



COMPASS ROSE

PARTICIPANT HANDBOOK

WELCOME TO NEW NARRATIVE'S COMPASS ROSE TRANSITION AGE YOUTH SUPPORTED LIVING PROGRAM!

The purpose of this handbook is to introduce our services and to provide you information about program expectations, procedures and guidelines, and your rights and responsibilities.

Please read this handbook carefully. In it you will find the answers to many of your questions about what to expect during your participation in Compass Rose.

WHAT IS THE COMPASS ROSE PROGRAM?

At Compass Rose we offer supported living for youth between the ages of 18 and 21 who are currently in DHS custody and moving toward independence. While our program is based on the needs of each person, it is ultimately designed to last 12-18 months.

Compass Rose participants will work through different phases of our program, referred to as **milestones**, at a pace that feels comfortable to them. You can read more about these milestones later in the handbook.

Participants begin their journey in **early-program housing**, which consists of two buildings with individual units with their own bathrooms and shared kitchen/living space. Staff are frequently on site and available in early program housing and basic living supplies, including toiletries, cleaning supplies, etc. are provided for participants.

Pets are not allowed in any program housing, and animals of any kind (including emotional support animals) are not allowed in early program housing. Exceptions for service animals and other extreme circumstances may be considered. As participants move through milestones they are eligible to move into **semi-independent housing**; there are a few options for semi-independent housing, including studio, one or two bedroom apartments, or additional single room occupancy units. Moving to semi-independent living offers a relief from the guest policy and an opportunity to learn more about true independent living, including budgeting, providing your own hygiene/basic living products, and engaging with supports at a pace that makes sense for you.

For the safety of all tenants, early program housing and semi-independent living sites are equipped with cameras in the exterior areas.

New Narrative offers a variety of mental health and supportive services, including individual and group counseling, medication management, skills training, and peer support services. We offer a broad spectrum of trauma-informed, evidence based clinical services.

Compass Rose is staffed with clinicians, skills trainers, and peer support specialists. Compass Rose also offers a variety of skills training opportunities to support self-efficacy, building independent life skills, and engaging with social support. We require all participants to establish with a local primary care provider within 30 days of program entry and can help set up these appointments and maintain regular medical care. We do not have medical staff onsite but can provide support making and attending any needed appointments.

While living in Compass Rose housing, staff does not mandate times for activities and instead encourages and supports participants to build a shared living structure that meets the needs of all the housemates. Residents are expected to do chores to maintain their shared household, attend to personal hygiene, participate in house meetings to learn skills for navigating shared spaces, and keep their private and shared living space clean.

All eligible participants are expected to apply for Supplemental Nutrition Assistance Program (SNAP) benefits and will be responsible for grocery shopping and preparing meals for themselves.

Program participants are expected to pursue outside educational, volunteer, and work activities in the first 90 days of program and are expected to maintain 36 hours weekly by their 6th month in our program.

A DIVERSE POPULATION

Many of us long for real connection. Talking with people different from ourselves gives us new ideas and hope. It energizes us to take on the challenge of improving our lives, our communities, and our world.

Our hope at Compass Rose is to create a space for young adults to learn & grow through a challenging stage in life. All staff and program participants are expected to **respect individual and cultural differences** of the people in the entire New Narrative community, including race, ethnicity, sexual orientation, gender identification, and mental health challenges.

When we are open to embracing and learning from people from other cultures, we become less lonely and can have a more fulfilling life.

INDIVIDUALIZED INDEPENDENT LIVING

Our main goal at Compass Rose is to provide a supportive environment that allows each individual to learn and grow as you move through a transitional time in life. Adulthood can feel scary and exciting all at the same time; our program and staff are here to help you learn the skills you will need to be successful in your next stage of life in the way that works best for you!

Individualized programming means that everyone will progress at their own pace and need support with different things.

Our program is designed to last 12-18 months, broken up into 6 milestones that are designed to take 2-4 months to complete. Some people will move through the milestones a little faster, and others will need a little more time.

Before move in, you will meet with Megan, Compass Rose's Program Manager, to complete a mental health assessment to tell us more about your treatment and skill building needs. You will then work with Compass Rose's support staff to identify goals for your time in the program and complete a Visual Action Plan and Ascending Wellness Plan, which create a holistic view of your time at Compass Rose. Every three months you will review your plan with your support team and make changes as you see fit and depending on what you feel is working or not. As you complete your goals and move through the phases of the program you will be asked to meet with your team and your DHS caseworker to discuss your progress and next steps.

Upon move-in, you will be provided with a binder that includes important program information, contact sheets, and tools to organize your initial stages in the program and monitor long-term progress. You and your support team can use these throughout your time in program to make sure you get the most out of your time with us.

CONFIDENTIALITY AT NEW NARRATIVE

Your right to privacy is protected at New Narrative and in Compass Rose. We will not share your information with anyone outside of your DHS caseworker, unless:

- You provide written consent
- We are required by court order
- We must disclose for your safety/care to medical personnel in a medical emergency
- Disclosure is required by Federal or State Law

There are a few exceptions to confidentiality in which New Narrative staff is required by law to report to the appropriate authorities or may choose to break confidentiality for safety reasons:

- If you commit a crime, either on program property or against any person who works at the program, or if you threaten to commit such a crime, we may be required to disclose.
- If you tell us you intend to hurt yourself or others
- If you tell us someone is hurting or abusing you
- If you are suspected of abuse or neglect of children, disabled, or elderly

INDIVIDUAL RESPONSIBILITY & EXPECTATIONS

Learning to follow guidelines, making good choices, living up to expectations, and understanding and accepting consequences are all important skills of independence. Compass Rose has set guidelines, mostly focused on respect toward yourself & others, and created with the purpose of maintaining a safe program space for all, that all participants are expected to follow. They are also meant to be similar to common requirements of lease agreements to help you build skills to maintain housing in the future. Below is an overview of program expectations:

GENERAL PROGRAM EXPECTATIONS:

- Be honest and respectful at all times
- Keep all scheduled appointments and attend all required house meetings (2 per month)
- Complete and periodically update program plan, including Visual Action Plan and Ascending Wellness Wheel
- Actively work on goals, including productivity hours and independent living skills
- Contribute to cleanliness and upkeep of household
- If you have a conflict with a staff member that cannot be resolved directly with that person, please follow the grievance procedure outlined later in this handbook
- Do not smoke or burn anything in the building
- No substance use on the property
- Do not destroy or alter property, including doors, cameras, furniture, and mattresses
- Maintain good tenant standing with Horizon Property Management

GUEST POLICY:

- Overnight visitors are not allowed in early program housing unless approved by staff in advance
- There can be no visitors outside of immediate family and professional supports until you have completed your first milestone
- After first milestone, all visitors aside from immediate family and professional supports must be approved by a staff member before they enter the house
- Visitors are not allowed in the house without the resident present, may not be in the common areas without the resident, and may not be in the house during scheduled house meetings or individual meetings
- Minors are not allowed as visitors in Compass Rose housing

APPROPRIATE BEHAVIOR:

- Be kind. Do not verbally or non-verbally abuse or threaten staff or peers. Do not tease, intimidate, or bully peers or staff, even in a joking way.
- Criminal activity occurring on Compass Rose property will not be tolerated, and will likely be reported.
- Attempt to resolve conflicts directly with peers or staff when possible. Ask for help when needed.
- Respect the privacy of your peers. You are not allowed in anyone else's room, unless invited in. Do not give your room key to any of your peers. Your room and pantry should be locked when you are not in it.
- Theft or Vandalism is not acceptable in Compass Rose housing, and may be reported.
- Laundry is to be put into and taken out of machines in a timely manner.
- Play music/television at a reasonable volume and respect quiet hours set by Horizon Property Management.

APPROPRIATE LANGUAGE:

Positive relationships and community building are dependent on the trust between you and your peers. Language that is racist, sexist, homophobic or sexually provocative is prohibited. Abusive, pointed, or insulting language or behavior is prohibited both toward staff and peers. This includes excessive swearing or name-calling directed at a staff or peer.

APPROPRIATE DRESS:

All program participants, guests and staff must remain fully clothed in the common areas at all times, ensuring that all personal areas are covered. Clothing- including hats- bearing pictures of or promoting gang activity, racist beliefs, hostile attitudes and weapons are not to be worn in common areas.

CONSEQUENCES

Violations of program expectations will be handled with consideration of many contextual factors, including nature of the violation, willingness to work towards a solution, and safety concerns. In most situations, a first violation will result in a written change of behavior warning and second violations will result in a program violation notice. If additional violations occur after receiving a program violation notice, Compass Rose will move towards 30-day discharge from the program. While this is a “typical” structure, we value individual input and staff will include you in all parts of the violation process. We want to support you in making meaningful change and learning to remedy behaviors that could cause future trouble. Behavior that is repeated, is extreme, or presents a safety to the Compass Rose community risk may receive different violation structure.

In the interest of maintaining a safe and healthy environment, the following actions are examples of behaviors that are considered extreme and may result in different violation structure, including 24-hour discharge:

- Threatening or harming staff or peers, or significant property damage (including tampering with cameras)
- Criminal activity occurring on New Narrative property
- Making derogatory remarks of racist, sexist, or homophobic nature
- Repeated violations of behavioral nature, including violations of the guest policy

GRIEVANCE PROCEDURE

If you believe you are experiencing unfair or discriminatory treatment or less-than-satisfactory services, you can file a grievance with New Narrative’s Quality Improvement department. This department reviews initial complaints and reviews treatment history to ensure equity amongst all agency participants. Additionally, in the case of harassment or discrimination, you can choose to file a complaint