Criss Cole Rehabilitation Center

Program Manual

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# Revision Log

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# Chapter 1: General Information

## 1.1 Purpose

The Criss Cole Rehabilitation Center (CCRC) is a residential and comprehensive vocational rehabilitation training facility operated by the Texas Workforce Commission (TWC) Vocational Rehabilitation Division (VRD). This chapter establishes guidelines for services provided to CCRC students and for the operation of services at CCRC.

## 1.2 Definitions

**CCRC shutdown**—a period when CCRC is closed for business and building maintenance occurs. During shutdowns, students do not reside in the building, and staff members may use accrued time and take leave or work at another location.

**CCRC staff members**—TWC Vocational Rehabilitation Services (VRS) employees at CCRC.

**CLT**—CCRC Leadership Team, which consists of the director of CCRC, the manager of Counseling and Outreach Services, the manager of Residential Life Services, and the manager of Vocational Training Services.

**Counseling staff member**—a CCRC staff member who works as a CCRC vocational rehabilitation counselor (CCRC counselor) and who is supervised by the Admissions and Counseling supervisor.

**Field staff members**—Texas Workforce Solutions VRS staff members throughout Texas who are not employed at CCRC.

**Field VR counselor**—a VR counselor assigned to one region, who serves VRS customers from the regional field office in the customers’ home area.

**IPE**—the Individualized Plan for Employment, which is a written plan that outlines the services needed by a customer to prepare for, secure, retain, or regain employment.

**Student**—A VRS customer who is receiving training at CCRC, either as a residential student or as a nonresidential day student.

**Visitor**—An individual who is allowed into CCRC but who is neither a current student nor a CCRC employee. This may include VRS customers who are prospective students or VRS customers who are former students. This may also include friends or family members of students or other members of the public who are allowed access for touring or other purposes.

## 1.3 Policy

TWC ensures that CCRC staff members, students, and visitors follow the policies and procedures set forth in the CCRC Program Manual. CCRC staff members also are required to follow the policies and procedures set forth in the [Vocational Rehabilitation Services Manual (VRSM)](https://twc.texas.gov/vr-services-manual/vrsm-toc#part-c) and other relevant TWC policy documents.

Students are required to follow the policies and procedures set forth in the [CCRC Student Handbook](http://www.texasworkforce.org/jobseekers/criss-cole-rehabilitation-center#publications).

CCRC is a state entity and, as such, must follow all state and federal laws.

### 1.3.1. CCRC Services

TWC provides CCRC services for:

* TWC customers;
* family members of customers;
* Texas School for the Blind and Visually Impaired (TSBVI) students; and
* the public.

Services vary depending on the needs of individuals. Services may include:

* tours of CCRC for visitors;
* CCRC training programs; and
* off-site mini-trainings.

CCRC also provides training to TWC staff members.

### 1.3.2 Tours of CCRC

TWC provides tours of CCRC for VRS customers, their family members, and the public. The tours include a presentation of the residential dormitory and an overview of the training programs.

Minors are not permitted as residential students of CCRC. However, they may participate in overnight tours of CCRC, but must always be supervised by a parent or legal guardian.

### 1.3.3 Admission into CCRC Services

Customers may apply for multiple services at CCRC, including:

* mini-trainings in the applicable VR services region, conducted jointly with CCRC;
* a tour of CCRC;
* the Proficiency Training Program;
* the Career Focus Training Program; and
* the Deafblind Training Program.

The field VR counselor refers VR customers to CCRC in accordance with [VRSM C-503-2: Referrals to the Training Program](https://twc.texas.gov/vr-services-manual/vrsm-c-500#c503) and initial eligibility criteria in the [Texas Administrative Code](http://texreg.sos.state.tx.us/public/readtac%24ext.TacPage?sl=T&app=9&p_dir=N&p_rloc=175536&p_tloc=&p_ploc=1&pg=48&p_tac=&ti=40&pt=2&ch=106&rl=111). A current computerized criminal history (CCH) is required to help CCRC evaluate safety for all students. The field VR counselor must explain to the customer that the CCRC referral process requires a CCH and must document training eligibility as the reason for obtaining a CCH, along with a summary of the discussion with the customer in a case note.

Once a customer is referred to CCRC, designated admissions staff completes a CCH in accordance with [VRSM C-500: Criss Cole Rehabilitation Center](http://www.twc.state.tx.us/vr-services-manual/vrsm-c-500) and [VRSM A-200: Customer Rights and Legal Issues](http://www.twc.state.tx.us/vr-services-manual/vrsm-a-200).

CCRC has the authority to obtain from the Texas Department of Public Safety (DPS) a CCH on customers to determine training eligibility (Texas Government Code, §411.117).

#### Restrictions on Admissions to CCRC

In some instances, a student will not be admitted to the CCRC program. Restrictions are enforced when the student has:

* a probation or parole requirement that precludes residing near other individuals;
* been convicted of a sexual offense; or
* been convicted of the specific charge of assault.

The CCRC director has the exclusive authority to approve or deny waivers of any applicable restrictions barring participation in the program.

Designated admissions staff and the manager of programs and outreach:

* review CCH information for customers who have applied for training;
* follow policy in this section to approve or deny admissions requests; and
* consult with the CCRC director, TWC Risk and Security Management (RSM), and the TWC Office of General Counsel (OGC), as appropriate.

Once admitted to a CCRC training program, the student receives:

* a new student orientation;
* an initial assessment;
* a student assessment report; and
* training.

A student is required to maintain eligibility in accordance with the [Texas Administrative Code](http://texreg.sos.state.tx.us/public/readtac%24ext.TacPage?sl=T&app=9&p_dir=N&p_rloc=175536&p_tloc=&p_ploc=1&pg=48&p_tac=&ti=40&pt=2&ch=106&rl=111) to continue CCRC training.

### 1.3.4 Confidentiality of Computerized Criminal History

CCRC receives customer CCH records from DPS on the assurance that the records are to be used for rehabilitation purposes only. For policy and procedure on documenting and storing a CCH, refer to the [TWC Privacy Manual](https://twcgov.sharepoint.com/sites/BusOPS/BusOpsIntra/RSMManualsHandbooks/TWC%20Privacy%20Manual.pdf).

CCRC may not release a name-based search to another organization or individual, including the customer or customer’s representative, unless there is a request contained in a valid subpoena or other valid court order and the release is approved by OGC.

Confidentiality of the CCH record is required. It is administratively prohibited to access the DPS secure site via a mobile device (such as a smartphone or tablet). All remote access control shall occur through managed access control points and with virtual escorting of privileged functions in accordance with the CJIS Remote Access policy 5.5.6. See SOP-235 Monitoring Remote Access of Criminal History found in the [IT Handbook](https://twcgov.sharepoint.com/sites/infotech/SitePages/SOP1.aspx) and [TWC Privacy Manual](https://twcgov.sharepoint.com/sites/BusOPS/BusOpsIntra/RSMManualsHandbooks/TWC%20Privacy%20Manual.pdf), Appendix G – CHRI Policy.

The individual who runs the search for records must ensure that:

* access is limited to the controlled area during CCH processing times to only those personnel authorized by CCRC to access or view the CCH records;
* no record can be seen by others while it is open on the computer screen;
* the area is locked when unattended;
* encryption requirements found in Section 5.10.1.2 of the Federal Information Processing Standards for storage of electronic and physical media (i.e., data at rest) are followed;
* any inadvertently generated hard copies of a CCH are immediately destroyed as set forth below; and
* any inadvertently generated and/or distributed electronic copies are destroyed by deleting them from a sender’s email Sent file, then deleting them from the Deleted folder, and from a recipient’s email Inbox and from the Deleted folder.

Employee violations of CCRC policy on protecting the confidential nature of customer records are grounds for appropriate disciplinary action. Unauthorized use of the CCH system may result in disciplinary action and/or criminal penalties as outlined in the [TWC Privacy Manual](https://intra.twc.texas.gov/intranet/gc/docs/privacy-manual.pdf) and the [TWC Personnel Manual](http://intra.twc.state.tx.us/intranet/manuals/hr/).

When no longer usable, hard drives, diskettes, tape cartridges, CDs, ribbons, hard copies, printouts, and other items used to process, store, or transmit CCH must be properly disposed of in accordance with measures established by TWC Cybersecurity.

Although CCRC shall not print out CCH records, any physical media that include criminal history must be disposed of by one of the following methods:

1. shredding using CCRC shredders;
2. placing in locked bins provided by CCRC’s contracted shredding services vendor for shredding on-site, with the entire process witnessed by CCRC personnel; or
3. incineration using CCRC incinerators or, if conducted by non-authorized personnel, witnessed by CCRC personnel on-site at the agency or at the contractor incineration site.

Electronic media (such as computer hard drives, tape cartridges, CDs, printer ribbons, flash drives, and printer and copier hard drives) must be disposed of by overwriting, degaussing, or destruction, as provided by Appendix G of the [TWC Privacy Manual](https://intra.twc.texas.gov/intranet/gc/docs/privacy-manual.pdf).

### 1.3.5 Records

CCRC student records are kept in accordance with TWC records retention policies in [VRSM A-207 Confidentiality and Use of Customer Records and Information](https://twc.texas.gov/vr-services-manual/vrsm-a-200#a207) and the [TWC Records and Information Management Manual](http://intra.twc.state.tx.us/intranet/phss/docs/rm_policy_sop.pdf). Students receiving services at CCRC are VRS customers and have an open Vocational Rehabilitation (VR) case in RehabWorks. All documentation is completed according to the [Vocational Rehabilitation Standards for Providers Manual](http://www.texasworkforce.org/partners/vocational-rehabilitation-standards-providers-manual) and RehabWorks requirements.

CCRC counseling staff members complete the orientation and intake paperwork with students and maintain paper files external to RehabWorks.

CCRC staff access information in the paper file and maintains confidentiality in accordance with TWC policy in [VRSM A-207 Confidentiality and Use of Customer Records and Information](https://twc.texas.gov/vr-services-manual/vrsm-a-200#a207).

**1.3.6 Student Rights**

CCRC students are afforded the same rights as all other TWC customers. CCRC ensures that students’ rights are protected in accordance with [VRSM C-500 Criss Cole Rehabilitation Center](http://www.twc.state.tx.us/vr-services-manual/vrsm-c-500) and [VRSM A-200 Customer Rights and Legal Issues](http://www.twc.state.tx.us/vr-services-manual/vrsm-a-200). 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.

**1.3.7 Complaints, Appeals, and Hearings**

If a CCRC student has a complaint about services or how services were provided, the student can call the TWC Customer Service line at 1 (800) 628-5115, or contact the CCRC director. Complaints must be handled promptly and at the lowest possible management level.

VRS strives for customer satisfaction. When an issue is not resolved after discussion between the applicant or customer and the CCRC counselor, VRS offers an appeal process to assist in remedying applicant or customer dissatisfaction with respect to:

* denial, reduction, suspension, or termination of services;
* the nature or content of the customer's IPE; or
* the delivery or quality of VR services provided by VRS.

## 1.4 Individuals Affected

This program manual applies to all CCRC staff members, including permanent staff, contractors, temporary staff, volunteers, and interns. It also applies to customers, students, and visitors.

## 1.5 Responsibilities

Effective training requires customers, students, CCRC staff, and field staff to engage in committed partnerships and active participation in the learning process.

Field staff members must:

* identify customers who need CCRC services;
* make appropriate referrals according to VRSM [C-503 CCRC Admissions Process](http://www.twc.state.tx.us/vr-services-manual/vrsm-c-500#c503); and
* communicate with customers and CCRC staff members about program information.

Designated admissions staff members must:

* run a CCH for customers who apply to attend training;
* evaluate a customer’s CCH information to determine acceptance into CCRC;
* notify CLT before a customer’s acceptance into CCRC, if the customer has a criminal history; and
* give the prospective student, before his or her arrival at CCRC, a copy of the [CCRC Student Handbook](http://www.twc.state.tx.us/jobseekers/criss-cole-rehabilitation-center#publications) and other materials that outline expectations for student behavior.

CCRC staff members must:

* follow TWC, VRD and CCRC policies and procedures;
* coordinate with field staff and students to identify training needs;
* provide student orientation and evaluation;
* provide training to students in compliance with their IPEs; and
* communicate with students and field staff about
	+ program information; and
	+ services offered.

CCRC supervisors and managers must:

* follow CCRC and TWC policies and procedures;
* monitor the quality of programs; and
* coordinate internal program and professional development training.

Field and CCRC staff members must advise customers to:

* follow [CCRC program guidelines](http://www.texasworkforce.org/manuals/vrm/ch11.htm#11.9), which are provided to customers in their preferred format as part of the [CCRC Student Handbook](http://www.texasworkforce.org/jobseekers/criss-cole-rehabilitation-center#publications);
* participate in training activities and apply learned skills; and
* inform appropriate staff members when unable to participate in training activities.

## 1.6 Procedures

[VRSM C-500: Criss Cole Rehabilitation Center](http://www.twc.state.tx.us/vr-services-manual/vrsm-c-500) sets forth the CCRC program and procedures in detail, from pre-application to post-program planning.

For information about CCRC referral, admission, and training programs, see [VRSM C-502: Pre-Application Considerations](http://www.twc.state.tx.us/vr-services-manual/vrsm-c-500#c502), [C-503: CCRC Admissions Process](http://www.twc.state.tx.us/vr-services-manual/vrsm-c-500#c503), and [C-505: CCRC Training Services](http://www.twc.state.tx.us/vr-services-manual/vrsm-c-500#c505).

For information about customer progress reports, see [VRSM C-504: CCRC General Program](http://www.twc.state.tx.us/vr-services-manual/vrsm-c-500#c504).

# Chapter 2: Training Programs

## 2.1. Purpose

CCRC is a residential and comprehensive VR training facility operated by TWC’s Vocational Rehabilitation Division. This chapter establishes guidelines for employment lifestyle training, customer food service job training, student attendance, and training progress.

## 2.2 Employment Lifestyle Training

### 2.2.1 Definitions

**Proficiency Training Program**—a training program in which the student chooses classes from a variety of options to develop specific skill sets.

**Career Focus Training Program**—a training program designed to refine the skills necessary for students to achieve academic and career goals.

**Deafblind Training Program**—a training program tailored for deafblind students to help them develop effective communication methods and gain the skills necessary to live independently and obtain employment.

### 2.2.2 Policy

CCRC provides the following training programs for students:

* Proficiency Training Program (PTP)
* Career Focus Training Program (CFTP)
* Deafblind Training Program

The overall goal of the three CCRC training programs is to provide students who are legally blind or deafblind with the opportunity to learn alternative skills for employment; attend a college, university, or trade school; and live independently in the community. A prospective student may apply through admissions to receive training services in one or more of the programs.

The field VR counselor includes the CCRC training and transportation on the IPE (see [VRSM C-500 Criss Cole Rehabilitation Center](http://www.twc.state.tx.us/vr-services-manual/vrsm-c-500)). A student who successfully completes the program receives a completion on his or her IPE. If the student is dismissed before completing the program, he or she receives an incomplete on the IPE. See [Chapter 7: Standards of Conduct and Student Dismissal](#_Chapter_7:_Standards) of this manual.

### 2.2.3 Responsibilities

CCRC instructors must:

* provide training to students enrolled in CCRC training programs;
* monitor the students’ compliance with the attendance policies and procedures (see [Chapter 2.4: Attendance](#_2.4_Attendance) of this manual); and
* notify CCRC counselors of concerns about students.

Counseling staff members must:

* monitor students’ training progress;
* provide guidance on training programs and classes to meet students’ goals;
* complete the Progress Training Report, documenting progress and identifying strategies to increase success in the training program;
* schedule a progress training meeting (PTM) every seven to eight weeks;
* monitor compliance with attendance and address any issues (see [Chapter 2.4: Attendance](#_2.4_Attendance) of this manual);
* maintain students’ training-related documents; and
* maintain students’ CCRC files.

### 2.2.4 Procedures

Instructors:

* prepare materials to provide training to students enrolled in the training programs;
* enter attendance information into the database; and
* notify the CCRC counselors if they have a concern about a student.

## 2.3 Student Food Service Job Training

### 2.3.1 Definitions

**Grand finale meal**—a meal preparation training activity in which a student coordinates with the Food Service Department staff to plan and prepare a meal for students.

**On-the-job training**—a training program designed to prepare students for employment in the food service industry.

### 2.3.2 Policy

Food Service instructors are required to design and implement a positive learning environment for each student in the Food Service Job Training Program. Food Service staff members ensure that each student follows the Health and Food Safety Regulations and other cafeteria procedures while in the Food Service Job Training program.

Food Service staff members ensure that while participating in Food Service Job Training, the student wears:

* either a hairnet or a cap;
* closed-toe shoes;
* long pants or skirt (no shorts); and
* gloves while handling food.

### 2.3.3 Responsibilities

The Food Service supervisor must:

* coordinate and ensure the development of the Food Service Job Training Program for students;
* develop departmental operating procedures for student instruction in preparing food, maintaining cleanliness, and completing the supply inventory process;
* ensure that Food Service staff members follow student training schedules; and
* work with CLT to coordinate the delivery of the Food Service Job Training Program.

Food Service staff members must:

* complete duty assignments in support of the Food Service Job Training Program to prepare students for future employment in the food service industry; and
* comply with operational practices, instructional standards, and TWC policy.

The CLT must:

* ensure the development of the Food Service Job Training Program to prepare students for future employment in the food service industry; and
* ensure that students who participate in the Food Service Job Training Program comply with Health and Food Safety Standards and TWC policy.

### 2.3.4 Procedures

* The student requests Food Service Job Training of CCRC counselor.
* The counselor coordinates with the Food Service supervisor to provide the schedule for training.
* Food Service staff provides training according to the schedule.

## 2.4 Attendance

### 2.4.1 Policy

CCRC is a training facility, and students must attend class regularly to successfully complete the program. CCRC staff members must explain attendance requirements to students who receive services at CCRC. Staff members document attendance in the CCRC Attendance Database. A student may be dismissed for excessive absences. When excessive absences occur, staff members must:

* discuss the absences with the student;
* enter the absences into the Attendance Database;
* notify Counseling staff; and
* determine whether dismissal is warranted.

### 2.4.2 Responsibilities

Instructors must:

* inform students that they are expected to attend classes as scheduled;
* notify the student, assigned CCRC counselor, department supervisor, and Counseling supervisor when a student has had three absences from a class during a four-week period; and
* provide a recommendation regarding the student’s continuation in class to the manager of Training Services and the Counseling supervisor when a student has had five absences from a class during a four-week period.

Technology instructors must:

* inform students that they can have no more than five absences from a technology class;
* notify the student, assigned CCRC counselor, department supervisor, and Counseling supervisor when a student has had three absences from a technology class; and
* provide a recommendation regarding the student’s continuation in class to the manager of Training Services and the Counseling supervisor when a student has had five absences from a technology class.

Counseling staff members must:

* gather information and meet with instructors about attendance issues;
* meet with a student to:
	+ discuss absences;
	+ review the attendance policy;
	+ review the cause of the absences;
	+ determine a remedy for the absences; and
	+ implement a remedy for the absences;
* review a student’s request to remain in a class after the absence limit is reached; and
* provide a recommendation regarding the student’s continuation to the manager of Training Services and the Counseling supervisor.

The manager of Training Services must:

* consider recommendations from the instructor and the CCRC counselor about whether a student should continue a class after a fifth absence; and
* determine whether the student may continue the class.

### 2.4.3 Procedures

Instructors use the following procedure to process attendance at CCRC:

1. Verify that the student is on time for class and document his or her attendance.
2. Document student absences from class.
3. Ensure that students know they must notify the instructor and the assigned CCRC counselor if they will miss a class.
4. After a student’s third absence from class, notify the student, assigned CCRC counselor, department supervisor and Counseling supervisor.
5. After the student’s fifth absence from class, the instructor and assigned CCRC counselor provide the Counseling supervisor and the manager of Training Services with a recommendation on the student’s continuation in class.
6. The student is permitted to submit a request to remain in class to the manager of Training Services.
7. The manager of Training Services determines whether the student is removed from the class.

## 2.5 Student Training Progress

### 2.5.1 Definitions

**Student Assessment Meeting (SAM)**—a meeting scheduled by the CCRC counselor to assess initial training needs and develop a training program.

**Student Assessment Report (SAR)**—a student’s initial assessment report that is completed by the instructors, shared with the student, and summarized and posted by the CCRC counselor in ReHabWorks.

**Progress training meeting (PTM)**—a meeting scheduled by CCRC counselors every six to eight weeks to evaluate and discuss training progress with the student.

**Progress Training Report (PTR)**—a student progress report that is completed by instructors, shared with the student, and summarized and posted by the CCRC counselor in ReHabWorks.

### 2.5.2 Policy

CCRC provides training to meet a student’s IPE needs. VR field counselors refer students to CCRC because it meets the training needs on their IPEs.

Students are expected to make progress in their training program at CCRC. Information regarding their progress is documented in ReHabWorks. Students are expected to participate in the training classes and learn skills in the residence hall and cafeteria. If a student successfully completes the program, the student receives a Completed designation in ReHabWorks and receives a next step plan on the final training report. However, if a student is dismissed from the training program before completing it, the student receives a Participated designation in ReHabWorks.

### 2.5.3 Responsibilities

CCRC staff members must:

* assist the student in successfully completing the program;
* provide guidance about CCRC policies and expectations; and
* have an initial SAM and periodic PTMs with the student to review progress.

### 2.5.4 Procedures

CCRC staff members must use the following procedure to monitor student progress:

1. Instructors conduct an initial assessment of student proficiency, discuss results with student, and make training recommendations based on assessment outcomes.
2. Instructors submit a SAR.
3. Counseling staff schedules and conducts a SAM.
4. Every six to eight weeks, CCRC counselors schedule a PTM, instructors submit a PTR and discuss progress with student, and CCRC counselors conduct scheduled PTM.

# Chapter 3: Counseling and Support Services

## 3.1 Purpose

Counseling services are provided for vocational counseling and guidance. CCRC Counseling staff members provide orientation, intake, training, scheduling, and periodic progress meetings. This chapter sets forth policies and procedures for CCRC counselors.

## 3.2 Vocational Counseling

### 3.2.1 Policy

CCRC provides vocational counseling and guidance to students. Counseling services address issues relating to students’ training for employment, independence, and adjustment to blindness.

During orientation and intake, the CCRC counselor provides the student with information on policies, expectations, and standards of conduct. Staff members schedule student classes, provide the schedule to the student, and perform ongoing assessments and training. Students and counselors (CCRC and field) set up PTMs to evaluate progress during training.

CCRC counselors provide vocational counseling and guidance for students while they are at CCRC and are enrolled in training programs. Throughout the training, the CCRC counselor assesses the student’s progress and determines any need for additional needed services. Professional counseling and other support services can be procured to meet student needs.

### 3.2.2 Responsibilities

Counseling staff members must:

* assess and problem-solve in situations involving students; and
* provide counseling and guidance on student-related issues.

The Counseling supervisor must:

* consult with Counseling staff on student issues;
* provide guidance and support in addressing student complaints; and
* consult with the Manager of Counseling and Outreach services regarding complex issues or complaints.

The Manager of Counseling and Outreach Services must:

* provide guidance to the Counseling supervisor on complex issues or complaints; and
* consult with the CCRC director on complex issues and complaints.

The CCRC director must:

* provide guidance and support in situations involving students or student program issues; and
* review and approve student dismissal appeals (see [Chapter 7: Standards of Conduct and Student Dismissal](#_Chapter_7:_Standards)).

### 3.2.3 Procedures

CCRC counselors must use the following procedures to provide vocational counseling and guidance for students:

1. The CCRC counselor meets with students to orient them to the policies and rules of CCRC training and the residential area.
2. The CCRC counselor provides information and community resources for students who have dietary, medical, or mental health needs.
3. The CCRC counselor procures professional services for students to meet specified needs.
4. The CCRC counselor coordinates scheduling of the individualized training program to meet students’ vocational goals.
5. The CCRC counselor evaluates students’ progress through periodic meetings.

## 3.3 Other Support Services

### 3.3.1 Policy

CCRC facilitates services, in addition to CCRC’s training programs, to assist the student in reaching his or her vocational goals. The CCRC counselor, field counselor, and student work together to determine these needs.

The following ancillary services can be provided to the students through community resources and procurements while students are at CCRC:

* English as a second language (ESL)
* GED assistance
* transportation
* sign language interpreter services
* language interpreter services

CCRC provides communications services in accordance with [VRSM C-300 Communication Services](http://www.twc.state.tx.us/vr-services-manual/vrsm-c-300).

### 3.3.2 Responsibilities

Counseling staff members must:

* provide resource information and coordinate logistics of services with students;
* procure language or American Sign Language services for students;
* provide counseling for student-related issues; and
* procure consultant services (for example, mental health or substance abuse counseling) for students as needed.

### 3.3.3 Procedures

Staff members must use the following procedure to provide additional support services for students:

1. CCRC counselors and other staff members meet with students to assess the need for support services, such as:
	* ESL;
	* GED assistance;
	* transportation;
	* sign language interpreter services; and
	* language interpreter services.
2. CCRC counselors and other staff members evaluate students’ progress through PTMs.

# Chapter 4: Dog Guides

## 4.1 Purpose

A student, touring customer, visitor, or staff member can bring a guide dog to CCRC. This chapter sets forth policies and procedures for the use and care of guide dogs while at CCRC.

## 4.2 Guide Dogs

### 4.2.1 Definitions

**Dog guide**—A service dog (as defined by the Americans with Disabilities Act) that is used to support an individual who is blind. (Note: CCRC is not an accredited dog guide school.)

**Dog guide team**—a team that consists of the individual who is blind or visually impaired (dog guide user) and the dog guide.

**Orientation and Mobility (O&M) specialist**—a professional who trains individuals who are blind or visually impaired to travel safely and independently with or without a cane or other mobility aids in indoor and outdoor environments.

**Park or relieve**—terms used to indicate when the dog guide user is letting the dog guide go to the bathroom.

**Working dog**—a dog guide that is wearing a harness. When the dog guide is working, only the dog guide user should communicate with and touch the dog guide.

### 4.2.2 Policy

A student or customer may bring a dog guide to CCRC. Staff members must ensure that the dog guide user follows the guidelines related to dog guides found in the [CCRC Student Handbook](http://www.texasworkforce.org/jobseekers/criss-cole-rehabilitation-center#publications). Staff members must ensure that each student dog guide user is responsible for the dog guide and:

* keeps the dog guide on a leash or harness when the dog is outside the student’s room;
* cleans up and disposes of the dog guide’s excrement;
* provides all care for the dog guide, including adequate fresh water, food, and veterinary care; and
* keeps the dog guide groomed and flea-free.

Staff members are required to counsel and direct each student dog guide user to ensure that the dog guide has current vaccinations. The student must provide the vaccination record to CCRC. Admissions verifies the vaccination records and retains them in the student’s file.

### 4.2.3 Responsibilities

Staff members must:

* provide guidelines to prospective students who are interested in bringing their dog guides to CCRC;
* report improper care of a dog guide to the dog guide’s school; and
* coordinate with the dog guide’s school if the dog guide team is not traveling safely and efficiently.

Orientation and Mobility specialists must:

* orient the student dog guide user to the dog guide exercise run;
* provide an O&M evaluation to determine the student’s training needs in traveling with:
	+ a long white cane; and
	+ his or her dog guide;
* report improper care of a dog guide to the dog guide school; and
* coordinate with the dog guide’s school if the dog guide team is not traveling safely and efficiently.

### 4.2.4 Procedures

Staff members must use the following procedure when students bring dog guides with them to training.

1. Provide the following information in the student’s preferred format:
	* the “Dog guides” section from the [CCRC Student Handbook](http://www.texasworkforce.org/jobseekers/criss-cole-rehabilitation-center#publications) and “Dog guides Guidelines” from its Appendix
	* the Dog Guide Exercise Run Rules in the [CCRC Student Handbook](http://www.texasworkforce.org/jobseekers/criss-cole-rehabilitation-center#publications)
2. Provide, if requested, an O&M department evaluation while the student travels with his or her dog guide.
* Provide, if requested, training during O&M while the student travels with his or her dog guide. (A student may request that a trainer from the dog guide’s school come to CCRC to assist with travel training.)
1. If circumstances warrant, staff may be required to ask a student to remove the dog guide from CCRC if the dog becomes disruptive to training.
2. If circumstances warrant, staff may be required to ask a student to work with the dog guide’s school if there is potential abuse or if the dog requires additional training.

## 4.3 Disposing of Dog Excrement

### 4.3.1 Policy

Staff members and students who bring dog guides to CCRC must clean up the dog guide’s excrement properly. To safely dispose of dog excrement:

1. park/relieve the dog in the designated area;
2. use plastic bags to pick up fecal matter;
3. remove fecal matter from all surfaces—grass, sidewalks, and streets; and
4. tie the bag and place it in the identified trash receptacle.

# Chapter 5: Food Service

## 5.1 Purpose

CCRC is a residential facility that provides both meals and a food service training program. This policy establishes guidelines for the CCRC Food Service Department.

## 5.2 Cafeteria Expectations

### 5.2.1 Definitions

**Alternative meal**—a meal to replace a published menu item due to dietary needs or preferences, or because a student will miss a meal due to a CCRC-related activity or personal illness.

**Buffet**—a monthly lunchtime meal designed as a training activity for students to learn skills for independently serving and carrying food in a buffet line.

**Cafeteria dress code**—a standard of apparel to be worn by students when eating meals in the cafeteria and when participating in Food Service Department training activities.

**Diabetic snack**—a food item for a student with diabetes to consume during times of low blood sugar.

**Meal times**—designated periods when the Food Service Department provides meals for students.

**Postsecondary students**—VRS customers who reside at the Texas School for the Blind and Visually Impaired (TSBVI) and participate in a training program conducted jointly between CCRC and TSBVI.

**Sack lunches**—meals provided to students by the Food Service Department for an off-site activity.

**Saving a meal**—a process for students to request that a meal be plated and saved when a student is participating in an approved activity and is unable to attend the designated meal time.

**Student Independence Day**—a scheduled non-training day when students independently prepare a meal for themselves or the entire student population.

**Student weekend meals**—a process for a student to request food from the Food Service Department so that the student can independently prepare a meal for the entire student population.

### 5.2.2 Policy

Staff members must ensure that students follow the rules and requirements of the Food Service Department. The Food Service Department has specific meal times, menus, dress code, and requirements for alternative meal serving. The dress code requires that students wear shoes and a shirt, pants, shorts, skirt, or dress. No sleepwear of any type is allowed in the cafeteria.

Students receive free meals at CCRC. If the student has any of the following special dietary needs, he or she must set up a meeting with the Food Service supervisor to discuss these needs:

* Food allergy
* Special diet needs, including low-potassium, low-cholesterol, or religious
* Diabetic diet with snack options

The Food Service supervisor provides guidance to assist cafeteria staff in preparing an alternative meal for the student. The student must request the alternative meal before the specified deadlines.

### 5.2.3 Responsibilities

The Food Service supervisor must:

* coordinate and ensure the production of meals for students;
* support the development and distribution of the CCRC meal menus;
* develop procedures for operation of the CCRC Food Service;
* ensure that Food Service staff receives the proper food industry training;
* ensure that Food Service staff follows all relevant local, state, and federal ordinances, rules, and requirements for food service safety;
* maintain the special diet and allergy needs of the students; and
* work with CLT to coordinate the delivery of food service.

Food Service employees must:

* prepare meals for students; and
* comply with food industry practices and standards and TWC policy.

CLT must ensure that:

* the budget is developed for delivering food service;
* meals are produced; and
* Food Service staff complies with Health and Food Safety Standards and TWC policy.

### 5.2.4 Procedures

For provision of meals, Food Service staff must:

* safely prepare three daily meals for students;
* provide accessible menus for students on a weekly basis; and
* provide alternative meals, sack meals, saved meals, and diabetic snacks as needed based on student requests.

## 5.3 Cafeteria Staff

### 5.3.1 Definitions

**Health and Food Safety Regulations**—departmental operating procedures for staff members related to handling food, sanitizing hands, and mixing bleach-based sanitizing solutions.

**Menu process**—a staff process for developing and assigning responsibilities and publishing menu items for a given meal.

**Rotation list**—a staff duty assignment list used during the monthly staff scheduling process when fewer than four staff members will be present on a given weekday or fewer than two staff members on a weekend day.

### 5.3.2 Policy

Cafeteria staff members are TWC employees and must comply with all applicable TWC policies.

Daily operation of the cafeteria is supervised by the Food Service supervisor. The Food Service supervisor ensures that all state and local Health and Food Safety Standards are met. The Food Service supervisor works with the TWC facility manager to coordinate the inspection, calibration, and maintenance of all equipment to ensure proper operations. The facility is inspected by the State Health Inspector, the Fire Marshall, and Texas Gas.

### 5.3.3 Responsibilities

The Food Service supervisor must:

* coordinate and ensure the development of menus for students;
* develop departmental operating procedures for routine assignments for preparing food, maintaining cleanliness, and completing the supply inventory process, in compliance with local, state, and federal requirements;
* ensure that Food Service staff completes assigned duties as scheduled;
* develop the rotation list for staff duty assignments;
* work with CLT to coordinate the delivery of food service; and
* ensure that food and safety standards are met.

Food Service staff must:

* complete assigned duties to produce meals for students; and
* comply with operational practices and standards and TWC policy.

The TWC facility manager must:

* schedule the preventative maintenance and cleaning of all equipment; and
* ensure that the common area kitchens are safe and in good operating condition.

CLT must ensure that:

* the budget is developed and followed for the delivery of food service:
* meals are produced; and
* Food Service staff complies with Health and Food Safety Standards and TWC policy.

### 5.3.4 Procedures

Staff ensures equipment is operational through regularly scheduled cleaning. When equipment fails, staff:

* reports the incident to supervisor; and
* completes a [Work Request Form](http://intra.twc.state.tx.us/intranet/phss/docs/ccrc_workrequest_form.pdf).

# Chapter 6: Residence Hall

## 6.1 Purpose

CCRC is a residential facility that houses many students in a dormitory setting. This chapter establishes policies and procedures governing the Residential Program.

## 6.2 Room Assignments, Requirements, and Restrictions

### 6.2.1 Definitions

**Assaultive offense**—a criminal offense that, by its nature, involves the intentional use or threat of physical force against another person.

**CCRC Incident Management Team (IMT)**—a group of TWC employees including CLT, the Office of General Counsel, Risk and Security Management, and additional participants as needed to respond to a specific incident at CCRC.

**Common area**—the parts of the building that include the hallways, public restrooms, lounge areas, laundry facilities, and recreation rooms*.*

**Day student**—a student who does not reside in the CCRC residence hall, remaining in his or her home or in a hotel during training.

**Family members**—relatives of students, including parents, spouses, grandparents, adult children, or legal guardians only.

**RSM‑3120 Incident Report**—a form used to report incidents in accordance with TWC requirements.

**Manager of Residential Life Services**—a member of CLT who manages residential services.

**Minors**—individuals under age 18.

**Residence Hall**—the area of CCRC used to house CCRC residents for overnight accommodations. Located on the north side of CCRC, it includes the individual residential rooms, common areas, and several classrooms.

**Residential student**—a student assigned to overnight accommodations at the CCRC Residence Hall while receiving CCRC services.

**Residential room**—a room shared by two students for overnight sleeping accommodations.

**Contraband**—items that are illegal and/or prohibited by CCRC rules to possess, sell, or give to others.

### 6.2.2 Policy

The CCRC Residence Hall is a dormitory setting with individual rooms that house up to two students. No more than 64 residential students, at any given time, receive services at CCRC. The Residence Hall is state property; therefore, no privacy may be assumed by any student. Each student is assigned a residential room and provided a key or access card.

Additionally, students are provided a bed, chest of drawers, desk, nightstand, and closet, as well as a connected bathroom that includes a sink and one medicine cabinet for each individual. Each room has an intercom system for students to communicate with residential office staff.

Common areas within the Residential Hall are available for socializing and interacting. Staff members must monitor students in the Residence Hall to ensure behavior is appropriate for a public area.

Only adult family members, as defined in this manual, may stay overnight at the residence hall, with prior approval from the manager of Residential Life Services or the designee. They must receive approval at least 48 hours before the requested arrival date at CCRC. Adult family members cannot spend the night in a room where there is a roommate. No minors are permitted to spend the night as visitors, even if the minor’s parent is a current student. The maximum stay allowed is two nights, and family members must abide by the policies and procedures of CCRC and TWC.

### 6.2.3 Responsibilities

Residential staff members must:

* determine appropriate roommate options for students;
* notify CCRC Counseling staff if a roommate conflict arises;
* enforce rules of the Residential Hall and rooms;
* respond to student needs and requests, including calls over the room intercom; and
* sign students, staff, and visitors in and out of the building.

Counseling staff members must:

* review expectations for residential rooms with students; and
* provide support in resolving problems or conflicts between roommates.

CLT must:

* enforce rules of the Residence Hall and resolve conflicts;
* report potential customer or visitor criminal activity to the CCRC director; and
* evaluate and approve or deny requests for overnight visits, and provide prior notice to individuals requesting overnight accommodations.

### 6.2.4 Procedures

Staff members must use the following procedure to ensure student safety:

1. The manager of Residential Life Services, residential supervisor, or designee coordinates with Admissions to assign roommates on a case-by-case basis.
2. Residential staff members inform new students about Residence Hall rules.
3. Staff members notify CLT if they witness, or if a student or other individual reports to them, an alleged violation of standards of conduct.
4. The manager of Residential Life Services or designee reviews requests for overnight visitors and evaluates student, visitor, and roommate circumstances to approve or deny requests.

## 6.3 Personal Belongings

### 6.3.1 Policy

CCRC, TWC, and the State of Texas are not responsible for the personal belongings of staff members, customers, students, or visitors in the facility.

If any item of value is reported as stolen, staff members must instruct the owner of the item to contact the Austin Police Department (APD) at 3-1-1 or (512) 974-2000. Additionally, the staff member receiving the information must complete form [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) to document the reported incident and route it via email to the CCRC distribution list.

The student is responsible for items brought into CCRC. Upon check-in, a student may provide an inventory of any belongings brought into CCRC, including the brand, description, and serial number of electronic devices and items of monetary value. If an inventory is provided, the CCRC counselor must secure it in the student's file, where it can be accessed if a police report is filed.

CCRC encourages students to reclaim any belongings left behind after they leave the training program. Any items left at CCRC are donated or discarded after 30 days. Mail received 15 working days after a customer has left CCRC is returned to the sender.

On a student’s last day as a resident, CCRC instructs the student to:

* return any items borrowed from CCRC;
* return the key or access card;
* return any training devices; and
* notify the post office through a change of address card.

### 6.3.2 Responsibilities

Staff members must:

* offer to assist the student with inventory at check-in and checkout;
* offer to assist the student in documenting items of monetary value and serial numbers of any electronic devices brought into CCRC;
* offer to assist the student in filing a report to APD if an item is presumed stolen;
* notify CLT and the assigned CCRC counselor to determine appropriate actions if an item is presumed stolen; and
* complete the [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) and route it to the CCRC distribution list to report the incident.

#### CCRC Leadership Team

CLT members must review all [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html)s, as well as any police reports and findings, and make recommendations on appropriate actions to the CCRC director.

#### CCRC Director

The CCRC director must review all [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html)s, as well as any police reports and findings, to determine if a student has stolen someone’s personal belongings and should be dismissed from the training program. The CCRC director must ensure that the [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) is completed and routed.

### 6.3.3 Procedures

Staff members must use the following procedure to assist a student in safeguarding his or her personal belongings while residing at the Residence Hall:

1. When a student checks into the Residence Hall, he or she may provide an inventory list of items of monetary value and serial numbers for electronic devices. The assigned CCRC counselor keeps this inventory list in the student’s file.
2. If an item is missing and presumed stolen, staff members inform the owner that he or she can call the APD at 3-1-1 or (512) 974-2000 to investigate the alleged theft of property and file a report.
3. Staff members notify CLT and the assigned CCRC counselor if an item is presumed stolen and the owner has filed a report with APD.
4. Within 24 hours, staff members complete an [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) and routes it by email to the CCRC distribution list.
5. CLT members review and forward the report to the CCRC director.
6. The CCRC director or designee reviews the report and routes it by email to the IncidentReports.RSM@twc.state.tx.us mailbox. XYZ
7. IMT members review all findings, including any police report, to make recommendations for an appropriate response.
8. The CCRC director determines whether the reported incident and police response are grounds for student dismissal from the training program, and forwards this decision to program leadership.

## 6.4 Prohibited Items

### 6.4.1 Policy

TWC and CCRC staff must ensure that CCRC is a safe learning environment. Certain items are prohibited on state property, the CCRC building, including residential rooms, surrounding premises, and all state-owned vehicles. Prohibited items include:

* alcohol (regardless of the age of the student);
* drugs prescribed to an individual other than the student, visitor, or employee;
* illegal drugs or inhalants, including synthetic marijuana (K-2 cigarettes);
* weapons of any type, except for guns allowed by law;
* explosives; and
* animals other than dog guides. XYZ

Smoking or using other tobacco products is prohibited inside CCRC and all state buildings. Smoking is allowed on the CCRC “designated smoking patio” for residents/students participating in CCRC programming and their family members.

Tobacco products include the following:

* Smoking tobacco
* Chewing tobacco
* Any article or product made of tobacco
* E-cigarettes

### 6.4.2 Responsibilities

Staff members must:

* know the items prohibited under this policy;
* ensure that students and visitors understand what items are prohibited on CCRC grounds and surrounding state property; and
* report to CLT immediately if a student or visitor is suspected of possessing a prohibited item.

CLT must:

* respond to a report of an employee, student, or visitor possessing a prohibited item; and
* determine if a room search is warranted.

### 6.4.3 Procedures

Staff members must use the following procedures regarding prohibited items to ensure safety at the CCRC for all individuals:

1. Educate students on CCRC policies and provide the list of items prohibited at CCRC.
2. Notify CLT if a student reports, or a staff member witnesses, a student or other individual with prohibited items.
3. CLT, with input from counseling staff members, determines if a room search is warranted.

## 6.5 Room Search

### 6.5.1 Policy

When staff members suspect that a student has contraband in his or her room, staff members may conduct a room search. Staff members must receive the approval of a CLT member to coordinate the room search, which is conducted by at least two staff members.

In most cases, students are notified of a room search and are present during a search, but staff members can conduct a search without notification. Students must not interfere with a room search.

If contraband is found, CLT must determine whether to contact the police. Staff members must complete an [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) in accordance with CCRC policy.

### 6.5.2 Responsibilities

Staff members must:

* notify CLT of the need for a room search;
* conduct a room search (with at least two staff members present), with or without prior notification to the student(s);
* not touch or remove contraband, and, if found, contact CLT;
* complete the [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) and route to the CCRC distribution list if contraband is found; and
* prohibit students from returning to the room until after the search has been completed and items have been removed by staff members or the police.

CLT must:

* provide specific training and guidance to staff members on how to search a room, report findings to CLT, and how to submit an incident report using the [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) form;
* maintain a chain of custody for any contraband found;
* determine whether to call the police, if contraband is found;
* oversee the completion and routing of the [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html); and
* recommend any further actions to the CCRC director.

The CCRC director must:

* evaluate the results of the room search and the police report, if any, to determine whether the student must be dismissed from the CCRC training program;
* ensure that an [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) is completed and routed; and
* notify the TWC risk manager about the results of the room search, the police report (if one is made), and the director's decision about whether the student must be dismissed. XYZ

### 6.5.3 Procedures

Staff members must use the following procedure to search a room:

1. If staff members suspect that a student or other individual may have contraband in a residential room, request approval to search the room from CLT.
2. Notify the assigned CCRC counselor.
3. CLT must approve, organize, and oversee the room search.
4. At least two CCRC staff members conduct the room search for the suspected items.
5. Complete an [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) **within 24 hours** of completing the search, and route it by email to the CCRC distribution list.
6. CLT members review and forward the report to the CCRC director.
7. The CCRC director or designee reviews the report and routes it by email to IncidentReports.RSM@twc.state.tx.us.
8. The CCRC director makes the initial determination as to whether the reported incident requires a police response.
9. The CCRC director determines whether the incident is grounds for the student’s dismissal from the CCRC training program.

IMT reviews all findings, including any police report, to make recommendations for an appropriate response.

# Chapter 7: Standards of Conduct and Student Dismissal

## 7.1 Purpose

This policy establishes guidelines for enforcement of student standards of conduct and CCRC staff responsibilities for ensuring an atmosphere conducive to learning. These CCRC guidelines align with TWC policies.

## 7.2 Standards of Conduct

### 7.2.1 Policy

TWC and CCRC staff must ensure that employees, students, and visitors at CCRC act in accordance with Texas statutes, rules, and regulations. Employees, students, and visitors are prohibited from having any items listed in Section 6.4 on state property, which includes the CCRC building, surrounding premises, parking lots, and all state-owned vehicles.

CCRC residential rooms are state property. Although managers and staff members must respect the residential rooms as private areas during students’ stays at CCRC, managers may authorize a room search if they believe illegal activities are occurring. If contraband is found or if a student is participating in illegal or prohibited activities in the facility or on surrounding state property, the student may be dismissed from the training program.

Additionally, for criminal activities, the local police will be called and the student may be subject to arrest and prosecution.

### 7.2.2 Responsibilities

Counseling staff members must conduct new student orientation to:

* + explain standards of conduct and training expectations to students;
	+ describe the roles and responsibilities of CCRC counselors; and
	+ answer students’ questions.

Supervisors and managers must be available to talk with students about their training progress and concerns.

## 7.3 Dismissal

### 7.3.1 Policy

CCRC staff members must guide and direct students to follow the policies and expectations outlined in this manual to succeed in the program.

The CCRC director or designee has the authority to dismiss a student from services. Students can be dismissed for a variety of reasons, including violating CCRC and TWC policies, student conduct expectations, attendance rules, and training expectations. Violations that can result in automatic dismissals include, but are not limited to, a student possessing an unauthorized weapon, alcohol, or illegal drugs on CCRC property or being arrested for sexual or physical assault while residing at CCRC.

If a student does not agree with his or her dismissal from CCRC services, the student is entitled to an appeal governed by:

* the Rehabilitation Act of 1973, as amended, 29 USCA, Section 701 et. seq.;
* Department of Education Regulations at 34 CFR Section 361.57; and
* [Texas Government Code, Chapter 2001](http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.2001.htm), as amended.

After a student is dismissed from services at CCRC for reasons other than attendance or training proficiency, the readmission of that student to CCRC must be approved by Admissions and the manager of Counseling and Outreach Services. Before readmission, the CCRC director reviews the decision with the TWC risk manager.

### 7.3.2 Responsibilities

Counseling staff members must:

* provide orientation on CCRC standards of conduct and expectations to new students;
* review intake forms with new students;
* request student signatures on CCRC Standards of Conduct and Student Responsibilities, acknowledging that the student has read, understands, and will comply with the documents regulating student conduct expectations;
* maintain student CCRC files;
* meet with students to discuss rule violation and impact on training services; and
* notify the CCRC director if a student should be dismissed.

Supervisors must:

* provide an avenue by which students may discuss violations of rules; and
* notify the CCRC director if a student should be dismissed.

The CCRC director must:

* review recommendations to dismiss a student;
* make the decision to dismiss or retain the student; and
* notify the deputy division director of Field Services Delivery if a student is dismissed from CCRC.

### 7.3.3 Procedures

The procedure to dismiss a student from the CCRC training program must involve the following:

* VR field counselor
* CCRC counselors
* CCRC manager of Counseling and Outreach Services or CLT designee
* CCRC director
* Student

Staff members must use the following procedure during the dismissal process:

1. Counseling staff members document the reasons for dismissal and discusses them with the manager of Counseling and Outreach Services.
2. Counseling staff members notify the student of the recommendation for dismissal and his or her right to appeal to the CCRC director.
3. Counseling staff members notify the student of his or her rights under [VRSM A-200 Customer Rights and Legal Issues](http://www.twc.state.tx.us/vr-services-manual/vrsm-a-200).
4. The CCRC director evaluates the recommendations for dismissal and informs the manager of Counseling and Outreach Services or CLT designee of the decision.
5. If dismissal is confirmed, the assigned CCRC counselor notifies the student of the dismissal and his or her rights to appeal, and coordinates the student’s departure from CCRC.
6. If dismissal is reversed, conditions may be imposed on the student. The VR field counselor is notified, and conditions are documented in ReHabWorks.

## 7.4 Relationships

CCRC students continue to be TWC customers after they leave CCRC and until the customer’s case is closed by his or her field VR counselor; therefore, all CCRC staff members must continue to follow TWC policy regarding ethics and personal relationships, as defined in the [TWC Personnel Manual](http://intra.twc.state.tx.us/intranet/manuals/hr/), and [VRSM C-100 Counseling and Guidance](http://www.twc.state.tx.us/vr-services-manual/vrsm-c-100).

# Chapter 8: Immersion Training for TWC Staff and Customer Mini-Trainings

## 8.1 Immersion Training

### 8.1.1 Purpose

This policy establishes guidelines and procedures for training that prepares TWC staff to work more effectively with VR customers.

### 8.1.2 Policy

CCRC provides employee immersion training to facilitate a better understanding of the TWC mission for VRS staff members. TWC staff receives blindness skills training to enhance their effectiveness in working with customers who are blind or visually impaired and various other trainings to meet the needs of different TWC staff.

Immersion training provides experience in nonvisual learning and exposes staff members to adjustment-to-blindness issues. The training also provides opportunities for participants to exchange information with CCRC staff members and customers.

### 8.1.3 Responsibilities

Training coordinators must:

* oversee staff participation in the immersion training program;
* schedule daily learning activities for participants; and
* provide feedback to participants’ supervisors throughout the immersion training.

Staff members must:

* participate in up to six weeks of immersion training; and
* complete a reflective essay describing their experiences.

VRS field staff members must:

* attend two weeks of Introduction to Blindness training or up to four weeks of immersion training;
* complete a reflective essay describing their experiences; and
* make their own travel and lodging arrangements to attend the training.

### 8.1.4 Procedures

Staff members must use the following procedure to coordinate the provision of immersion training:

1. Supervisors refer VRS staff members to the CCRC training coordinator for immersion training.
2. TWC supervisors outside VRS may request immersion training for staff members through the director of the VR division or designee.
3. The CCRC training coordinator notifies employees of the start date for training.
4. TWC employees make travel and lodging arrangements to attend training in Austin.

## 8.2 Mini-Trainings

### 8.2.1 Purpose

This policy establishes guidelines and procedures for the CCRC Outreach team to work with field staff to plan and conduct customer mini trainings throughout the state.

### 8.2.2 Policy

TWC schedules mini-trainings in regions throughout the state. The CCRC Outreach team works with field staff members to deliver the mini-trainings, which last for up to one week, as requested by field staff members. Mini trainings address daily living skills, adjustment to blindness, and employment skills and may include the following:

* A training program that incorporates nonvisual and visual techniques designed to build confidence, empowerment, and a positive attitude toward blindness
* Group activities that incorporate indoor travel skills, daily living skills, braille, industrial arts, adaptive technology, employment focus, community-based skills, and recreation
* Employment-focused training designed to facilitate discussion about blindness as related to job search, résumé writing, interviewing, and disclosure of disability
* Individualized training for customers who have completed a mini-training

### 8.2.3 Responsibilities

Outreach staff members must:

* coordinate with field staff members to schedule, plan, and provide customized training to meet the needs of students;
* coordinate prospective student referrals with VR field staff members;
* conduct phone assessments with students attending training;
* send confirmation letters to all students scheduled to attend training;
* coordinate with VR field staff members about supplies and training materials needed for scheduled activities;
* coordinate with VR field staff members about transportation needs for the training;
* document case notes in RehabWorks; and
* coordinate with VR field staff members to conduct student post-training surveys.

VR field staff members must:

* coordinate with Outreach staff members to schedule, plan, and provide customized training to meet student needs;
* refer prospective students for mini-trainings;
* coordinate locations and accommodations for mini-trainings;
* coordinate the following with Outreach staff members:
	+ transportation needs for mini-training; and
	+ supplies and training materials needed for scheduled activities; and
* provide field staff members (equal to the number of CCRC staff members) who can devote most of the week to teach or co-teach mini-trainings and seminars, and conduct community activities.

### 8.2.4 Procedures

VR field staff members must use the following procedure to schedule, plan, and provide regional mini-trainings for students:

1. VRS field staff members work with Outreach staff members to plan and schedule training.
2. VRS field staff members evaluate the needs of prospective students.
3. Students are enrolled in mini-trainings as the classes are scheduled. VRS field staff members work with CCRC Outreach staff members to conduct the mini-trainings.

# Chapter 9: Illness, Incidents, Safety, and Reporting

## 9.1 Purpose

This policy establishes guidelines for illness, incidents, safety, and reporting procedures. These CCRC guidelines align with TWC policies and reporting requirements.

## 9.2 Student Illness

### 9.2.1 Definitions

**Student illness**—any medical situation other than an injury.

### 9.2.2 Policy

CCRC staff members must support customer decisions and needs related to their health while they are residential students. Staff members must ensure that each student has a [VR2051, CCRC Medical Authorization Form](https://intra.twc.texas.gov/intranet/gl/html/vocational_rehab_forms.html) on file. If a student becomes ill, CCRC staff members must assess the situation and gather information as quickly as possible.

Health emergencies that occur at CCRC or in another location during a CCRC activity or training program must be reported on form [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) and routed to the CCRC distribution list. Staff members must immediately call 9-1-1 for assistance if a student:

* is unconscious;
* has difficulty breathing;
* has severe nausea;
* has chest pain;
* speaks incoherently;
* has severe trauma; or
* has other extensive symptoms.

A student’s illness is evaluated by medical personnel when it is suspected that the illness might:

* affect other students’ or employees’ health;
* impede the student’s ability to participate in the training programs;
* be a result of an incident or environmental factor at the facility; or
* be the result of a suicide attempt.

On receipt of a student’s evaluation by medical personnel, the student must inform the CCRC counselor of his or her treatment protocol. If the student has an illness that does not meet the level of seriousness mentioned above, the student is responsible for his or her own care and treatment with medication.

### 9.2.3 Responsibilities

Staff members must:

* notify CLT if 9-1-1 is called or if the student’s situation is life threatening;
* consult with the student to evaluate the current illness and course of treatment;
* problem-solve with the student and provide any needed community referrals for treatment options;
* notify the TWC risk manager if the illness is the result of a CCRC environmental or training factor;
* notify staff members of any class absence related to the student’s current illness; and
* complete the [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) and route it to the CCRC distribution list to report a medical incident.

CLT must:

* respond to calls when 9-1-1 has been called for a student-related emergency;
* respond to calls when a student is experiencing a life-threatening emergency;
* take appropriate actions to provide safety for the student;
* notify the assigned CCRC counselor; and
* oversee the completion and routing of the [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html).

The CCRC director must:

* oversee emergency response and ensure safety for the student;
* ensure that the [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) is completed and routed;
* determine whether there are grounds for student dismissal from the CCRC training program; and
* notify the deputy division director for Field Services Delivery of the results after the medical emergency.

The TWC risk manager must:

* evaluate reports sent to IncidentReports.RSM@twc.state.tx.us; and
* consult and make recommendations with CLT and the CCRC facility manager.

### 9.2.4 Procedures

Staff members must use the following procedure if a student has a health emergency during the time he or she is a student at CCRC:

1. Staff members immediately call 9-1-1, if a student:
	* is unconscious;
	* has difficulty breathing;
	* has severe nausea;
	* has chest pain;
	* speaks incoherently;
	* has severe trauma; or
	* has other serious symptoms.
2. Staff members notify CLT and the assigned CCRC counselor of the student’s illness and that EMS was called.
3. Within 24 hours, staff members complete form [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) and route it by email to the CCRC distribution list.
4. CLT members review and forward the report to the CCRC director.
5. The CCRC director or designee reviews the report and, within 24 hours of the incident, routes it by email to IncidentReports.RSM@twc.state.tx.us.
6. IMT members review all findings, including any police report, to make recommendations for appropriate response.
7. The CCRC director determines if the reported incident and police response are grounds for student dismissal from the CCRC training program.
8. The CCRC director notifies the deputy division director for Field Services Delivery of the results after the medical emergency.

If the student has an illness that is not a health emergency, the student is responsible for his or her own care and treatment.

For additional information on confidentiality regarding bloodborne pathogen–related illness status, see Release of HIV Test Results in [VRSM A-200 Customer Rights and Legal Issues](http://www.twc.state.tx.us/vr-services-manual/vrsm-a-200).

## 9.3 Safety

### 9.3.1 Definitions

**Employee**—an individual employed by TWC.

**Incident**—an unusual or unexpected event that may compromise the health or safety of individuals or the security of state property. Examples of incidents include, but are not limited to, the following:

* Theft
* Bomb threats
* Vandalism
* Physical assault and other forms of workplace violence
* Threats by personal contact, letter, or phone
* Intentional destruction of all or part of a facility
* Intentional business interruption
* False alarms or actual intrusion alarms
* Unauthorized solicitation

**Injury**—bodily harm to employees and nonemployees incurred during the course and scope of TWC day-to-day business. Injury includes occupational illnesses and diseases.

**Nonemployee**—an individual not employed by TWC. A nonemployee includes customers, clients, consumers, contract employees, visitors, business invitees, and family members.

**TWC risk manager**—the individual responsible for developing loss prevention and control programs and techniques to eliminate or reduce the risk of workplace injury or illness and to support TWC’s RSM office.

**TWC Risk and Security Management**—the TWC office responsible for the development, implementation, coordination, and continual evaluation of the risk management, safety, insurance, fire safety, and facility inspection programs designed to mitigate and manage losses incurred.

### 9.3.2 Policy

TWC and CCRC staff must support a safe and secure environment for employees and nonemployees conducting business at CCRC. CCRC leadership is responsible for ensuring that all incidents are reported in accordance with TWC policies.

All individuals in the CCRC building must follow the emergency procedures in the [Occupant Emergency Action Plan](http://teamnet.dars.txnet.state.tx.us/dbs/ccrc/_layouts/15/start.aspx#/Procedures/Forms/AllItems.aspx) to respond to the following threats, alarms, or emergencies. Nonemployees will be assisted by their respective sponsor and/or CCRC staff to follow the appropriate emergency procedures.

* Bomb threats
* Fires
* Severe weather
* Hazardous chemical release
* Building evacuations
* Suspicious items
* Active shooter
* Hostile intruders
* Power failure
* Vehicle accidents
* Health emergencies

Failure to follow the emergency procedures either in a practice drill or a real emergency may be grounds for student dismissal. Students receive information on the CCRC safety and security policies and drills during orientation. The CCRC facility is a state building; therefore, under the Texas Tort Claims Act, the State of Texas may be liable in any accident that occurs on state premises or involves state equipment. Any incidents or accidents must be reported within 24 hours of occurrence on the [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) and routed to the CCRC distribution list. If injuries are sustained because of the incident or accident, staff must follow procedures set forth in the [TWC Personnel Manual](http://intra.twc.state.tx.us/intranet/manuals/hr/).

* Automobile accidents that occur in a state vehicle, rental vehicle, or personal vehicle while the driver is conducting state business must be reported on the [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) and the [SORM-29, Employee’s Report of Injury](http://intra.twc.state.tx.us/intranet/gl/docs/sorm-29.doc) form and routed by email to the CCRC distribution list. Both forms also must be submitted to IncidentReports.RSM@twc.state.tx.us for review by appropriate TWC staff. The reports must be made even if the automobile accident does not result in an injury. Refer to the [TWC Driver Safety Manual](http://intra.twc.state.tx.us/intranet/phss/docs/driversafety_manual.docx) for additional guidance.

Health emergencies that occur at the CCRC facility or in another location during a CCRC activity or training program must be reported on [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) and routed to the CCRC distribution list. Staff must call 9-1-1 immediately if the student or other individual affected:

* is unconscious;
* has difficulty breathing;
* has severe nausea;
* has chest pain;
* speaks incoherently;
* has severe trauma; or
* has other extensive symptoms.

Staff members must consider a seizure an **emergency** and **call 9-1-1**, if any of the following occurs:

* The individual does not have a known seizure-related disorder.
* The seizure lasts longer than five minutes without signs of slowing down or the individual has trouble breathing afterward, appears to be in pain, or has an unusual recovery.
* The individual has another seizure within an hour of the first one.
* The individual cannot be awakened after the seizure activity has stopped.
* The individual was injured during the seizure.
* The individual becomes aggressive.
* The seizure occurs in water.
* The individual has a health condition, such as diabetes or heart disease, or is pregnant.
* The staff member is not certain about any of the above guidelines.

### 9.3.3 Responsibilities

The TWC risk manager must:

* conduct drills of the emergency plan and evaluate the effectiveness of the plan;
* help CCRC to mitigate any incidents, accidents, or other situations that occur; and
* evaluate the reports on CCRC that are sent to IncidentReports.RSM@twc.state.tx.us and suggest changes as necessary to CLT.

Staff members must:

* report to the supervisor any accidents or incidents that occur at CCRC or while doing their job;
* document an accident or incident as soon as possible after the event, or within 24 hours;
* complete the [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) and route it to the CCRC distribution list;
* know the emergency instructions and procedures outlined in the [Occupant Emergency Action Plan](http://teamnet.dars.txnet.state.tx.us/dbs/ccrc/_layouts/15/start.aspx#/Procedures/Forms/AllItems.aspx); and
* know the CCRC evacuation routes.

Supervisors must:

* report to CLT an accident or incident that occurs at CCRC or while doing their job, and notify the assigned CCRC counselor if it involves a student;
* oversee documentation and routing within 24 hours of an accident or incident on the [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html);
* follow the injury reporting process in the [TWC Personnel Manual](http://intra.twc.state.tx.us/intranet/manuals/hr/) if an injury has occurred;
* document any incident-related injury of a nonemployee, and of an employee, if the employee is unable to complete the documentation within the time frame; and
* know the emergency instructions and procedures outlined in the [Occupant Emergency Action Plan](https://twcgov.sharepoint.com/%3Aw%3A/r/sites/ws/vr/ccrc/_layouts/15/Doc.aspx?sourcedoc=%7BC1705BCA-71A9-42C1-9789-398F774D098D%7D&file=Occupant%20Emergency%20Plan%20(OEP)%2005-01-2018.docx&action=default&mobileredirect=true) and ensure that employees follow the plan.

CLT must:

* ensure that the [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) is documented and routed within 24 hours of an accident or incident;
* ensure that any other documentation is completed within the time frame;
* know the emergency instructions and procedures outlined in the [Occupant Emergency Action Plan](https://twcgov.sharepoint.com/%3Aw%3A/r/sites/ws/vr/ccrc/_layouts/15/Doc.aspx?sourcedoc=%7BC1705BCA-71A9-42C1-9789-398F774D098D%7D&file=Occupant%20Emergency%20Plan%20(OEP)%2005-01-2018.docx&action=default&mobileredirect=true) and ensure that employees and all others affected follow the plan; and
* inform the CCRC director of any accident or incident and the actions taken in response.

The CCRC director must:

* ensure that documentation has been completed and routed as instructed by TWC policy;
* know the emergency instructions and procedures outlined in the [Occupant Emergency Action Plan](https://twcgov.sharepoint.com/%3Aw%3A/r/sites/ws/vr/ccrc/_layouts/15/Doc.aspx?sourcedoc=%7BC1705BCA-71A9-42C1-9789-398F774D098D%7D&file=Occupant%20Emergency%20Plan%20(OEP)%2005-01-2018.docx&action=default&mobileredirect=true) and ensure that employees and all others affected follow the plan; and
* inform the deputy division director for Field Services Delivery within 24 hours of any accident or incident that occurs at CCRC.

### 9.3.4 Procedures

As soon as staff members, students, or visitors are aware that an emergency exists, staff members must use the following procedure:

1. Follow the [Occupant Emergency Action Plan](https://twcgov.sharepoint.com/%3Aw%3A/r/sites/ws/vr/ccrc/_layouts/15/Doc.aspx?sourcedoc=%7BC1705BCA-71A9-42C1-9789-398F774D098D%7D&file=Occupant%20Emergency%20Plan%20(OEP)%2005-01-2018.docx&action=default&mobileredirect=true) emergency procedures for the specific emergency.
2. Provide immediate first aid.
3. Contact 9-1-1 if the incident is an immediate threat to health or safety of individuals or property. Notify CLT and the assigned CCRC counselor of the emergency, actions taken, and status.
4. Within 24 hours, complete the [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) and route it by email to the CCRC distribution list.
* CLT members review and forward the report to the CCRC director. The CCRC director or designee reviews the report and routes it by email to IncidentReports.RSM@twc.state.tx.us.
* IMT members review all findings, including any police report, address any gaps, and make recommendations for an appropriate response.

If injuries are sustained in conjunction with an alleged incident, the employee or manager must also follow the procedures set forth in the [TWC Personnel Manual](http://intra.twc.state.tx.us/intranet/manuals/hr/).

## 9.4 Allegations of Abuse, Neglect, and Exploitation

### 9.4.1 Definitions

As defined in [Texas Human Resources Code](http://www.statutes.legis.state.tx.us/Docs/HR/htm/HR.48.htm) Chapter 48:

* Abuse—(A) The negligent or willful infliction of injury, unreasonable confinement, intimidation, or cruel punishment with resulting physical or emotional harm or pain to an elderly individual or an individual with a disability by the individual’s caretaker, family member, or someone else who has an ongoing relationship with the individual; or (B) sexual abuse of an elderly individual or an individual with a disability, including any involuntary or nonconsensual sexual conduct that would constitute an offense under [Section 21.08, Penal Code (Indecent exposure)](http://www.statutes.legis.state.tx.us/GetStatute.aspx?Code=PE&Value=21.08) or [Chapter 22, Penal Code (assaultive offenses)](http://www.statutes.legis.state.tx.us/GetStatute.aspx?Code=PE&Value=22), committed by the individual’s caretaker, family member, or someone else who has an ongoing relationship with the individual.
* Allegation—an assertion that an alleged victim is in a state of or at risk of harm due to abuse, neglect, or exploitation.
* Alleged perpetrator—an individual who is reported as being responsible for the abuse, neglect, or exploitation of an alleged victim.
* Alleged victim—a minor child, an adult with a disability, or an individual 65 years of age or older who has been reported to be in a state of or at risk of harm due to abuse, neglect, or exploitation.

**After hours**—after normal business hours, starting at 5:00 p.m. Monday through Friday and all hours on weekends, identified state holidays, and CCRC shutdown days.

**Bodily injury**—physical harm to an individual.

**Child**—an individual from birth to 18 years of age who is not married or otherwise legally emancipated.

**DFPS**—Texas Department of Family and Protective Services

**Exploitation**—the illegal or improper act or process of a caretaker, family member, or someone else who has an ongoing relationship with an elderly individual or an individual with a disability, in which the process or act involves using, or attempting to use, the resources of the elderly individual or the individual with a disability, including the individual’s Social Security number or other identifying information, for monetary or personal benefit, profit, or gain without the informed consent of the individual.

**Neglect**—the failure to provide for one’s self the goods or services, including medical services, which are necessary to avoid physical or emotional harm or pain, or the failure of a caretaker to provide such goods or services. Neglect may include medical neglect, physical neglect, neglectful supervision, and abandonment.

**Provider**—an individual who is not a TWC employee, or a company that conducts business with TWC, and/or has a contract with TWC to do so.

### 9.4.2 Policy

Texas is a mandatory reporting state; therefore, an employee must report to the Texas Department of Family and Protective Services (DFPS) any suspected abuse, neglect, or exploitation by a CCRC staff member or by someone who provides care for the student or has an ongoing relationship with the student. Staff members who become aware of the suspected abuse, neglect, or exploitation must report it immediately—and no later than 24 hours after the abuse, neglect, or exploitation is alleged or suspected.

TWC responds to student allegations regarding abuse, neglect, or exploitation in accordance with [Texas Human Resources Code, Chapter 48](http://www.statutes.legis.state.tx.us/Docs/HR/htm/HR.48.htm). Refer to Subchapter B. Reports of Abuse, Neglect, or Exploitation: Immunities; Sec. 48.051. Report; Sec. 48.052. Failure to Report; Penalty and Sec. 48.053. False Report; and Penalty <https://statutes.capitol.texas.gov/Docs/HR/htm/HR.48.htm>.

TWC ensures that CCRC employees, students, and visitors abide by the policies regarding professional standards of conduct. In addition to reporting abuse, neglect, and exploitation to DFPS, allegations of physical or sexual assault, which are violations of state law, must be reported to the police.

### 9.4.3 Responsibilities

Staff must:

* 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 that a crime was committed;
* file a report to the DFPS within 24 hours of learning about the allegation;
* offer to assist a student who claims to have been harassed or threatened by CCRC staff in filing a complaint to the CCRC director or to the TWC Civil Rights Division, as desired;
* complete the [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) and route it to the CCRC distribution list; and
* contact CLT for immediate assistance if:
* the police have been called for a student-related or life-threatening emergency;
	+ a physical altercation requiring intervention occurs between students and/or visitors; or
	+ a student notifies a staff member of sexual abuse or assault.

Supervisors must:

* ensure that the student is offered aid in contacting the police if the student alleges a crime was committed;
* ensure that a student who claims to have been harassed or threatened by CCRC staff is offered aid in filing a formal complaint to the CCRC director;
* ensure that the alleged victim is protected from further harm or retaliation from the alleged perpetrator;
* oversee the completion and routing of the [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html); and
* contact CLT and the assigned CCRC counselor for immediate assistance, if:
	+ the police have been called for a student-related or life-threatening emergency;
	+ a physical altercation requiring intervention occurs between students and/or visitors; or
	+ a student notifies a staff member of sexual abuse or assault.

CLT members must:

* respond to calls when a student is having a life-threatening emergency or the police are called to the facility;
* respond to calls when contacted by staff members because:
	+ a physical altercation requiring intervention has occurred between students and/or visitors; or
	+ a student has notified a staff member of sexual abuse or assault;
* ensure that the alleged victim is protected from further harm or retaliation from the alleged perpetrator;
* oversee the completion and routing of the [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html); and
* take necessary actions to keep all students safe.

The CCRC director must:

* respond to calls when a student is having a life-threatening emergency or the police are called to the facility;
* consult with TWC OGC to determine necessary actions;
* consult with the TWC risk manager to determine necessary actions;
* consult with the deputy division director for Field Services Delivery to determine necessary actions;
* respond to complaints filed by students; and
* ensure that the [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) is completed and routed.

The TWC risk manager must:

* assist CCRC with any mitigation of incidents, accidents, or other situations that occur;
* evaluate reports sent to IncidentReports.RSM@twc.state.tx.us and make recommendations regarding actions to mitigate risk factors; and
* consult with CLT, the TWC business continuity coordinator, and the CCRC facility manager.

### 9.4.4 Procedures

Allegations Involving a Family Member or Caregiver as Alleged Perpetrator

As soon as staff members are aware that a student or any other individual in the facility is an alleged victim of abuse, neglect, exploitation, sexual or physical assault, or threats by a family member or caregiver, they must use the following procedure:

1. Immediately report the incident to DFPS by:
	* calling 1 (800) 252-5400; or
	* reporting online through the [DFPS Texas Abuse, Neglect, and Exploitation Reporting System](https://www.txabusehotline.org/).
2. Offer to assist the alleged victim in contacting the police to report the allegation if the allegations rise to criminal conduct, including sexual assault.
3. Notify CLT and the assigned CCRC counselor that the allegation was reported.
4. Document the entities contacted and the reference number provided by DFPS when completing the [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html).
5. Within 24 hours, complete the [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) and route it to the CLT distribution list.
6. CLT reviews and forwards the report to the CCRC director.
7. The CCRC director or designee reviews the report and routes it to IncidentReports.RSM@twc.state.tx.us.
8. IMT reviews all findings, including any police reports, to make recommendations for appropriate response.

#### Allegations Involving a TWC Employee as Alleged Perpetrator

As soon as staff members are aware that a student or any other individual in the facility is an alleged victim of abuse, neglect, exploitation, sexual or physical assault, harassment, or threats by a TWC employee, they must use the following procedure:

1. Take necessary actions to keep students safe.
2. Report information to the following authorities:
	* The police, if the allegations rise to criminal conduct
	* CLT and the CCRC director
	* DFPS, by calling 1 (800) 252-5400, or reporting online through the [DFPS Texas Abuse, Neglect, and Exploitation Reporting System](https://www.txabusehotline.org/)
3. CLT or the supervisor consults with TWC OGC for next steps.
4. CLT notifies the assigned CCRC counselor.
5. Within 24 hours, staff members must complete the [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) and route it by email to the CLT distribution list.
6. CLT members review and forward the report to the CCRC director.
7. The CCRC director or designee reviews the report and routes it by email to IncidentReports.RSM@twc.state.tx.us.
8. IMT members review all findings, including any police reports, to make recommendations for an appropriate response.
9. CLT notifies the professional licensing agency of any licensed professional alleged to have been involved, if the allegation is proven to be true.

#### Allegations Involving a TWC Service Provider as Alleged Perpetrator

As soon as staff members are aware that a student or any other individual in the facility is an alleged victim of abuse, neglect, exploitation, sexual or physical assault, harassment, or threats by a TWC service provider, they must use the following procedure:

1. Take necessary actions to keep students safe.
2. Report information to the following authorities:
	* The police, if the allegations rise to criminal conduct
	* Staff member’s supervisor and/or CLT
	* DFPS, by calling 1 (800) 252-5400, or reporting online through the [DFPS Texas Abuse, Neglect, and Exploitation Reporting System](https://www.txabusehotline.org/)
3. CLT or the supervisor consults with TWC OGC for next steps.
4. CLT notifies the assigned CCRC counselor.
5. Within 24 hours, staff members must complete the [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) and route it by email to the CLT distribution list.
6. CLT reviews and forwards the report to the CCRC director.
7. The CCRC director or designee reviews the report and routes it to IncidentReports.RSM@twc.state.tx.us.
8. IMT reviews all findings, including any police reports, to make recommendations for appropriate response.
9. The employee or manager completes the [VR2863 Vendor Performance Report](https://intra.twc.texas.gov/intranet/gl/html/vocational_rehab_forms.html) within two working days.
10. CLT members notify the professional licensing agency of any licensed professional alleged to have been involved, if allegation is proven to be true.

#### Allegations Involving Another Student as Alleged Perpetrator

As soon as staff members are aware that a student or any other individual in the facility is an alleged victim of abuse, neglect, exploitation, sexual or physical assault, harassment, or threats by a student, they must use the following procedure:

1. Take necessary actions to keep students safe.
2. Report information to the following authorities:
	* The police, if the allegations rise to criminal conduct
	* Staff member’s supervisor and/or CLT
	* DFPS, by calling 1 (800) 252-5400, or reporting online through the [DFPS Texas Abuse, Neglect, and Exploitation Reporting System](https://www.txabusehotline.org/)
3. CLT or the supervisor consults with TWC OGC for next steps.
4. CLT notifies the assigned CCRC counselor.
5. Within 24 hours, staff members must complete the [RSM-3120 Incident Report](http://intra.twc.state.tx.us/intranet/gl/html/security_forms.html) and route it by email to the CLT distribution list.
6. CLT members review and forward the report to the CCRC director.
7. The CCRC director or designee reviews the report and routes it by email within 24 hours to IncidentReports.RSM@twc.state.tx.us.
8. IMT members review all findings, including any police reports, to make recommendations for appropriate response.
9. The CCRC director determines whether the reported incident and the need for a police response are grounds for student dismissal from the CCRC training program.
10. All determinations are reviewed by appropriate TWC staff.