuss ongoing issues related to attendance.

Failure to consistently attend is considered a violation of student conduct and may result in dismissal from the program.

## Long White Cane Expectation

For the safety of you and others, you are expected to use your cane during all training activities as well as any time you are in the building. You are highly encouraged to use your cane outside of CCRC training and activities.

## Clean Room Expectation

You are responsible for the personal management of yourself, your belongings, your room, and public areas (lounges, patios, small kitchens, and laundry rooms). You are expected to keep your room clean and organized.

## Visitor Expectation

CCRC is a public facility. You are expected to conduct yourself in a manner that meets the Standards of Conduct described in this handbook. Likewise, you are responsible for the conduct of your visitors. You must ensure that your visitors comply with the Standards of Conduct described in this handbook.

## Emergency Drills Expectation

Your safety and security are important to us. Upon arrival you will be shown emergency exits. Periodic safety drills are conducted to ensure an orderly response to unexpected emergencies such as fires or severe weather. During fire drills, CCRC requires all staff, students, and visitors to evacuate the building. During severe weather drills, all students, staff, and visitors are required to shelter in place in a safe area of the building. CCRC has designated staff members who are trained to help you during drills or an actual emergency. You are expected to fully cooperate when safety drills are held.

# Activities Off CCRC Premises

You are encouraged to participate in activities that are outside of the CCRC building. You may leave the premises as you choose except during your scheduled class hours. Some of your classes may be scheduled during the evening and/or weekends, and you will be expected to attend those classes.

It is important that CCRC staff members know who is in the building at all times in the event of an emergency. When you leave the CCRC premises, you are expected to check out with the residential desk staff and check in when you return. Although CCRC has no established curfew hours, you are encouraged to get adequate rest to meet the rigorous demands of the training program.

Weekend trips away from CCRC are allowed. You are responsible for the cost and for making your own transportation arrangements. You are expected to attend all scheduled classes, so take your classes into consideration when planning your departure and return times.

If you have a legal guardian, you must give CCRC staff your guardian’s written consent for any weekend or overnight trips and for leaving the CCRC location for any non-CCRC–sponsored activities.

# Standards of Conduct

Violations of the Standards of Conduct that can result in automatic dismissals or suspension include, but are not limited to, a student possessing an unauthorized weapon, alcohol, or illegal drugs on CCRC property or violent behavior while residing at CCRC. Complaints of a sexual harassment under Title IX are handled according to [Chapter 11](https://gbc-word-edit.officeapps.live.com/we/wordeditorframe.aspx?ui=en%2DUS&rs=en%2DUS&wopisrc=https%3A%2F%2Ftwcgov-my.sharepoint.com%2Fpersonal%2Fcarrie_mills_twc_texas_gov%2F_vti_bin%2Fwopi.ashx%2Ffiles%2Feab2d67d13004eebbbd71f26f0af5c13&wdlor=c3854CA7B-A587-4249-936F-7882EB237981&wdenableroaming=1&mscc=1&wdodb=1&hid=CB3D4ABE-BBC7-4080-B02B-C89212A47DF0&wdorigin=Outlook-Body.Sharing.ServerTransfer&wdhostclicktime=1690914730580&jsapi=1&jsapiver=v1&newsession=1&corrid=a824ee99-b1e8-439e-846e-2f1e57c9a37f&usid=a824ee99-b1e8-439e-846e-2f1e57c9a37f&sftc=1&cac=1&mtf=1&sfp=1&instantedit=1&wopicomplete=1&wdredirectionreason=Unified_SingleFlush&rct=Normal&ctp=LeastProtected#_11._Title_VI) of the CCRC Policy Manual and the Title IX Procedure Manual before a dismissal is considered.

Smoking, which includes vaporizers and e-cigarettes, is not allowed in any area of the building. A designated smoking area is located outside the building.

Students are required to either abstain from alcohol use or consume alcohol in a responsible manner. Public intoxication by residents and their guests that disrupts others will not be tolerated. This behavior will be addressed by CCRC staff and may result in dismissal from the program. CCRC staff will contact law enforcement to report any incidents that are a threat to health and/or safety.

Students who have legal guardians must follow the written directives of their guardian in addition to guidelines in this handbook.

# Contraband and Prohibited Items

CCRC is a VR facility owned and operated by the State of Texas. CCRC has established guidelines that may differ from your private living environment because of laws relating to state property and the large number of individuals residing at CCRC in close quarters. These restrictions include both contraband and prohibited items.

**Contraband**—items that are illegal to possess, sell, or give to others.

**Prohibited Items**—items that are not illegal but are prohibited from possessing at CCRC.

Certain items are prohibited from the facility. You are not allowed to possess any contraband or prohibited items on the CCRC premises, on surrounding state property, or in state vehicles. You are required to report to the staff any student possessing contraband or a prohibited item on CCRC premises.

You are not allowed to possess weapons while on the premises. (A pocketknife is considered a weapon if the blade is longer than three inches.) If you need to know whether an item is considered a weapon, then ask the residential staff or your CCRC counselor. Unauthorized possession of a weapon may result in dismissal from the program.

You are not allowed to possess alcohol, illegal drugs, or questionable substances, such as K2 (synthetic marijuana), while in the facility or surrounding buildings and on the grounds. Reduced-alcohol beverages contain alcohol and are not permitted in the facility or surrounding buildings and on the grounds. Students found possessing illegal drugs or alcohol on state premises will immediately be dismissed from the program.

CCRC may use random drug testing to verify that a student is abstaining from drug use. Failure to comply with a request to take a drug test may result in dismissal from the program.

For safety reasons, no one may possess or use outdoor electric scooters while in the facility or the surrounding buildings and on the grounds. (An electric scooter is a device with no more than two 10-inch or smaller diameter wheels that has handlebars, is designed to be stood upon by the operator, and is powered by an electric motor that is capable of propelling the device with or without human propulsion at a standard speed of 20 miles per hour on a paved level surface.)

Violation of these Standards of Conduct or possession of prohibited items may result in your dismissal from CCRC. If you disagree with a determination made while you are at CCRC, you may use the appeals process established to review any determination made concerning your VR services. Your field counselor should have provided you with a copy of the brochure “Can We Talk?” Additional details regarding appeals and mediation procedures—including a copy of “Can We Talk?”—are available from your field VR counselor.

# Moving Out Of CCRC

When you move out of CCRC you must do the following:

* Pack and remove all of your personal items (You are responsible for transporting/shipping your personal items home.)
* Clean your room (including the closet and bathroom)
* Return any items you borrowed from CCRC
* Return your key or access card
* Return any training devices
* Notify the post office through a change of address card of your new address

# Appendix

## Abuse, Neglect, or Exploitation Policy

This chapter generally applies to abuse, neglect or exploitation allegations that do not fall under Title IX. Any allegation that potentially falls under Title IX should be analyzed according to the Title IX policy in [Chapter 11](https://gbc-word-edit.officeapps.live.com/we/wordeditorframe.aspx?ui=en%2DUS&rs=en%2DUS&wopisrc=https%3A%2F%2Ftwcgov-my.sharepoint.com%2Fpersonal%2Fcarrie_mills_twc_texas_gov%2F_vti_bin%2Fwopi.ashx%2Ffiles%2Feab2d67d13004eebbbd71f26f0af5c13&wdenableroaming=1&mscc=1&wdodb=1&hid=A10CCAA0-006E-3000-F977-056F580C59FB&wdorigin=Other&jsapi=1&jsapiver=v1&newsession=1&corrid=acff485f-3993-4c72-a99c-68dbe03eeb6e&usid=acff485f-3993-4c72-a99c-68dbe03eeb6e&sftc=1&cac=1&mtf=1&sfp=1&instantedit=1&wopicomplete=1&wdredirectionreason=Unified_SingleFlush&rct=Normal&ctp=LeastProtected#_11._Title_VI) and the CCRC Title IX Procedures. Incidents of abuse, neglect, or exploitation that do not fall under Title IX must be handled according to this chapter and [VRSM A-202-3: Allegations of Abuse, Neglect, or Exploitation.](https://www.twc.texas.gov/vr-services-manual/vrsm-a-200#a202-3)

## 10.2 Policy

### 10.2.1 Reporting Requirements

To report allegations of abuse, neglect, or exploitation, the individual who believes that abuse, neglect, or exploitation has occurred must immediately:

* Contact law enforcement if the incident is a threat to health or safety;
* Notify his or her supervisor and/or manager of the allegation; and
* Report the incident to the appropriate investigatory agency, as listed in the table below.

[Texas Family Code §261.101](http://www.statutes.legis.state.tx.us/SOTWDocs/FA/htm/FA.261.htm#261.101) requires an individual who believes that a child’s physical or mental health or welfare has been adversely affected by abuse or neglect by any individual to immediately (within 48 hours) report the suspected abuse.

[Texas Human Resources Code §48.051](http://www.statutes.legis.state.tx.us/SOTWDocs/HR/htm/HR.48.htm#48.051) requires an individual to make a report if there is cause to believe that a person age 65 or older or an individual with a disability is being abused, neglected, or exploited.

Additional CCRC student responsibilities include the following:

* Immediately notify CCRC staff if you are a victim of an incident of abuse, neglect, or exploitation or fear that you may become a victim.
* Take necessary steps to ensure your safety with the assistance and direction of CCRC staff and the local police, if necessary.

CMT and staff responsibilities include the following:

* Ensure that the alleged victim is protected from further harm or retaliation from the alleged perpetrator;
* Offer assistance to the student in contacting the police if the student alleges a threat to health or safety;
* Offer to help a student who claims to have been harassed or threatened by a CCRC staff in filing a complaint to the CCRC Director;
* Notify the assigned CCRC counselor and management and provide immediate assistance as needed, including when law enforcement has been called for an emergency situation or an incident that caused an injury.

Additional CMT responsibilities include the following:

* Consult with the Deputy Division Director for Field Services Delivery for next steps;
* Consult with TWC Regulatory Integrity Division and/or Human Resources for next steps;
* Consult with TWC Office of General Counsel (OGC), as appropriate;
* Fill out form RSM-3120, Security Incident Report, according to the process in [Chapter 9.2.2](https://gbc-word-edit.officeapps.live.com/we/wordeditorframe.aspx?ui=en%2DUS&rs=en%2DUS&wopisrc=https%3A%2F%2Ftwcgov-my.sharepoint.com%2Fpersonal%2Fcarrie_mills_twc_texas_gov%2F_vti_bin%2Fwopi.ashx%2Ffiles%2Feab2d67d13004eebbbd71f26f0af5c13&wdenableroaming=1&mscc=1&wdodb=1&hid=A10CCAA0-006E-3000-F977-056F580C59FB&wdorigin=Other&jsapi=1&jsapiver=v1&newsession=1&corrid=acff485f-3993-4c72-a99c-68dbe03eeb6e&usid=acff485f-3993-4c72-a99c-68dbe03eeb6e&sftc=1&cac=1&mtf=1&sfp=1&instantedit=1&wopicomplete=1&wdredirectionreason=Unified_SingleFlush&rct=Normal&ctp=LeastProtected#_9.2.2_Responsibilities).

If an individual believes that the suspected abuse, neglect, or exploitation presents a threat to the health and safety of the individual being abused, neglected, or exploited, law enforcement should be notified immediately.

Additionally, when an individual believes that suspected abuse, neglect, or exploitation has occurred, he or she must report it to the appropriate investigatory agency.

Suicide and suicide attempts must immediately be reported to law enforcement and the individual’s supervisor and/or manager.

### 10.2.2 Incident Reporting

In the table below, the location of the incident is listed in the left column and the person to whom you will report the incident is in the right column.

|  |  |
| --- | --- |
| Incident Location | Person to Report To: |
| Texas Workforce Solutions Office | The TWC staff member who believes abuse, neglect, exploitation, suicide, or a suicide attempt has occurred reports the information to local law enforcement and/or dials 9-1-1. |
| A Texas Department of Family and Protective Services–licensed child care operation, including a residential child care operation; a state-licensed facility or community center that provides services for mental health, intellectual disabilities, or related conditions; an adult foster home (with three or fewer customers, which is not licensed by the Texas Health and Human Services Commission (HHSC)); an unlicensed room-and-board facility;  a school; or an individual’s own home | Texas Department of Family and Protective Services Statewide Intake  P.O. Box 149030  Austin, Texas 78714-9030  Voice 1-800-252-5400  Fax (512) 832-2090  [Texas Abuse Hotline](http://www.txabusehotline.org/) |
| An HHSC-licensed entity, including an assisted-living care facility, a nursing home, adult day care, a private intermediate care facility for individuals with intellectual disability, or adult foster care | [Texas Abuse Hotline](http://www.txabusehotline.org/) |
| A Texas Department of State Health Services–licensed substance-abuse facility or program | Texas Department of State Health Services  Substance Abuse Compliance Group  Investigations  1100 W. 49th St.  Austin, Texas 78756  Mail Code 2823  1-800-832-9623 |
| A Texas Department of State Health Services–licensed hospital | Texas Department of State Health Services  Facility Licensing Group  1100 W. 49th St.  Austin, Texas 78756  Complaint Hotline  1-888-973-0022 |