

Victory Horizon LifeWorks
Participant & Family Handbook
2026 - 2027



Welcome to Victory Horizon LifeWorks

Welcome to Victory Horizon LifeWorks.

We are honored to partner with participants and families during the next phase of adult life. Victory Horizon LifeWorks was created to provide meaningful, structured, and dignified opportunities for young adults and adults who benefit from continued support after high school.

Our program focuses on helping participants grow in independence, confidence, communication, employment readiness, life skills, community access, and purposeful living.

We understand that every adult's future looks different. Success is individualized, progress matters, and every step forward is meaningful.

Our Mission

We empower adults with disabilities to build life skills, find purpose, and grow, whether that means independence, employment, or meaningful daily living.

Our Vision

Take flight into a life of purpose and possibility.

Our Core Values

Team

We work together with staff, families, and participants to create a supportive environment where every individual is valued, understood, and set up to succeed.

Win

We celebrate progress at every level, knowing that every step forward, big or small, is a meaningful victory.

Whatever It Takes

We do whatever it takes to meet each individual where they are, adapting our approach to support their growth, dignity, and success.

No Excuses

We hold ourselves accountable to providing consistent, high-quality support every day, because our participants and families deserve nothing less.

100% Every Day

We show up with energy, commitment, and purpose, giving our best each day to create meaningful experiences and lasting impact.

Program Overview

Victory Horizon LifeWorks is an adult program for individuals who have completed their school-age years and would benefit from continued structured support.

Participants may remain in the program for one year or multiple years, depending on goals, progress, and readiness.

Program focus areas include:

- Employment readiness
 - Independent living skills
 - Communication
 - Community engagement
 - Recreation and social development
 - Supported internships
 - Daily routines and responsibility
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Our Two Pathways

Workforce Pathway

Designed for participants working toward employment and greater independence.

- Job applications and interviews
- Internships and work experiences
- Transportation skills
- Workplace behavior

- Independent living skills
- Community work opportunities

Life Skills Pathway

Designed for participants focused on communication, routines, self-care, functional skills, supported internships, and meaningful adult participation.

- Hygiene and self-care
 - Household routines
 - Communication development
 - Community access
 - Recreation and social experiences
 - Supported work tasks
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Program Hours & Calendar

Program hours and the annual calendar will be provided to participants and families and may vary based on programming needs, transportation, and community-based activities. Families are expected to review and follow the calendar to ensure consistent attendance and participation.

The annual calendar includes, but is not limited to:

- Program start and end dates
- Holidays and observed closures
- Scheduled breaks
- Staff development days (no program for participants)

Program Hours

- Monday – Thursday: 8:30 AM – 3:00 PM
- Friday (Early Release): 8:30 AM – 12:30 PM

Office Hours

- Monday – Friday: 7:30 AM – 4:00 PM

The official program calendar is available on the Victory Horizon LifeWorks website.

Attendance Expectations

Consistent attendance is essential to support progress, independence, and routine development.

Families must notify the program as early as possible when a participant will be absent.

Repeated absences, tardiness, or inconsistent attendance may result in a team meeting to review barriers and determine continued program fit.

Arrival Procedures

To ensure a safe, structured, and efficient start to each day, all participants are expected to follow established arrival procedures.

Arrival Window

- Monday – Thursday: 8:10 AM – 8:30 AM
- Friday (Early Release): 8:10 AM – 8:30 AM

Participants must arrive within this window and be ready to begin programming at 8:30 AM.

Arrival Expectations

- Participants must arrive on time and be prepared for the day
- Participants should be dressed appropriately for both on-site programming and community-based activities
- Any important communication should be shared with staff prior to arrival when possible
- Participants should transition into the program setting promptly

Late arrivals may disrupt programming and should be limited. Repeated late arrivals may result in a review of participant schedules and supports.

Dismissal Procedures

To ensure a safe and organized end to the program day, all participants must follow dismissal expectations.

Dismissal Times

- Monday – Thursday: 3:00 PM
- Friday (Early Release): 12:30 PM

Participants must be picked up on time unless prior arrangements have been approved.

Dismissal Expectations

- Participants will only be released to individuals listed on the emergency contact form
- Identification may be required when necessary
- Changes to dismissal plans must be communicated in advance

If a participant is not picked up within 15 minutes of dismissal, families/emergency contacts will be contacted.

Late Pick-Up Fees

- \$25 for the first 15 minutes late
- \$50 for each additional 15-minute increment

Repeated late pick-ups may result in:

- Ongoing late fees
 - Review of program participation
 - Required changes to transportation arrangements
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Daily Program Experience

Participants engage in structured, purposeful activities each day, which may include:

- Employment readiness instruction
- Independent living skills
- Supported internships
- Simulated learning labs
- Virtual reality learning experiences
- Community outings
- Social development
- Recreation
- Goal tracking and progress monitoring

Each day is designed to promote independence, confidence, and real-world readiness.

Individual Support Plans (ISPs) & Progress Monitoring

Each participant receives an Individual Support Plan (ISP) based on their strengths, goals, interests, and support needs.

Goals may include:

- Employment readiness
- Communication
- Independent living
- Transportation
- Social development
- Community participation

Progress is monitored through:

- Data tracking
- Staff observation
- Goal reviews
- Family communication

Plans are reviewed and adjusted regularly.

Behavior Support & Participant Expectations

Participants are expected to:

- Treat others respectfully
- Follow staff direction
- Participate safely
- Use appropriate language
- Respect personal and program property
- Engage positively in programming

Support Strategies

Staff use proactive and respectful supports including:

- Verbal coaching
- Redirection
- Visual supports
- Breaks and regulation strategies
- Problem-solving conversations
- Individualized support plans

Unsafe behavior may result in modified programming or placement review

CPI & Safety Support

Victory Horizon LifeWorks staff are trained in Crisis Prevention and Intervention (CPI) strategies to support participant safety in a respectful and professional manner.

Our approach focuses on:

- Prevention
- De-escalation
- Calm communication
- Emotional regulation support
- Maintaining dignity
- Safe responses during crisis situations

Support During Escalation

When a participant becomes dysregulated or unsafe, staff may use:

- Verbal redirection
- Space and breaks
- Regulation strategies
- Individualized support plans
- Increased supervision

Physical intervention is only used when necessary for immediate safety and only by trained staff.

Families will be notified of significant safety incidents when appropriate.

Community Outings & Internships

Victory Horizon LifeWorks is a community-based program. Participants regularly participate in structured outings and real-world experiences.

Community Outings

May include:

- Restaurants
- Stores
- Parks
- Fitness activities
- Recreational outings (bowling, movies, etc.)

Outings support:

- Safety skills
- Social development
- Independence
- Communication

Participants are expected to follow all expectations and staff direction during outings.

Internships & Work Experiences

Participants may participate in:

- Volunteer placements
- Internships
- Job shadowing
- Campus-based work opportunities

Participation is based on readiness, goals, and pathway placement.

Workplace Expectations

When participating in internships or job sites, participants are required to follow all workplace expectations and guidelines.

This includes:

- Dress code requirements
- Technology and phone use policies
- Work schedules and break expectations
- Safety procedures
- Behavior and communication expectations

Failure to follow workplace expectations may impact continued participation.

Meals & Daily Living Skills

Participants should bring lunch and snacks unless otherwise communicated.

Some days, participants will prepare meals as part of the program instruction. Cooking activities are used to teach:

- Meal preparation
- Kitchen safety
- Following directions
- Cleaning routines
- Independent living skills

Participants may assist with:

- Cooking
- Cleaning
- Setting up meals
- Washing dishes

Technology & Personal Device Use

Participants may bring personal devices; however, use must be appropriate and not interfere with programming.

Device Expectations

Participants are expected to:

- Use devices appropriately
- Follow staff direction
- Limit use during instruction and activities
- Respect privacy and appropriate content guidelines

Program Use of Technology

Technology may be used for:

- Job applications
- Communication
- Simulated labs
- Virtual reality experiences
- Functional skill development

Workplace Technology Expectations

During internships or work experiences, participants must follow all technology rules and expectations of the workplace.

Devices should not be used during work tasks unless approved.

Misuse may result in restricted access.

Victory Horizon LifeWorks is not responsible for lost, stolen, or damaged devices.

Personal Belongings & Dress Expectations

Participants should:

- Dress appropriately for daily programming and community activities
- Maintain hygiene and grooming
- Bring necessary personal items for the day

Workplace Dress Expectations

During internships, job sites, or work-based experiences, participants must follow the dress code and expectations of that specific location.

This may include:

- Uniform requirements
- Closed-toe shoes
- Hair and grooming standards
- Safety-related clothing expectations
- Limited jewelry or accessories

Failure to follow dress expectations may impact participation in that opportunity.

Victory Horizon LifeWorks is not responsible for lost or damaged personal belongings.

Communication with Families

Communication may occur through:

- Phone calls
- Email
- Messaging systems
- Meetings
- Progress conferences

Families are expected to keep all contact information current and respond to important communication in a timely manner.

Health Procedures

Victory Horizon LifeWorks prioritizes the health, safety, and well-being of all participants and staff. Maintaining a healthy program environment requires collaboration between families and the program.

Families are responsible for providing and maintaining up-to-date medical information, including:

- Medical history and health concerns
- Allergies and dietary restrictions
- Current medications and required documentation
- Emergency contact information
- Any medical or safety considerations that may impact participation

Illness Policy

To maintain a safe and healthy environment, participants should remain home if they are showing signs of illness prior to the start of the program day.

Participants may not attend the program if they:

- Have a temperature of 100°F or higher
- Are experiencing vomiting or diarrhea
- Show symptoms of a suspected contagious illness
- Are unable to safely participate in daily programming

If a participant becomes ill during the program day, families or emergency contacts will be notified and are expected to pick up the participant within one (1) hour.

Participants may return to the program once they meet the following criteria:

- Fever-free for at least 24 hours without the use of fever-reducing medication
- Free from vomiting and/or diarrhea for a full 24 hours
- Symptoms of contagious illness have resolved

Medication

Medication procedures will be reviewed on an individual basis based on participant need.

Families must:

- Provide all required documentation and physician instructions
- Ensure medications are properly labeled and submitted according to program requirements
- Communicate any changes in medication promptly

The program will only administer or support medication in accordance with approved procedures and documentation.

Medical Emergencies

In the event of a medical emergency, staff will:

- Provide first aid within the scope of their training
- Follow any documented medical or emergency plans on file
- Contact emergency medical services (911) when necessary
- Notify family or emergency contacts immediately

All incidents will be documented and communicated in accordance with program procedures.

Emergency Procedures

Victory Horizon LifeWorks maintains emergency procedures to support the safety of all participants and staff.

Procedures may include:

- Fire drills
- Medical emergencies
- Building evacuations
- Lockdowns or secure campus procedures
- Transportation emergencies

- Community outing emergencies

Families will be notified of significant emergencies or incidents when appropriate.

Families are responsible for keeping emergency contact information current at all times.

Visitors

Victory Horizon LifeWorks values family partnership while maintaining a safe, respectful, and structured environment for all participants and staff.

All visitors must check in with staff upon arrival and receive approval before entering program areas.

Visitor Expectations

Visitors are expected to:

- Check in upon arrival
- Follow staff directions
- Remain in approved areas only
- Respect participant privacy and confidentiality
- Help maintain a calm and professional environment

Scheduled Visits

Families, providers, and guests may be asked to schedule visits or meetings in advance to avoid disruption to programming.

Participant Pickup

Only approved and authorized individuals may pick up participants unless prior arrangements have been made.

Identification may be requested when needed.

Visitor Conduct

Victory Horizon LifeWorks reserves the right to limit or deny visitor access if a visitor is disruptive, unsafe, enters unauthorized areas, or interferes with program operations.

Safety & Operations

Visitor access may be modified at any time to support participant safety, confidentiality, and daily program operations.

Transportation

Transportation is considered a support service and may vary based on participant needs, programming, and availability.

Transportation Options

Option 1: Family Transportation

Families may transport participants to and from the program daily.

Option 2: Designated Location Pickup (No Fee)

Transportation may be provided at no cost if families agree to meet at an assigned community pickup/drop-off location.

Option 3: Home Pickup and Drop-Off

Door-to-door transportation may be available for a monthly fee:

- \$100 per month for one-way transportation
- \$200 per month for round-trip transportation

Additional expectations

- Fees are per family
- Home pickup/drop-off is limited to a designated service radius
- Participants must be ready at scheduled times

Transportation Expectations

- Participants must follow all safety expectations while in vehicles

- Participants must remain seated, follow staff directions, and demonstrate safe behavior
- Program vehicles will wait approximately 2–3 minutes at each stop before continuing the route

Transportation Behavior Policy

Participants who demonstrate unsafe behavior (aggression, refusal to follow directions, or disruption) may:

- Be removed from transportation for the day
- Be required to use alternative transportation
- Have transportation services reviewed or discontinued

Repeated incidents may result in permanent removal from transportation services.

Payment Expectations

- Transportation fees must be paid on time
 - A 7-day grace period may be provided
 - Late payments may result in additional fees, suspension of transportation services, or further action
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Participant Financial Responsibility

Victory Horizon LifeWorks is a private, adult transition program designed to provide individualized support in life skills, workforce development, and community integration. Tuition reflects the comprehensive nature of programming, staffing, and community-based experiences provided.

Annual Program Cost

The annual program tuition for Victory Horizon LifeWorks is:

- \$36,000 per year

Please note: Tuition does not include the cost of community outings, transportation fees, special events, or optional program add-ons.

Payment Terms

- Tuition is billed quarterly unless otherwise arranged
- Payments made through ClassWallet are subject to a 2% service fee per payment
- All payments are due on or before the assigned due date
- A 7-day grace period is provided

Payments not received within the grace period may result in:

- A \$50 per day late fee
- Suspension of program participation
- Possible disenrollment from the program

Enrollment Commitment

Participation in Victory Horizon LifeWorks requires a financial commitment to the program.

- Once a participant is enrolled and tuition is processed, a \$1,000 non-refundable processing fee will be applied in the event of withdrawal
- Tuition payments are non-refundable once processed

Mid-Quarter Enrollment

For participants enrolling after the start of a quarter, tuition will be prorated as follows:

- Enrollment within the first 1–21 program days of the quarter: Half-quarter payment required
- Enrollment with 22 or more program days remaining: Full-quarter payment required

Mid-Quarter Withdrawal

For participants withdrawing during a quarter, tuition obligations are as follows:

- Withdrawal within the first 1–21 program days of the quarter: Half-quarter payment required
- Withdrawal with 22 or more program days remaining: Full-quarter payment required

Participant Rights & Dignity

Participants have the right to:

- Respect
 - Safety
 - Privacy
 - Individualized support
 - Meaningful participation
 - Community access opportunities
 - Growth and goal development
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Family Partnership Expectations

Families are expected to:

- Communicate with staff
- Support attendance
- Participate in meetings when needed
- Maintain funding
- Collaborate on goals
- Share important updates regarding participant needs

Strong family partnership supports strong outcomes.

Continued Placement & Program Fit

If a participant's needs change or the program is no longer the appropriate fit:

- A team meeting will be held
- Supports may be adjusted

- Modified schedules may be considered
- Alternative options may be discussed if needed

The goal is to ensure safe, successful, and appropriate placement for every participant.

Victory Horizon LifeWorks

Participant & Family Handbook Acknowledgment

Victory Horizon LifeWorks requires all participants and families to review and acknowledge the expectations outlined in this handbook prior to participation in the program.

By signing below, the participant and family acknowledge and agree to the following:

- I have received, read, and understand the Victory Horizon LifeWorks Participant & Family Handbook
- I understand the program structure, expectations, and daily requirements for participation
- I agree to follow all program policies, including attendance, arrival/dismissal, health procedures, and safety expectations
- I understand that participation in community-based activities is a core component of the program
- I acknowledge the transportation expectations and policies, if applicable
- I understand the tuition, fees, and financial obligations associated with the program
- I understand that failure to follow program expectations may result in review of participation or removal from the program

Victory Horizon LifeWorks reserves the right to update policies and procedures as needed. Participants and families will be notified of any significant changes.

Participant Name: _____

Participant Signature: _____ Date: _____

Parent/Guardian Name (if applicable): _____

Parent/Guardian Signature: _____ Date: _____