



Recreation And Habilitation Services

815 North 800 West, Provo, Utah 84604
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A Utah County Non-profit Agency Providing Quality Services and Supports to Individuals with Disabilities since 1960



Membership Packet

(Updated February 2008)



Our Mission Statement:

We are committed to supporting people with disabilities in their pursuit of independence and self-enhancement through training, recreation and involvement in their community.



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❖ What is RAH?

Recreation and Habilitation Services (RAH) is a private, non-profit organization that provides a variety of services & supports to people with disabilities. **RAH serves individuals who have developmental disabilities. Current services are offered to teens 16 and older and adults.** Although we are not presently offering programs for children and teens younger than 16, we are hoping to set up a program that will be specifically designed for these age groups. Please contact us at 374-8074 if you, or someone you know may have an interest in programs for children or youth.

RAH services include, but are not limited to:

- ~ A network of friends
- ~ Educational classes and programs
- ~ Recreation/socialization/leisure skills programs
- ~ Athletic training & integrated sports programs
- ~ Opportunities for independence and connections to community resources
- ~ Transportation services
- ~ Respite and support to families and care givers
- ~ Personal support and referral services
- ~ Many other individualized services and supports

All programs and services are planned according to the needs of our participants. A newsletter is published each month which outlines available activities and programs.

Through the services of RAH, participants can develop greater independence, social awareness, confidence and social well being, helping them to become fully participating members of their community.

RAH is not funded by or affiliated with any State or Federal Government. RAH depends solely on community support, program fees and donations to run it's programs. RAH is governed by a volunteer Board of Directors and depends heavily on family input and support.

❖ How to reach us / Office Information:

The RAH Office is located inside our building at 815 North 800 West in Provo. We can be reached by phone at 374-8074 or 374-8081. If you need to send us a fax, you can dial 374-1012. Our offices are open Tuesdays-Fridays on the days of scheduled activities. The office is closed Saturdays, Sundays, and Mondays. Due to our varied program schedules, we are unable to keep regular office hours. It is best to call before stopping by.

If we are unable to answer your call, PLEASE leave a message. Our voice mail is checked at least one time on each scheduled activity day, including Saturdays. **If you are calling to inform us of changes in your activity sign-up** (e.g., cancellations, pick up and take home locations, etc.) **PLEASE call in advance.** Remember the vans leave RAH up to 2 hours before the activity begins. **Also please be aware that there are times when we are at the office but are unable to answer your call.** If this is the case, we will do our best to call you back as soon as possible.

❖ Participation & Membership Requirements:

RAH programs are open to individuals who are 16 or older and have a diagnosed developmental and/or physical disability. Individuals should have the ability to safely participate in activities with members of their peer group. RAH will conduct all activities and programs and will provide group supervision. Individuals requiring personal assistance or direct supervision should plan to provide their own aides when participating in RAH programs. Because we want RAH to be a fun and safe place for all who participate, we reserve the to screen applicants for appropriateness and eligibility.

RAH programs and activities are only available to RAH Members. Membership is year to year and is based on the typical calendar year (January thru December). ***Reduced rates may be available after July.**

Membership requirements:

- a. Have a diagnosed developmental and/or physical disability.
- b. Fill out and submit Registration, Information and Release Forms
- c. Pay your yearly membership fee or apply for a waiver.

Membership fees:

Each member, family or household is asked to "Invest in the RAH program" by contributing membership fees and/or donating time and resources to the organization.

The basic Membership fee has been set at **\$50.00 per year**. Additionally each family or household is asked to invest in RAH by contributing time, resources or financial aid to RAH. We have set the minimum investment at **8 hours or \$200 per year**. (Which we equate as a value of \$25.00 for each hour of your time) Ideas for your individual investment can be found on the enclosed Flyer "Investing in RAH's Future....Suggested ways to help at RAH"

For those who would like to contribute additional funds. You have the option of sponsoring memberships for those who are not able to afford it and/or becoming a **RAH "Star Supporter"** by donating at one of our "star" giving levels. When you fill out the Registration form you will be able to indicate the support you would like to offer and any volunteer areas you are interested in.

Waiver Program:

For those who do not have an involved family member or other support person and/or who are not able to donate the required time, money and or resources, a waiver program is available. All waiver applications are subject to approval by the RAH Board of Directors. There are 3 waiver choices listed on the Registration Form.

Waiver #1 is for those who plan to pay the \$50/\$25 membership fee but cannot provide additional support.

Waiver #2 is for Adults requesting a reduced fee of \$25.00 and who cannot provide additional support.

Waiver #3 is for those requesting a complete waiver of fees and additional support.

Please note: ***Waiver's #2 & #3 require you to complete & Submit an Income Verification Form.**

❖ RAH Policies and Code of Conduct:

At RAH we aim to provide all of our participants with the best quality of services. We will do our best to offer meaningful and well prepared activities and support services that will benefit the lives of those who participate. We will treat those who participate with respect and will make every effort to meet the needs of our members. We want RAH to be a fun, positive and safe place for all who attend our programs and activities.

To be able to accomplish this we ask that members and participants:

1. Treat others with respect.
2. Refrain from using offensive language.
3. Respect personal body space of other participants & staff.
4. Do not smoke on RAH Property or in RAH managed vehicles.
5. Refrain from eating or drinking in RAH managed vehicles.
6. Agree to wear seat belts at all times while in RAH managed vehicles.
7. Avoid coming to RAH programs when you are sick and may infect others.
8. Do not engage in any illegal behavior.
9. Participate in the activities and events that you sign up for.
10. Wear appropriate clothing and practice good personal hygiene.
11. Do not ask other participants, staff or volunteers to give you money or gifts.
12. Do not take items that do not belong to you.
13. Inform the RAH office of any changes in your phone #, address, contact person, work location or other needed information.
14. **Come prepared to have fun, meet new friends and enjoy your RAH experience.**

If you have any concerns or problems while at RAH or regarding RAH, please contact a member of the RAH staff or call the office. If you have serious concerns or problems that are not able to be resolved by the RAH staff you can contact the Executive Director at 374-8074 or a member of the RAH board of Directors.

Personal Assistance Policy:

RAH staff will not be able to provide the following types of personal assistance:

1. Feeding, toileting or personal hygiene assistance.
2. Lifting or transferring more than 25 lbs.
3. Wheelchair pushing or one on one walking assistance.
4. One on one supervision.

To those members who require additional assistance:

If you require personal hygiene assistance, feeding help, assistance with mobility, or direct supervision for behavioral, medical or everyday functional reasons, we ask that you make arrangements for your own aide or assistant to attend the activities and programs with you. Please keep in mind that not all activities will be able to accommodate space and transportation for personal aides. Additionally, those who need specialized transportation services (those who use wheelchairs or are otherwise unable to ride in regular passenger vans) will need to provide their own transportation services or schedule their rides through UTA Paratransit Services.

❖ General Program Information and Instructions:

☎ How to sign up for activities and programs:

~All activities and programs require advance sign-up by telephone. (At least 5 days in advance please -- monthly sign-ups are preferred).

~Call Early...as soon as you get your newsletter. All activities have limited space and often fill up. If no one answers your call, please leave your sign-up information on our voice mail. We will call you if there are any problems with the dates you are requesting.

\$ Payment information:

PLEASE:

~Pay for your programs, activities and van service by CHECKS or MONEY ORDERS only.
~Stay current on your Payments. Balances over \$100.00 may result in a temporary loss of privileges until amount due is paid.

~Pay for activities at the beginning of the month or at the time of the activity. Do not wait for us to bill you. When you send your payments to RAH, please indicate what you are paying for. If needed, a monthly payment form is available for your use. Call us, we would be happy to send you one.

**Checks returned to us due to insufficient funds will be charged an additional \$25.00.

✕ Cancellation Policy:

If you sign up for an activity and cancel without notifying us ahead of time, or after tickets and/or supplies have been purchased, you will be charged for the entire activity cost and van service. Whenever possible we will try to fill your space with someone from the waiting list. Please call by 5:00pm the day before the scheduled activity to avoid being charged for the activity cost. If you cancel at the door when we come to pick you up you may also be charged a cancellation fee of \$5-\$15 depending on your location. Repeat cancellations may result in a loss of VAN and/or ACTIVITY privileges.

📢 **NOTICE:** We will be enforcing our cancellation policy. PLEASE Let us know ahead of time if you will not be able to attend a scheduled activity. Thank you for your cooperation and understanding.

✉ Newsletter Distribution and Mailing List(s):

Our Newsletters are distributed approximately 2 weeks before the first scheduled activity of the next month. Newsletters can be sent by email (your fastest option) and/or US mail. If you are not currently receiving our monthly newsletters, please call us. We will be happy to add your name to our list(s). Also, if you move or have a change in your mailing address please be sure to call and request a change on the mailing list.

Transportation Information:

RAH COORDINATED VAN SERVICE & FEES:

RAH partners with Utah Valley Paratransit (UVP) to provide van service to and from scheduled RAH programs. This is a UTA sponsored transportation service. All individuals will be required to complete a certification process through UTA to determine if they are eligible for the specialized Paratransit Service. Passengers will be expected to follow all applicable rules and guidelines. See the "Important Transportation Information" Flyer that is included with this packet. The van service that RAH coordinates van accommodates those who are able to ride in traditional passenger vans without individual assistance.

*RAH van Pick up's begin up to 2 hours before the activity starts. PLEASE be ready on time. All van service requests need to be made when you call to sign up for monthly programs. Please provide information about van pick up and take home locations when you call. Please provide advance notice of any changes regarding your van service.

Current van fees and charges can be found in the RAH Monthly Newsletter

Special information for UTA Paratransit Monthly Bus Pass Holders:

If you have already completed the UTA evaluation and have been certified for Paratransit services and you purchase the monthly bus pass from UTA with a "P" or "Paratransit" on it, you can use the pass for RAH's van service. All you need to do is provide us with a photocopy of your pass each month, and you will not be charged any additional van fees from RAH.

"OWN" TRANSPORTATION POLICY & INFORMATION:

If you will be providing your own transportation to a scheduled activity please check the newsletter to see where the activity will be located. If the activity is scheduled at the RAH building please plan to be on time so that you can enjoy the entire program. (If you need to arrive late please let us know ahead of time) If you are providing your own ride to an activity that is scheduled for a location other than the RAH building, PLEASE contact us to arrange a meeting time and place!

If you have arranged for your own ride home after an activity, PLEASE Have your rides ready to pick you up 10 minutes before the activity is scheduled to end. Because our staff will need to transport other individuals home, we will have to close and lock the building at the end of the activity time. So that you will not have to wait outside the building, please make sure that your rides are here to pick you up as scheduled. If you are being picked up at an activity that is scheduled for a location other than the RAH building, PLEASE contact us ahead of time to arrange a meeting time and place.

FOR THOSE REQUIRING SPECIAL TRANSPORTATION ASSISTANCE:

UTA Paratransit offers curb to curb ride services to those individuals with disabilities who need wheelchair assessable transportation or are otherwise unable to use the RAH coordinated van service or UTA fixed route bus service. Please call the UTA Mobility Center 801-287-2263.

*Application process is still required and fees will apply.

❖ How to Register & Join RAH:

1. Read through the entire **Membership Packet** and familiarize yourself with all of the information and materials.
2. Fill out the **Registration, Information and Release Forms** completely. Incomplete forms and those missing the appropriate signatures will not be accepted.
3. Fill out an **Income Verification Form** (if applicable).
4. Call RAH if you have any questions. (374-8074)
5. Mail or deliver your completed forms and membership fee to:
RAH
Attn: Membership
815 North 800 West
Provo, UT 84604
6. Once your application is received and processed you can sign up for the available activities and programs.
7. **PLEASE remember:**
Being a RAH Member does not guarantee you a spot in the activities and programs. Activities, programs and van service often have limited space and usually fill up very quickly. **It's first come, first served, so call early.** Additionally, we do not offer a continuous or yearly sign up. All activities and programs require advance sign up's each month. Activity sign up's are accepted as soon as the next month's calendar is distributed, (usually about two weeks before the first activity of the next month)
8. If you have any questions that have not been answered in this packet or have any comments or suggestions, please call the RAH Office at 374-8074.

THANK YOU
&
Welcome to RAH!



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Nonprofit
Organization
US Postage
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Provo, UT
Permit # 168



"Providing Quality Services and Supports to individuals with Disabilities"

A United Way of Utah County Partner Agency



VOLUNTEERS ARE NEEDED!

For additional information or to see how YOU can get involved,
call us @ 801-374-8074 or email us @ mail@rahservices.org
You can also find us on the web @ www.rahservices.org