

# *RESTORATIVE YOUTH SERVICES*

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## **RESIDENT HANDBOOK**

February 1, 2019

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Life is best at Restorative Youth Services (RYS) when everyone cooperates. Cooperation is acting responsibly, following the daily routine and meeting basic expectations, respecting one another's property and privacy, and abiding by rules and community law. Cooperation and good behavior bring more privileges, more time of your own, and a better life.

Privileges and freedoms are based on responsible behavior. Following the program consistently will enable one to gain more privileges and greater economic and personal freedom.

The program is outlined in the following sections:

- I. Expectations and Daily Routine
- II. Therapeutic Environment / Structured Program of Care
- III. Rights of Residents
- IV. Responsibilities of Residents

## **I. EXPECTATIONS AND DAILY ROUTINE**

### **CLEAN ROOM**

Staff will do room checks each morning. The following expectations must be met:

1. Bed made with comforter/blankets spread evenly over bed and parallel to the floor, and sheets and pillowcase on.
2. Nothing on floor, except for shoes and dirty clothesbasket.
3. No piles of clothes on floor or in closet.
4. Dresser drawers closed – clothes folded in drawers.
5. Dresser tops hygiene tubs and one personal item (picture, book, etc)
6. Clean floor and/or carpet – all shoes in closet.
7. Weekly sanitation of bathrooms and window sills.
8. No sleeping on top of comforters.
9. No sleeping in clothes – only PJ's.
10. Consequences will be given for rooms that are not clean.

**Unsatisfactory room check will result in loss of daily privileges until completed. A second unsatisfactory in the same week is a loss of privileges for the entire day, with an early bedtime.**

### **TRANSPORTATION IN VEHICLES**

Discuss destination and expectations before leaving the house. STAFF ASSIGNS SEATS - NOT YOUTH. (Laundry day determines who sits in front) Radio knobs, heaters, etc., are to be controlled by only staff. Radio is to be kept on low volume so that staff can hear all youth at all times. Choice of music is to be non-escalating - gospel, Christian, jazz, talk radio or sports. At no time may youth OR staff use auxiliary cords, cell phones, MP3 players, etc to listen to music.

Youth will be seated at all times and seat belts must be worn at all times. Staff are to immediately pull the van over in the event of any verbal or physical altercations. Do not continue on until incident is totally resolved and youth are de-escalated. If youth do not come into compliance immediately, return home as soon as it is safe to do so.

There is to be no eating or drinking in vehicles on trips of less than 2 hours.

When exiting the vehicle, staff will check behind youth to ensure that trash and personal belongings are removed. Vehicles should be cleaned inside and outside once per week or more often as needed. Vehicles are to remain locked when not in use - staff will ensure that all windows are up with doors locked.

### **CHORES**

All residents will be responsible for a chore in the home, and helping to maintain the outside of the facility. Expectations will be posted on a two-week rotation schedule. Chore time is to be done QUIETLY for 30 minutes per day. Each resident will do chores during that time and if regular chore is completed before the 30-minute requirement, an additional chore will be assigned. Chores must be completed properly. \*Staff is responsible for completing any chores of residents out on pass if the chore has not been assigned to another resident by the absent resident prior to leaving. **If chores are not completed in a satisfactory manner, points WILL be deducted, resulting in a potential loss of weekend outing/activities and home passes.**

### **QUIET TIME**

Quiet Time (QST) occurs daily to give youth an opportunity to do homework, study, write letters or other quiet time activities. Study area will be assigned to each youth and youth will be required to sit up and do work, not sleep or rest. **Failure to comply with QST rules WILL result in a loss of points and potentially weekend privileges.**

Residents on "J" and "S" level who have not had a serious incident within 90 days may do QST in their own room. All other residents are to be assigned an area and all youth are to be separated.

## **MEALTIME**

Breakfast is provided on school days from 6:00 a.m. to 7:00 a.m. for public school youth; 7:30a.m. for Gateway students; holidays and weekends, 9am. On days school is out, lunch will be served at approximately 12:00 p.m. Snack on holidays and weekends are served at 2:30 p.m. Dinner is served at 5:30 p.m. in the dining room. Everyone is expected to be there on time, eating or not. Appropriate dress and behavior is expected at dinner (no bare midriffs, swimsuits, short shorts, hats, curlers, shirt and shoes required, shirts buttoned, no cell phones or electric devices). Appropriate behavior includes:

- ◆ No reaching across table or standing to reach something. Ask to have item passed.
- ◆ No yelling or criticism of others.
- ◆ No food or utensil throwing.
- ◆ Do not talk with food in your mouth or chew with your mouth open.
- ◆ Do not interrupt when others are talking.
- ◆ Youth remain seated upon completion of eating and sit quietly until all are dismissed.
- ◆ If you need to leave the table prior to being dismissed, ask to be excused.
- ◆ Use “please and thank-you” when asking for something.
- ◆ Table is prepared before eating and STAFF SITS with youth. (this is pleasant family time)

Anyone returning home from work within an hour after the dinner-hour will have dinner saved for him/her if requested ahead of time. Therefore, if he/she works beyond 6:30 p.m., he/she is expected to have taken a bag dinner or to have purchased a meal at work during the dinner break.

An “alternative” meal will be provided to resident’s who have food allergies or food preferences. Alternative meals are as follows: Breakfast: piece of fruit, Lunch: a sandwich (peanut butter, cheese or deli-meat), Dinner: a sandwich (peanut butter, cheese or deli-meat). If resident’s choose to substitute snack for a piece of fruit, they may do so.

A prayer of thanks will be said prior to all group meals. Residents not wishing to participate will sit quietly and respectfully while the prayer is being said. When the kitchen closes no one is permitted in except the youth responsible for final clean up.

## **BEDTIME**

All residents must be in their room at their bedtime. No radios should be heard after bedtime. Bedtime expectations are determined by level.

All showers are to be taken in evening unless there are special circumstances that warrant morning shower (to be determined by a supervisor unless it is a random, one time thing)

<b><u>GROUP:</u></b>	<b><u>LIGHTS OUT TIMES</u></b>	<b><u>SUMMER and</u></b>
	<b><u>SUNDAY – THURSDAY</u></b>	<b><u>FRIDAY &amp; SATURDAY</u></b>
“D” Group	8:00 p.m	9:00 pm
“O” Group	9:00 p.m.	10:00 p.m.
“J” Group	9:30 p.m.	10:30 p.m.
“S” Group	10:00pm	11:00p

All youth will be in their own area 30 minutes prior to the lights out time listed above, to do personal hygiene and organization for the next day.

(Summer bed times will vary depending upon work schedules and vacation activities but for the most part will follow non-school night schedule.)

## **WAKE UPS**

School Days: By 7:00 a.m. for Gateway School; Saturday, Sunday, and Holidays: 9:30 a.m. (or staff discretion) Dressed and prepared for the day.

## **GROUP ACTIVITIES**

Throughout the week, there will be regularly scheduled psychoeducational group meetings and activities. All residents are encouraged to participate and will be notified in advance. Exceptions to participation will be considered for family visitation, home visits, employment, or other required activities.

Additionally, there will be group service project activities in which all residents are encouraged to participate. These activities will not occur more often than once per month and will generally be from 3 – 5 hours on Saturday mornings. Examples of such activities include volunteering to do work at shelters, picking up litter on a designated street, or providing volunteer assistance at fairs and festivals. It is an opportunity for the youth to learn about giving back to the community.

Residents will also be encouraged to participate with seasonal responsibilities of yard work, spring cleaning, etc.

Guidelines and expectations for specific behaviors (other than already stated) will be discussed and presented prior to each outing and will vary depending upon the activity.

## **HOUSE MEETING**

All residents are strongly encouraged to participate in the house meetings, as necessary. Meetings are used to resolve conflicts amongst residents, discuss group issues, and present resident schedules. The meetings time will be posted and a staff member will facilitate each meeting.

## **HAIR**

Staff will take residents to the barber/beauty shop for basic haircuts. A resident may not change their hair color without the permission of his/her legal guardian, and then the change must be done at a salon with personal funds. Anything above and beyond a basic cut (permanent, styling, extensions etc....) must be paid for out of resident allowance. **NO HAIR CHEMICALS PERMITTED ON PREMISES** – they damage the drain field.

## **PIERCINGS/TATTOOS**

Residents may only wear earrings; no tongue, face or belly button rings. Residents who already have tattoos and/or piercings may not get any additional tattoos or piercing while at RYS.

## **MONEY**

Residents receive an allowance. Allowances are kept in locked area for youth and handed out as needed for a specific purpose. If not needed, the money accumulates for various activities and outings. The allowance is based upon level (O-level = \$5, J-level = \$10, S-level = \$15). Residents should not lend money to other residents. If a resident receives money in the mail, the resident should turn the money into staff. Staff will put it in an envelope with the residents name on it so that it can be locked up for safe keeping. If a resident fails to turn in money received, and that money is stolen, RYS does not assume responsibility and will not compensate the resident for their loss. Allowance can only be withheld as a means of restitution for money owed to Restorative Youth Services for property damage etc...

## **OUTSIDE EMPLOYMENT**

Residents may seek outside employment. The permission of seeking outside employment is based upon age, behaviors and level. Youth must be at least 16 years of age, been at RYS a minimum of 4 months, had no SIRs in the past 60 days, and maintain a 3.0 GPA in order to seek employment. Exceptions to this rule can be made for Independent Living goals.

### **MUSIC and TV**

Residents may only listen to music through headphones. Music is not to be played through a cell phone/Ipod or any other device, such that it can heard by others. Staff will confiscate the device (and not return). Music TV will not be permitted in the home (BET, VH1/Music Choice and MTV).

### **FOOD**

Residents must consume ANY food item purchased during outings and/or obtained during passes. Personal food items may not be brought into the home, taken into rooms, and will not be stored in pantry or refrigerator. This includes food items obtained through the school or any other outside source,

### **SNACK**

Each resident will be provided two snacks per day. (typically upon returning home from school, 3:15 and at approximately 8pm)

### **VISITATION**

Visitation at the facility- All residents must obtain permission from legal guardians and RYS staff to have visitors. Visitors must be legal guardians, family members and/or other invested parties (i.e. CASA, probation officers etc...). Visitation occurs in the family room and outside areas only. Visitors are not allowed in the bedroom areas. Visitation on weekdays shall occur between 3:30-5:30pm or 7:00-9pm, so as not to interfere with dinnertime and planned psychoeducational activities. Visitation on weekends shall occur between 9am-5:30pm or 7:00-9pm.

Visitation at the resident's home – All residents must obtain permission from legal guardians prior to having visitation outside of RYS (to include weekend home passes and day passes) and must be on “J-level”. Residents will be expected to work on therapeutic goals during visitation consistent with goals outlined in their individualized service plans. A therapist is available for family therapy via phone throughout the visitation, as necessary. In order to have a therapeutic home pass approved, the resident must have obtained a minimum of 55 points (out of a possible 110) within the past five days.

### **LIBRARY**

Residents will be taken to the library a minimum of once per week, if on level to participate. The library should be used for studying, research, and reading. It is not a time to socialize. Inappropriate use of the computers (i.e. facebook, twitter, instagram etc...) will result in the resident losing library privileges.

### **OUTSIDE HOME IN EVENINGS**

Residents may enjoy the outdoors in the evening in designated outside areas until 8:00 p.m. Residents must obtain permission from staff prior to going outside. Residents will remain under Staff supervision while outdoors.

### **TAKING PERSONAL SPACE**

Personal space is to be taken alone. Residents are not permitted to take personal space together. While taking personal space, residents must stay in area defined by staff and in hearing distance of staff at all times.

### **EXTRACURRICULAR SCHOOL ACTIVITIES:**

To participate in extracurricular school activities “J” level residents must have a “C” average with no “F”s. Grades are based on nine- week grades. If you bring home an “F” on an interim, privileges will be suspended until a letter is received from the teacher stating that progress has been made. RYS will provide transportation for all school- related activities.

### **BEHAVIOR MANAGEMENT / CONSEQUENCES**

Consequences can be given for not meeting the expectations and/or abusing privileges. All privileges are based on satisfactory progress in all program areas. The following is a general guide to consequences that residents can receive. Yet, in some instances it may be necessary to individualize consequences for

certain residents. Residents have been offered the opportunity to assist with developing logical consequences for their behaviors.

1. Discipline – is to be defined as learning to accept, understand, and use self-limits and those of society. Discipline is to be taught, not administered and is a learning tool rather than a means of punishment. The objective behind utilizing natural consequences to manage behavior is that the resident learns from the thinking errors they are making in order to prevent future thinking errors and negative behaviors from occurring. Positive reinforcement and rewards of gaining privileges is also a highly used means of behavior management.
2. Punishment – RYS utilizes natural consequences and tries to avoid the use of “punishment”. Youth may often perceive consequences as punishment.
3. Restrictions – will be used in areas of directly related acts or irresponsibility. Restriction means the withdrawal from or non-participation in various experiences as deemed necessary by the staff. Any restrictions and the conditions of those restrictions will be communicated to all other staff. There will be no restriction of family contacts as a consequence for behavior. In some instances guardians may restrict family visits for various reasons.
4. Restraints – The use of mechanical or chemical restraints is prohibited. Staff may physically restrain youth who are refusing to follow directives which are required in order to maintain structure and safety in the home. RYS staff will physically restrain residents who are 1) in danger of hurting themselves, or 2) in danger of hurting others. RYS staff will only utilize restraint techniques that are trained and approved. All use of physical restraint will: be documented on a physical restraint form, be filed in the resident’s program file, and be reported to the legal guardian within 24 hours.
5. Should physical restraint, less intrusive interventions, or measures permitted by other applicable state regulations prove unsuccessful in resolving, moderating the resident behavior, or calming the resident, 911 shall be called.
6. RYS occasionally utilizes time out as a means to manage behavior. Time out is a tool used to assist a youth with calming down, thinking through behavior alternatives or processing information. Time out is differentiated from taking personal space, as a time out indicates that the resident is not safe to be out of direct supervision, and must be monitored during the calming period. When time out occurs the following conditions apply:
  - a) Time out area shall not be locked or secured.
  - b) Time out area is located at the Thinking Error desk.
  - c) Resident shall be able to communicate with staff.
  - d) Staff shall keep resident in-sight supervision during time out period.
  - e) Time out will not exceed 30 minutes.
  - f) Time out will be documented in resident files.
7. The following forms of punishment are prohibited:
  - Any action, which is humiliating, degrading or abusive.
  - Deprivation of nutritionally balanced meals or water.
  - Any form of corporal punishment.
  - Any form of seclusion, or chemical or mechanical restraints.
  - Prohibition of legal guardian, or agency contact by visit, telephone or mail.
  - Limitation on contacts and visits with attorney, probation officer, regulatory personnel, or placing agency representative.
  - Unsanitary living conditions.
  - Deprivation of opportunities for bathing or access to facilities except as ordered by a licensed physician for a legitimate medical purpose and documented in the resident’s record.

- Deprivation of health care.
- Deprivation of appropriate services and treatment.
- Application of aversive stimuli
- Application of laxatives, enemas, or emetics.
- Deprivation of opportunities for sleep or rest.

### GUIDELINES FOR NATURAL CONSEQUENCES

#### UNCLEAN ROOM OR CHORES NOT COMPLETED

**On school days there will be no after school activities or socializing until room is clean.** On weekends, holidays and summer there will be no activity, electronic devices or privileges until room is completed.

Chores have priority over recreational activities and all socializing other than mandatory groups. **Continued neglect of completing chores in a timely manner can result in being given additional chores, less likeable chores, or the inability to participate in weekend outing/activities and passes.**

#### CURFEW VIOLATIONS

Curfew for “J-level” is 8pm and curfew for “S-level” is 9pm. Exceptions can be made for employment, and only on a case-by-case basis. **Returning late from a visit or work, without an acceptable reason may result in loss of future privilege. If one is excessively or repeatedly late, more privileges may be suspended, including restriction of weekend outing/activities.** A resident may be considered AWOL if they are more than 30 minutes late and have failed to make contact with RYS staff. A missing person report may be filed causing police to become involved.

#### ASSAULTIVE LANGUAGE AND/OR BEHAVIOR

**Verbal outbursts, disrespect toward staff or peers will not be tolerated and will result in loss of privileges for the evening and potentially loss of privileges in weekend outing/activity and home passes (2-3 Day loss of privileges).** Severe verbal and/or physical abuse will **result in further suspension of privileges (D-level) and possible court action.**

#### QUIET STUDY TIME, MEAL TIME, AND VEHICLE BEHAVIOR

Each time an individual youth or the group must be spoken to for inappropriate behavior, the group will receive consequences. During QST the group will receive an additional 5 minutes each time there is a violation of rules, and if necessary will make up time on Saturday mornings. During meal and group transportation, if the group is spoken to more than once for inappropriate behavior, the group will receive a group loss of privileges.

Inappropriate behavior during an evening therapeutic group will result in the group having to be made up on Saturday’s beginning at 12 o’clock noon.

#### SMOKING

**RYS is a smoke-free environment for Staff members and residents.**

#### BEDTIME

**Residents will receive a 30 min early bedtime the next night for not have lights out or being disruptive at bedtime.**

#### ROOM VISITS

At no time are residents allowed in bedrooms other than their own without specific staff permission. Youth who violate this will receive **extra chore time or extra ‘thinking errors’ station to be made up at 12:00pm on the next Saturday while other residents are on outing.**

### **SCHOOL DISCIPLINARY ACTION**

Suspension and other school related disciplinary action would be treated individually, although some general rules are as follows:

- ◆ Resident must spend the day in an area appointed by staff that is conducive to doing schoolwork.
- ◆ During the suspension time, one loses all privileges at RYS.
- ◆ If attending public school, being suspended may result in the resident returning to Gateway private school.

### **UNPROFESSIONAL BEHAVIOR IN THE WORK WORLD**

If a resident quits his or her job without giving adequate notice of two weeks, or gets fired, the resident cannot seek employment for four weeks. (This does not apply to students in a work-study/vocational program)

### **GRADE OF “F”**

Obtaining a grade of “F” will result in loss of the following:

- ◆ Loss of working privilege during week.
- ◆ Study hall more regimented and closer supervision of homework completion and accuracy.

### **DESTRUCTION OF PROPERTY (accidental or intentional)**

Allowances or wages will be held to pay for any destruction of property. If it can not be determined who did the damage, the cost for repair/replacement will be split equally among the number of residents who were in the house at the time of the damage. Any hole in wall is a \$25.00 deduction, minimum. Resident cannot participate in any paid outings until debt to RYS is paid.

**Other consequences**, which may be used to address negative or inappropriate behavior, include:

- ◆ Processing using “thinking errors and timelines”.
- ◆ Discussions addressing behavior and consequences.
- ◆ “Walking” the resident through appropriate or alternative methods.
- ◆ Time outs to room or other specified area for “thinking time”.
- ◆ Essays to explain thought processes for behavior and plan for change.
- ◆ Placed on “probation”.
- ◆ Serious Incident Report for continuous inappropriate behavior.

## **II. THERAPEUTIC ENVIRONMENT/STRUCTURED PROGRAM OF CARE**

### **LEVELS SYSTEM**

RYS provides a therapeutic and developmental environment for its residents in which a youth can learn to identify, analyze, and acquire skills to cope with his/her problems, improve his/her academic and social skills, and develop self-confidence and responsibility. Privileges and a higher level of responsibility are earned based on the ability to comply with the rules, policies and procedures of RYS on a consistent basis.

TO BE FAIR - FIRM- CONSISTENT it is sometimes necessary to be flexible (sounds like a contradiction to consistent – but it is not!) Check in with Clinical Director for clarification any time additional support is needed. If unclear as to how to handle a situation – you probably need to have clinical/therapeutic counsel.

POINTS DO NOT ALWAYS DETERMINE LEVEL!! SOMETIMES THERE ARE EXTENUATING CIRCUMSTANCES. Check with Clinical Director for clarification when needed.



## RESPONSIBILITIES

### “D” Group: Demotion Responsibilities, typically 7 – 14 days

- Successfully resolve any and all issues related to being demoted
  - Each day of the “7 day loss of privileges” work on specific “thinking errors” related to demotion during daily quiet time.
  - Re-establish orientation skills
  - Write essay (or do a timeline sheet) explaining how you can avoid “demotion” in the future.
  - Obtain a minimum of 77 points during the 7 day period
- \*\*\*\* ‘D’ Level is NOT a punishment. It is a Natural Consequence and a time for resident to step back and use it as a learning opportunity. Staff are to continue to treat resident with dignity and respect and include resident in on-premise activities (as appropriate).

**\*Residents will remain on D-level until they have successfully completed responsibilities outlined above. While on D-level, there are no off premises outings, movies etc.... Resident is to be focusing on identifying faulty thinking pattern (thinking error) and making changes for the future\* Staff are to motivate and encourage and assist resident with making good choices to get back on level.** If ‘demotion’ lasts more than 14 days, contact Clinical Director to determine a more beneficial course of action. After a certain period of time, resident will perceive ‘D’ as a punishment rather than a natural consequence.

### “O” Group: Orientation Responsibilities- Typically 2 weeks to 30 days, depending on behaviors

- Establish healthy and appropriate peer and staff relationships
- Learn program rules and expectations
- Follow structured daily program of care
- Learn “thinking errors”
- Complete life history essay and present to case manager.
- Compose a letter outlining why youth believes he/she has earned “J” level, to include willingness to comply with and utilize program
- Obtain a minimum of 150 points during prior two weeks
- Pass a ‘J’ level test that is individualized to the cognitive ability of the resident.

### “J” Group: Junior Responsibilities-

- When applying for ‘J’, has not had an SIR or been demoted during preceding two week period.
- Follow rules, policies and procedures the majority of the time
- Consistently work on goals of Service Plan
- Is able to identify problem areas and begin to set personal goals
- Attends and participates in any and all required counseling or group activities
- Begins to apply “Thinking Errors”
- Maintain healthy, supportive relationships with peers and staff
- Maintain a 2.5 GPA
- Is eligible for limited cell phone privileges after 60 days on J with no demotions during the 60 days
- Obtain a minimum of 330 points during prior thirty days
- Complete and present written request for peer and staff vote when ready to move on to “S” level. Letter must discuss current behaviors and why resident believes he/she has earned “S” level.
- ‘J’ Level residents can earn additional ‘S’ Level privileges even if they are not age 16 IF they have been on ‘J’ for an extended period of time (over 6 months) and have REALLY earned it. Contact Clinical Director for exceptions.

### **“S” Group: Senior Responsibilities-**

- Must be at least 16 years old
- A minimum of 4 months at RYS
- When applying for ‘S’ level – has not had SIR’s or demoted in past 90 days
- Compliant and uses appropriate problem solving/conflict resolution skills at all times
- Exhibits behavior conducive to serving as a role model and provides feedback for other residents
- Has proven that he/she can be trusted in difficult situations
- Is actively progressing through service plan goals
- Demonstrates self-respect in relation to program progress, personal goals and behavior
- Maintain a 3.0 GPA or work part-time job

### **PRIVILEGES/NOT RIGHTS**

#### **“O” GROUP:**

- Can contact legal guardian at will- allow phone call when in compliance with safety rules.
- 1 10min phone call per week (to family members ONLY), during designated phone time, at the discretion of legal guardians and RYS staff
- Youth to participate in activities consistent with structured program of care - off premise activities are only to NON-PUBLIC places ( outside basketball courts with no other community members, hiking trails
- May have visitation on RYS premises
- Lights out 9:00pm on school nights and 10:00pm on weekends

#### **“J” GROUP:**

- 1 10min personal phone call per day, during designated phone time, at the discretion of legal guardians and RYS staff
- May have unsupervised time in room (during QST) or outside on premises after being at RYS a minimum of 4 months, a minimum of 330 points in past 30 days, and no SIRs in past 60 days.
- May have off-premises day passes in the community and/or overnight visits with family members 2 times per month (must have earned a minimum of 55 points within past five days)
- May earn the privilege of having a cell phone – to be used within the guidelines of cell phone contract
- Lights out 9:30pm on school nights and 10:30pm on weekends
- Case by case basis – may be eligible for outside employment – with the permission of legal guardian
- Night out with Senior Staff if 1) J level for minimum of 30 days 2) No incidents in school for 2 consecutive weeks 3) No loss of points for 2 consecutive weeks
- Curfew is 8:00pm  
All youth are to be IN SIGHT at all times with staff supervision on all outings – including YMCA.

#### **“S” GROUP:**

- 2 10min personal phone calls per day, during designated phone time, at the discretion of legal guardians and RYS staff
- May have off-premises day passes in the community and/or overnight visits with family members 3 times per month (must have earned a minimum of 55 points within past five days)
- May have unsupervised time in room (during QST) or outside on premises after being at RYS a minimum of 4 months, a minimum of 330 points in past 30 days, and no SIRs in past 90 days.

- May earn the privilege of having a cell phone – to be used within the guidelines of cell phone contract
- May earn the privilege of obtaining a part-time job, dependent upon grades and behavior.
- May utilize social media outlets (Facebook, Twitter, Instagram etc....) while on library outings.
- Lights out 10:00pm on school nights and 11:00pm on weekends
- Curfew is 9:00pm
- Monthly weekend group outing with Senior staff, besides what is on regular Activity Schedule
- Monthly outing of choice paid for with your own funds
- With the permission of Legal Guardian, may attend church activities, library and community events without staff.

### **POINT SYSTEM**

#### **0 Points**

- Leaving house without permission
- Smoking under age 18, or giving cigarettes to underage youth
- Using offensive language (curse words)
- Engaging in physical or verbal altercations with peers or staff
- Talking back and/or being disrespectful toward peers or staff
- Not at breakfast table on time
- Being in an unauthorized area of house (someone else's room, outside on premises without permission, in the garage, etc..)
- Not completing chores or not doing them properly after being directed and assisted
- Not participating in psychoeducational activity
- Refusal to go to bed at appropriate time

#### **1 Point**

- Completed all tasks as assigned (i.e. chores completed as requested)
- Arrived at breakfast on time
- Demonstrated appropriate table manners
- Completed all school work
- No significant behavior problems (i.e. cursing, disrespect toward authority, verbal or physical aggression etc...)
- Participated in psychoeducational activity
- Had to be given a second prompt only once, but came into compliance immediately
- Bed time at appropriate time

#### **2 Points**

- Fully participated in psychoeducational activity/assisted staff with facilitation
- Completed all chores and assisted others with their chores and/or completed additional chores
- Complied with ALL expectations (chores, laundry, up on time, hygiene, room clean, dinner manners, bedtime etc...) and directives on first prompt.
- Demonstrated 100% positive role model behavior for other residents

### **POINT REQUIREMENTS**

**Weekend Home pass = minimum of 55 points in past five days**

**Special Evening/Weekend Outing or Activity (Roller Skating, Bowling, Fun Land etc...) = minimum of 44 points in past four days**

## **MISCELLANEOUS**

### **LETTER OF REQUEST**

If a resident wishes the staff to consider making an individual exception for them concerning privileges, expectations or consequences, one may write a letter of request stating what one is requesting and the reasons why. If the residents as a group wish the staff to make an overall change, they should write a letter of request as above but include all resident signatures. The staff will consider request letters at the following staff meeting.

### **GRIEVANCE PROCEDURE**

RYS is very interested in your input, good and bad. As a resident, you are encouraged to tell us what you think about RYS programs and services. To ensure residents are given the opportunity to express complaints and have them addressed as quickly and easily as possible, a Grievance Procedure has been developed. The procedures require residents to fill out grievance forms and hand them to management (Child Care Worker Supervisor, Case Manager, Program Director etc..). Management will handle the grievance appropriately in a timely manner.

Additionally, the state has appointed a regional advocate to assist residents and to make sure programs recognize client rights. The advocate will assist you in making, resolving, or appealing complaints about rights violations. You can contact the Office of Human Rights in Richmond, and ask for help from the advocate who is assigned to this program. The advocate can be reached at 877-600-7437.

### **DRESS CODES**

Dress codes will be observed. If staff member deems an article of clothing to be inappropriate (midriffs; graphics depicting substance abuse, etc. . .) it will be discussed. No hats or coats on in the house. Any hats or coats will be confiscated if worn in the house or used inappropriately. Shoes must be worn when leaving the house. Shower shoes and slides may only be worn inside the home.

Skullcaps may only be used at bedtime and other headwear will not be worn.

### **LAUNDRY**

The laundry room is open from 6:00a.m. until 9:00 p.m. and available according to posted schedule. Laundry procedures will be outlined with each resident (water level settings, darks and lights, etc.). Anyone in the laundry room off hours will receive consequences.

### **SCHOOL ABSENCE DUE TO SICKNESS**

- ◆ One must stay in room all day if home sick.
- ◆ No structured outing (YMCA or Library) or work during sick time.
- ◆ No phone calls

### **MENTAL HEALTH DAYS**

All residents are permitted to take 1 mental health day every 3 months. Although the resident is not required to stay in his or her room all day, the resident is encouraged to spend the day in a stress-free, de-escalated environment. Therefore, the resident will not be permitted to listen to loud music, be on the phone, watching television all day etc. . . Should it become evident that the resident is abusing his or her mental health day privilege, no further mental health days will be permitted.

### **BORROWING/LENDING POLICY**

For the protection of each resident's clothing and personal belongings, youth at RYS are not permitted to borrow, lend, trade, or sell items to other youth without the consent of a staff person. Residents who disregard this rule will have property confiscated and will receive additional consequences. Under no circumstance will staff require a resident to pay for another resident's property if this rule is disregarded.

### **III. RIGHTS OF RESIDENTS**

#### **The resident has the following rights:**

1. To be treated as dignified human beings.
2. To receive adequate food, room/board, clothing and personal hygiene supplies.
3. To have provisions made for special diets in the case of religious conflicts or physical needs.
4. To receive medical/dental attention as needed.
5. To have reasonable opportunity to contact parents and placement workers by phone. (After directives have been obeyed)
6. To receive and send uncensored mail.
7. To have an opportunity to receive all the services that RYS offers.
8. To have an opportunity for religious pursuits.
9. To have all basic rights as defined in the Constitution and laws of the United States of America and the Commonwealth of Virginia.
10. To participate in decisions involving the planning or assessment of their progress and goals.
11. Not to be discriminated against because of race, color, or beliefs.
12. To the protection of privacy of the records and information concerning them and their families.
13. To have grievances heard and disposed of in a reasonable manner by:
  - 1- The resident may report the incident or problem to the Case Manager or Child Care Worker Supervisor, who will address the issue and resolve it if possible. Otherwise, it will be reported to the Program Director.
  - 2- The resident may fill out a grievance form and submit it directly to the Program Director. If the resident is not satisfied with the action taken by the Program Director he/she may appeal (within five working days) and a grievance committee will meet with him/her.
  - 3- To contact the placing agency and/or legal guardian.
  - 4- To contact the Human Rights Regional Advocate
14. Resident has the right to chose alternative placement options.

### **IV. RESPONSIBILITIES OF RESIDENTS**

#### **The resident has the following responsibilities:**

1. To treat themselves and each other with care and respect at all times.
2. To be honest with themselves and each other.
3. To invest themselves in the programs and to be positive with members of their groups and the RYS Community.
4. To share their life stories and their problems and feelings with their group members.
5. To take pride in themselves, their group, and RYS, and to live up to all mutual expectations on and off premises.
6. To develop personal program goals within 30 days of admission, and to work consistently towards the completion of the goals.
7. To do the best they can in all aspects of the program at RYS, and to expect the same effort from the other residents.
8. To be willing to give and receive help.
9. To carry out all mutually agreed upon house and grounds keeping responsibilities.
10. To become physically fit and mentally sound.
11. AND – TO REMEMBER THAT OTHER PEOPLE (STAFF) HAVE RIGHTS TOO.

***The new resident will become familiar with the policies and procedures set forth in this handbook. Prior to earning the “J” level status, the resident will discuss this handbook and the contents with the case manager and sign this agreement.***

I \_\_\_\_\_ have read and understand the resident handbook. I agree to comply and be an active part of the RYS program.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_