



**Restored Bridges
Transitional and
Independent
Living
Residential
Handbook**

Mission Statement

To provide the highest quality of services with a commitment to excellence while empowering individuals and families in developing solutions that encourage successful outcomes.

The purpose of the Transitional and Independent Living Program is to provide services to assist each individual in transitioning successfully self-sufficiency.



Welcome

Welcome to the T.A.I.L Program at Restored Bridges! This program helps to prepare members for the eventuality of independent living. Staff assists in teaching life skills, community awareness, and encourage individual self-esteem through personal responsibilities and actual experience.

You will work closely with the Housing Specialists, Housing Specialist, and others while at Restored Bridges. Restored Bridges, along with your DSS worker and other supports, work as a team to help you set goals and prepare for your independence. Our agency will help to prepare you for a successful transition to independence by planning at least six months in advance any aftercare services, basic resources, professional and peer support, as well as assisting you in compiling the necessary documents necessary to function as an independent adult.

As you sit down to write your list of goals for this journey, remember that the simple things often make the best solutions.

Whatever you want to achieve in life, be it thought, thing or deed, within you lies the power. You have everything you need.

When you're in tune with the rhythms of the universe, any challenge is met with a sincere try. If you can conceive it and believe it, you'll achieve it.

Are you ready? Set? Come on, let's fly!

Sanctuary Model

Restored Bridges community uses the Sanctuary Model to guide our members and staff in how we talk to and care for one another to ensure physical safety, social safety, emotional safety and moral safety in a group/community setting.

Community meetings are held daily, where you are encouraged to express how you are feeling, what your goal is for the day and also who you will ask to help you. It is important that others know these things so that we know how to support one another. It is important that you feel you are a part of our community and community meetings give you an opportunity to voice your feelings rather than act out inappropriately. You will also be asked to make a safety plan. A Safety Plan is a list of simple activities that you can choose to do whenever you are feeling overwhelmed so that you can avoid engaging in the unsafe, out-of-control, or toxic behavior that you may be accustomed to resorting to whenever you are under stress. The Safety Plan is developed to keep you safe, and instead of resulting to inappropriate behaviors you will use an activity that is safe, effective and self-soothing for you. The items in your Safety Plan should be simple things that you can do anytime and anywhere without embarrassment.

Your Housing Specialist will orient you to the Sanctuary Model and you will participate in group activities to help you learn about the model, yourself and appropriate interactions with others.

S.E.L.F

Safety

Sanctuary views safety as having four categories: physical, psychological, social and moral safety. In a Sanctuary environment, all four kinds of safety for all members of the community is a primary value for the organization. An organization uses community members' need for safety to guides all policies, practices and treatment, to expose and resolve ethical issues or conflicts, to create protocols for responding to and preventing violence, and balancing transparency with confidentiality.

Emotion Management

In a Sanctuary environment, members of the community recognize and manage feelings in non-harmful ways. Since emotions are contagious, treatment and supervision practices for staff include conversations about emotional management. Behavior management practices with clients are strength-based in order to prevent re-traumatization, and there are mechanisms in place to identify, discuss and correct drift from these strength-based practices towards coercive practices (i.e. address physical, verbal and psychological coercion). Emotional management also means that interpersonal activities in the community are based upon the importance of managing and modeling safe and respectful expressions of affect, regardless of context and that community members teach and practice self-regulation/ coping skills

Loss

Loss refers to acknowledging and grieving loss and trauma, and using the past to constructively inform decisions about present and future issues. There is also recognition that all change involves loss, and this concept is reinforced through rituals, groups, therapy, and other mechanisms. Other ways that loss should be considered are: decision making includes the impact of loss; daily losses (disappointing performance in program, in level systems, or grades, missed visits or activities, etc.) are recognized and processed therapeutically; and community members use the past to constructively inform decisions about present and future related issues.

Future

Future in Sanctuary refers to creating or restoring a sense of hope in our clients and our community. Some of the ways that organizations can demonstrate that they are practicing and embedding this concept in their organizations include: discussion of future in conversations with staff at hire and clients at entrance into the program; routine encouragement to think about, plan and implement a different immediate, short term and long term future. In order to sustain Sanctuary in the future, it is important that the Board of Directors or equivalent body has been educated on the Sanctuary Model concepts and that fiscal resources are allotted and plans and positions exist to support maintaining of Sanctuary



The Seven Sanctuary Commitments are the principles that guide us and how we do things here at Restored Bridges. The Seven Commitments apply to everyone, staff and residents.

- [*A Commitment to Nonviolence*](#) – helping to build safety skills and a commitment to higher purpose
- [*A Commitment to Emotional Intelligence*](#) – helping to teach emotional management skills
- [*A Commitment to Social Learning*](#) – helping to build cognitive skills
- [*A Commitment to Open Communication*](#) – helping to overcome barriers to healthy communication, learn conflict management, reduce acting-out, enhance self-protective and self-correcting skills, teach healthy boundaries
- [*A Commitment to Democracy*](#) – helping to create civic skills of self-control, self-discipline, and administration of healthy authority
- [*A Commitment to Social Responsibility*](#) – helping to rebuild social connection skills, establish healthy attachment relationships, establish sense of fair play and justice
- [*Commitment to Growth and Change*](#) – helping to work through loss and prepare for the future
- Restored Bridges also added Forgiveness as our 8th Commitment. It is important to forgive so that we can move forward.

Home Life Components

Every young person is expected to work on setting goals and solving problems while at Restored Bridges. You are responsible for your own behavior and also have responsibilities to other members. Restored Bridges will help you learn the skills and behaviors necessary to live successfully and independently through group and individual life skills training, teaching problem solving skills, and teaching personal goal setting skills. While in the T.A.I.L Program, you are expected to contribute to a positive home environment. They do this in several ways, which include, but are not limited to; completing your daily chore, welcoming new members, assisting the staff when necessary, and participating in group discussions and community meetings. While at Restored Bridges we want you to learn to help yourself, as well as show respect for other people.

This manual will help you learn about the guidelines that you are expected to follow while you are in the T.A.I.L Program. If you have any questions, please ask your Housing Specialist (Housing Specialist) or case manager.

Bedroom

When you arrive, you will be assigned a bedroom. You are not allowed to be in your housemates' bedrooms. If another member comes into your room and you do not immediately tell your staff, you are both breaking the rules and you will both earn consequences. You will most likely have a roommate. One half of the room will be your space to store your belongings. When you are assigned a room, you should make sure it is clean. After you do this you should make sure all of your belongings are put in the proper place. This means clothing is either folded in the dresser drawers or put onto hangers in the closet. Your bed should be made up soon after arrival. You are allowed to personalize your room with posters, pictures, or other items as long as your Housing Specialist approves. No posters or pictures with drugs, alcohol, racist messages, dealings with gang affiliation, or

violence will be displayed. You are responsible for cleaning your own room. Staff will check it each day. If your room is not clean when it is checked, you will use your free time to clean it. During room check your Housing Specialist will be looking at:

1. Bed neatly made using 2 sheets, a bedspread, and a pillow (with Pillowcase)
2. Clothes neatly folded and in drawers or on hanger in closet.
3. Dresser and nightstand tops neat and orderly.
4. Floor free of all items, including the space under your bed.
5. Dirty clothes in hamper in your closet.
6. Light and radio turned off before leaving room.

You are expected to clean up after yourself and work together to keep the community bathrooms neat and clean. If you have any questions, please ask your Housing Specialist.

Bedtime

The bedtime schedule is: members sixteen years of age or older will be in their room by 12:00 p.m. with lights out at 12:30 p.m. You are to be in your room and getting ready for bed by set times. Later bedtimes can be earned by showing responsible behavior in the Home. This means getting up on time, completing chore without prompting from Staff, clean bedroom, appropriate school behavior. If you believe you should earn a later bedtime or stay up later for a special occasion, you should speak with your Housing Specialist.

Church

On Sunday mornings, you may attend a church service at a church in the community. There is a list of churches that is developed by the members and the homes rotate the church that they attend according to the list, each Sunday. You are encouraged to attend the church of your choice. Many people have developed relationships and supports through attending church. You should dress appropriately and show appropriate

behavior during church and while participating in other activities in the community. You may also attend worship services with others approved by your guardian.

Client Rights

These rights are guaranteed by North Carolina General Statute 122-C, Article 3.

- As a client, you have the right to:
- Be treated with dignity and respect
- Appropriate treatment in the most normal setting possible
- Participate in decisions about your treatment
- Know how to obtain a copy of your treatment plan
- Be told about treatment risks, benefits, and alternatives
- Give or with hold consent for treatment
- Receive medication in the lowest dose possible
- Considerate and respectful care
- Privacy and confidentiality, as protected by law
- Be informed about your rights as a client
- Know the rules you are expected to follow and the penalties for violating those rules
- Know conditions under which your rights may be restricted
- Know when and under what conditions you or your property may be searched
- Know when and under what conditions you may be suspended or expelled from services
- Be informed of treatment costs and collections
- Know whom to contact if you are dissatisfied

Confidentiality

While you are in the T.A.I.L Program at Restored Bridges, we will not release any information about you, without your parent or legal guardian's permission. To protect the confidentiality of all

members, it is also important that you do not talk to anyone about other members and young adults who reside here. **This is against the law.**

Home Responsibility (Chore)

Your Housing Specialist will assign your home chores/ responsibilities. It is your responsibility to make sure that the home responsibilities are completed to a satisfactory level. All chores must be checked by the Housing Specialist or an appointed peer checker. If he or she feels that the job could have been done better, you will be informed and asked to redo your home responsibility. Chores will change on a rotating weekly basis. If you refuse to complete your chore, this will result in a loss of privileges.



Counseling

Services will be provided if you feel that you need to talk with someone about particular issues. You will address such issues as resolving conflict, dealing with the separation from your family, reunification possibilities, visits with family, relationships with

staff at Restored Bridges, peer issues, and accepting the group living environment. Please speak your case manager for more information.

Daily Schedule-

Wake-up/Dress.....	8:00am-9:00am
Breakfast.....	9:00am-9:30am
Home Duty.....	9:30am-11:30am
ADL's/PSR/Supportive Employment.....	8:00am-4:00pm
Snack.....	4:00pm-4:30pm
Leisure Time.....	5:30pm-6:00pm
Dinner.....	6:00pm-6:30pm
Clean-up/Home Duty.....	6:30pm-7:00pm
Free Time.....	7:00pm-8:00pm
Quiet Time/Recreation/Activity.....	7:00pm-8:00pm
Free Time (Friday and Saturday)	8:00pm-11:00pm
Snack.....	8:00pm-8:30pm
Shower Time.....	9:00pm-9:30pm
Free time/Community Meeting.....	9:30pm-10:00pm
Bedtime.....	12:00pm
Lights Out.....	12:30pm

****Notes

1. On Saturday morning, members may sleep until 9:00am. Breakfast will be from 9:30am-10:30am. Free Time is adjusted according to privileges. Bedtimes may be 1 hour later on weekends if appropriate behavior is demonstrated. Each member will develop a custom schedule based on their needs and prior engagements.
2. All members must be inside by dark unless approved by your Housing Specialist, when on campus. This is a year round policy.

Reasonable Community and Engagement Activities -

We are responsible for ensuring that members in our care have normal volunteer and community engagement experiences.

Mothers and Babies ONLY

Bedtime for Young Mothers

The bedtime schedule for young mothers is: The young mothers have to be in their room by 9pm with lights out at 9:30pm.

Bedtime for babies

The bedtime schedule for the babies is: The babies will already have been fed, bathed and teeth brushed and laying in their crib no later than 8:15pm.

Bathing for babies and young mothers

Staff are required to supervise bathing of the babies all the time. All baby bathing needs should be laid out by the moms prior to the start of bath. The babies and toddlers need to be cared for by staff outside the bedroom while the moms' shower. The schedule for bathing is: Babies bath starts at 7pm and moms shower afterwards. All baths complete by 8pm.

Nap time:

To maintain consistent routine, nap time is scheduled according to nap time schedule at the daycare:

1st nap time: 10am till baby wakes up

2nd nap time: 1pm till baby wakes up

Playtime: Staff/Mommy and baby interactive time

This will include playtime required to be done according to developmental level or skills of the baby. Play time will include floor time, play ground or outside time, language skills, learning manners, reading, puzzles, shapes, hand skills, reaching, grabbing, teaching to crawling, walk, feeding themselves, using the cup and eating utensils.

Safety

All electric outlets are required to be secured with safety covers at all times. If removed for use, should immediately be replaced.

Mom and staff need to be present supervising feedings of all the babies all the time. The seat belts need to be used all the time on high chairs, strollers, bouncy seats, changing pads and car seats.

During meal preparation, babies, preschoolers, toddlers should not be in the kitchen area.

All sharp objects should be used with consent from staff, not used in the presence of the babies and stored locked in staff's office.

No electric appliances will be kept in resident rooms e.g. flat irons, curling irons, hot rollers, hair dryers, pressing irons. All electric appliances will be stored behind locked doors in staff office. All electric appliances will be checked out from staff using appliance sign out form. Staff will sign off once it is returned.

All hygiene products are required to be stored in the bathroom closets after use. This includes baby products.

All camera and sound monitors should not be adjusted, turned on and off or covered to maintain clear view and sound of the baby.

NOTE: COUNT AND MARK ALL DIAPERS THAT ARE SENT TO THE DAYCARE WITH BABIES (date and number). ALL MOTHERS ARE REQUIRED TO TAKE CPR AND FIRST AID. CLASSES WILL BE PROVIDED BY NAZARETH CHILD AND FAMILY CONNECTION



Dating/Physical Contact

All members may have visitors/dates in designated area of the home or off campus on weekdays (Sunday through Thursday) with staff and guardian's approval.

All members may have visitors/dates in designated areas or off campus on weekends (Friday and Saturday) with staff's approval from 1 p.m. until an agreed upon time, depending on. There is no on campus dating allowed between other members.

Discipline

Off-campus Restriction- If you are on off-campus restriction, you may be restricted from the rec center, leaving campus with friends or from participating in Home activities. Physical, verbal or any other kind of maltreatment is tolerated.

Doctor's Appointments

As part of the Transitional Living component, you will be required to help make doctor's appointments for yourself. Your Social Worker will make the yearly physical appointment, dental exam, eye exam, and TB tine test. Other appointments will be set by members with staff assistance.



Dress Code

At all times, you should be neat, clean and properly dressed. What you wear should be in good taste and show that you care about yourself. These are the dress code rules:

1. Clothes cannot be too tight or revealing.
2. You must wear sleepwear at night.
3. Females must wear bra and panties. Males must wear underwear.
4. Clothing with sexual, racist, gang affiliation, drug or alcohol slogans are not allowed.
5. No strapless tops or no tops with spaghetti straps (uncovered).
6. Clothing should not display writing or pictures with drugs, alcohol, racist messages, violence or anything gang related (bandanas are not permitted on campus).
7. No body piercing other than ear piercing is allowed.
8. You are expected to take care of your clothes and other belongings. No borrowing, trading, lending or giving away of personal items is allowed.
9. Shoes, socks or slippers must be worn at all times, except when in your own room.
10. You must wear socks with your tennis shoes.

***Your Housing Specialist will require you to change clothes if what you wear is inappropriate. They will help you make the right choice if there is a question about what you can wear. If you are asked to change, there is a reason. You should go to your room and change without arguing.**

Driving

For many members in the Transitional and Independent Living Program, purchasing a car is one of the long-term goals. However, in order to purchase a car and have driving privileges while at Restored Bridges, one must show that he/she is able to maintain a job and budget their earnings for six consecutive months. Prior to purchasing a car, a meeting will be held with your team to discuss your readiness to purchase a car. Before requesting a meeting with the team, one must have enough money

to not only purchase a car, but also have the funds in your account to pay for the insurance, tax, tag, and title fee. The savings account must remain in good standing once the vehicle is purchased with a balance of at least \$200.00. Most LINKS and DHHS programs will assist you financially with paying for insurance or matching the amount that you have saved to purchase your car. This is discussed with the LINKS worker and decisions regarding payment is made on an individual basis by the DSS LINKS worker for your county.



Emergency Procedures

Fire- If you see a fire you should pull the nearest fire alarm and exit the building according to the fire escape plan. There are designated meeting areas for each home. Once you get to your designated area, do not leave that area. You should remain there with your housemates. **DO NOT** re-enter the building for any reason.

If you hear the fire alarm you are to exit the building immediately through the nearest fire escape. The meeting place may be at the basketball court, shelter or the back of the old administration building, depending on which home you are living in. Your staff will conduct a fire drill on your first night in the home and inform you of your designated meeting area. At the

designated area you are to stand quietly with your housemates. **DO NOT** re-enter the building for any reason.

Tornado-In case of a tornado you should immediately go to the designated area in your Home. You are to do this as quickly and as quietly as possible. You are to stay in this area until you are instructed to leave by your Housing Specialist. Disaster Drills will be conducted at least quarterly in every home.

Employment

You are expected to find a part or full time job, trade or educational program off or on campus and remain employed for as long as you are in the program. You will be given a one-month grace period if you lose your job due to no fault of your own or at the end of a sport's season. You must be employed or have put in five applications per month to be eligible for privileges in the program. Failure to become employed could result in loss of T.A.I.L Program status. All new members have sixty days to find a position. If you do not find a job, you will volunteer for positions on campus, such as at the thrift shop.

Red Flag Meeting/Group Meeting

One of the ways Restored Bridges want to help you is to teach you skills, which will hopefully help you deal with your situation at home better. One of the ways we do this is through Red Flag Meetings. This is a House meeting in which members have the opportunity to voice their opinions on issues related to the Home. The goals of Red Flag meetings are: (1) to provide a channel for regular members input; (2) To teach concepts and skills.

Since you are involved in the T.A.I.L Program, you are to attend and participate in Community Meetings. This means you are on time and stay until it is over. You are not allowed to be loud or disruptive during Red Flag, Team Meetings or Community Meetings; please see Family Conference guidelines from your Housing Specialist.



Family Contact

Telephone Calls-You will be allowed to talk to any family member who is on your calling list. These calls may be restricted or monitored based on recommendation from your DSS social worker or POA.

Visitation- Visits from your family who are approved by DSS are encouraged. Your family should call and make arrangements to visit. This is so we can make sure you will be here when they arrive. The different types of visitation include:

On-campus supervised-This is when your family is allowed to come to Restored Bridges to see you, but a Housing Specialist, Social Worker, or other agency employee must be with you at all times.

On-campus unsupervised-This is when your family is allowed to come to Restored Bridges to visit you and you are allowed to visit with them alone. These visits may occur in the Administration building, your Home or while walking around

campus. With permission you may show your family your room and introduce them briefly to other members.

Off-campus-This is when you and your family are allowed to leave campus for visits. Your Housing Specialist or program Social Worker will tell you how long you are allowed to stay off campus.

Overnight- This is when DSS allows you to go home overnight for visits. These will be arranged through your DSS Social Worker.

Grievance Procedures

If you feel that you have been treated unfairly, it is important to follow the proper procedure. When you feel like you have been treated unfairly the first thing you should do is remove yourself from the situation until you are calm. Next you should make an appointment with your Housing Specialist to discuss the problem. Your Housing Specialist will guide you through the appropriate way to discuss your problem or concern. You should maintain a calm voice tone to state your concerns. After discussing the situation with your Housing Specialist, if you feel you are still being treated unfairly, you should make an appointment with your program social worker. If you are still not satisfied, you should make appointments with the QP and Facility Director.

Hygiene and Grooming

You are expected to shower, use deodorant, brush your teeth, brush your hair and wear clean clothes every day. Your Housing Specialist will provide you with guidelines for when you may shower. If you are in need of personal hygiene products such as shampoo, conditioner, grease, soap, deodorant, etc., you should make a list with your name and Home at the top and give it to your Housing Specialist. If you are having problems with personal hygiene (taking care of your body), your Housing Specialist and program Social Worker will work with you on these issues.

Language and Gestures

You are to use appropriate language at all times. Cursing and disrespectful language including racial/ethnic slurs are not acceptable. Sexual, vulgar or rude gestures and language are not allowed. Verbal aggression/threats towards yourself, your peers, Staff, teachers, or others will not be tolerated and may be grounds for prosecution (involving the police).

Laundry

You will have an assigned laundry day once per week. On this day you are expected to wash your own clothing with detergent provided by your Housing Specialist. If you need any help with your laundry, your Housing Specialist will help you learn these skills. Laundry may be on or off campus.

Lending and Borrowing

Lending, borrowing, and giving away of personal belongings (including clothing) is against the rules. Restored Bridges is not responsible for lost, stolen, or damaged items.

Life Skills

All members are required to participate in monthly Life Skills training. The Housing Specialist and Social Worker will schedule times for T.A.I.L Program members training. T.A.I.L Program members are expected to keep a Life Skills notebook and bring it to the meeting. You will keep pertinent information about yourselves such as social security card, birth certificate, medical history, driver's license or personal state identification, copies of federal and state forms, personal bank books and statements, car title, educational information, etc in your PIRK (Personal Information Record Keeper) notebook.

Lock-up

Lock-up is a room in your Home where medications and confidential (private) information is kept. You are not allowed in lock-up. Because of the important supplies kept in lock-up, serious consequences will be given should you be found in Lock-up.

Mail

While you are participating in the T.A.I.L Program at Restored Bridges you are allowed to send and receive mail. Each Home has a mailbox located in the administrative building. Your Housing Specialist will get the mail each day and give it to the proper people. **You are not allowed to get the mail from the office.**

The mailing address here is:

Restored Bridges
401 Hawthorne Lane
Suite 110-312
Charlotte, NC 28204

If you need materials to write letters, please ask your Housing Specialist. Restored Bridges will provide the stamps. Letters to be mailed should be given to your Housing Specialist.

Meals

Each day you will be offered three meals (breakfast, lunch and dinner) and two snacks (one in the afternoon, one before bedtime). Food is not allowed outside of the dining room. If you choose not to eat what is prepared from the menu, you are still required to sit with the group during the meal. As part of the Transitional and Independent Living component, you will be required to help prepare meals on a rotating basis. You will be assigned a cook day and will prepare meals for the home, on your cook day. You will also assist your Housing Specialist in planning weekly menus, shopping for items needed to prepare the meals and for maintaining an appropriate food budget.



Medications/Medical Care

Taking medicine may be a part of your responsibility while you are here. All medicine will be kept in lock-up. You are not allowed to have any type of medicine with you. This includes painkillers, aspirin, vitamins, or other medicine. If you have these things, you should give them to your staff or program Housing Specialist, immediately. Because this is such a serious issue, if you are caught with medicine, you will be given a consequence. If you have medicine you are supposed to take, your Housing Specialist will give you the medicine according to the instructions on the bottle. Your Housing Specialist will teach you what it is for, when to take it, how much to take, common side effects, and other special information you will need to know.

Please inform your Housing Specialist if you are sick or injured. When you are sick, your Housing Specialist will schedule a sick appointment with your physician and if the physician is not able to see you on that day, you may be taken to Urgent Care or the ER. If you are seeing a specialist, the specialist will be notified as well. Your Housing Specialist will also notify your case manager and/or program manager to let them know that you are sick/injured. In the event that the doctor prescribes or recommends medication for you, your staff will be responsible for ensuring that you receive the medicine as prescribed and any recommended follow-up medical care. Residents will follow the

sick rules. The goal is for you to get better and feel better so that you can resume your normal activities.

Personal Financial Responsibilities

You must take financial responsibility for personal supplies, entertainment, items of personal interest (records, tapes, stereos, TV's, room decorations), all transportation not covered by the agency, food, expenses (not covered by DSS), all clothing not covered by DSS, class rings (portion not covered by DSS), and varied other expenses. Questions as to if the Home or County will help you in paying for these items should be referred to the Social Worker.

Personal Goals

When you enter the T.A.I.L Program you will work with your DSS Social Worker, your Restored Bridges program Social Worker and family members who are present at your intake, to develop goals that you would like to work on while you are here. If you are asked by your Housing Specialist, DSS Social Worker, program Social Worker, or another person involved in your case, you should be able to tell that person what your goals are and how you plan to complete them. This will be part of your service plan that you, your program social worker, and your Staff will work on while you are here. Service plans are written by your Program Social Worker. These plans will document your progress, your goals; the goals of your family and your adjustment to group care. You will be expected to take part in the Service Planning meeting. While you are here, you will be assigned 'homework' to do by your DSS Social Worker, Housing Specialist, and/or program Social Worker. This 'homework' will help you toward achieving your goals. This 'homework' should be completed by the due date and returned to the person who assigned it. We believe that this is one of the most important tasks you will complete while you are with us. We will assist you in setting and achieving these goals, but we cannot and will not do it for you.

Physical/Verbal Aggression (Fighting)

Physical and Verbal aggression (fighting) is not allowed at Restored Bridges. It is important that everyone is feels safe. Physical Assault is against the law and may be grounds for discharge or prosecution (involving the law).

Privileges for Successful Participation

- A. You may leave campus on weekdays (Sunday through Thursday or any night) after verifying compliance and making any necessary arrangements with staff.
- B. The Housing Specialist and Program Manager may approve extended curfew, with 24 hours prior request.
- C. You may have visitors in the designated Home areas on weekends (Friday and Saturday), with staff notified from 1:00 p.m. until 10:00 p.m.
- D. You may have visitors in designated Home areas on weekdays (Sunday through Thursday) with staff notified from 6:00 p.m. until 11:00 p.m.
- E. You may spend the weekend away with an approved visiting resource, after obtaining staff approval.
- F. You may have unlimited use, except during quiet hour, of your personal TV, stereo, or radio as long as it does not infringe upon the rights of others and is within the guidelines set forth by that staff.
- G. You may be eligible for purchasing an automobile with money that you have saved from your job. You may talk to your DSS Social Worker for assistance as well.
- H. If you have shown good money management skills and accumulated enough money in your savings account, you may upon prior approval from the T.A.I.L Program Social Worker, purchase approved items unsupervised. (Example: haircut, clothing, class ring). (Items covered in personal needs account).
- I. You may use the TV room until 11:00 p.m., once or twice per week on weekdays, if there is something special you wish to watch with the Housing Specialist's permission.

Privileges for Eighteen and Above

- A. You may sign out if your responsibilities are completed and if you are in good standing.
- B. You may have your hours of curfew extended by one hour.
- C. You may spend the weekend with an appropriate friend if your staff has the knowledge as to where you will be and if they have a phone number to contact you.
- D. You may drive or ride to school. (Exception: any high school senior) You must provide your own parking permit if driving.
- E. You may spend some weeknights with prior approval away from the agency with an approved visiting resource family.
- F. You may use the TV room until 11:00 p.m. on weekdays if you are able to maintain the wake up schedule.

Please note: These privileges are awarded by the complete Program Review team, which bases their decision on your performance in the program. At any time after these privileges have been awarded, your staff may alter or suspend any or all of them based upon non-compliance by you with the understanding that you have the opportunity to regain these privileges after the non-compliance has been satisfied. At the service plan review meetings or the team meetings for you, if these changes have not helped in overcoming the non-compliance, all privileges will be terminated until what time an improvement is noted. Continued non-compliance could result in discharge from the program and possibly the agency itself.

Progress Notes

Daily - Daily progress notes will be written by your Housing Specialist on your progress at Restored Bridges. The type of things documented in these notes includes: behavior, progress toward your goals, visits, phone calls, doctors appointments, attitude, school progress, if you missed school, home responsibility completion, as well as other general information.

Reviews - Every three months your program social worker will be reviewing your case and completing a write up. At this meeting you should tell your social worker about any concerns or questions that you may want to address. This meeting will

include documentation on such things as professional contacts (Doctors, Therapist, DSS Social Workers), Home Life, School Progress, Family Contact, Progress on Goals and Goals for the next meeting. If you have any questions about this, please ask your program Social Worker.

Initial Service Plan Review is completed within 30 days of admission. Afterwards there is a 60 day review and another review is held 90 days after the 60- day review is held.

Radios, CD Players, Televisions

As a members of the T.A.I.L Program you are allowed to have a radio and/or CD player. Your radio/CD player is to stay in your room. You are not allowed to lend it out to another peer or borrow one from another members. The volume on your radio / CD player should not be loud enough to be heard outside of your room when the door is shut. When you are not in your room the radio/CD player must be turned off. As a members of the T.A.I.L Program, you can have a personal television in your room. The television must be turned off when you are not in your room. The television must be turned off when lights are out.

Requests

You may need to request certain items while in care such as grooming supplies or clothing. Your Housing Specialist will make sure that your case manager is informed of any special requests.

Restricted Areas

While you are in the T.A.I.L Program there are several areas on campus that you are **not allowed to be without permission**. These areas include but are not limited to: other Homes (you must have permission from your Housing Specialist and the Housing Specialist in the building you will be in), old buildings which are no longer used, barns, pastures, pond, basketball court, shelter, playground, rooms that forbid access via signs, and across the street. You are allowed to hangout in the common areas without asking permission (**if appropriate**). This includes

the grassy areas behind your Homes. You must have permission to be in any other area.

Restricted Items

While you are in the T.A.I.L Program at Restored Bridges there are several items that you are not allowed to have in your possession. These include, but are not limited to the following: guns, knives, illegal drugs, prescription medicine (from the doctor), over-the-counter medicine (that you buy in the store, such as Tylenol), tobacco products, lighters or matches. If you have these items you should immediately give them to your Housing Specialist. If you are caught with these items (whether on you or in your room) you will earn consequences. If you are caught with these items, it is very serious and law enforcement personnel may have to be called. Youth are not allowed to have other items such as cell phones and pagers. If members are caught with such an item, it will be turned over to administration and discarded. These items will not be returned.

AWOL

You are at Restored Bridges to work on issues in your life. You cannot work on these issues if you are not here. You are important to us and we want you to be safe. If you go AWOL cannot protect you from harm. We are not a locked facility (you are not locked in your room). If you choose to leave, we will call the local police or sheriff's department and file a missing persons report. When you are found you will be returned to Restored Bridges. There are consequences for running away, but these are things you can work through. If you begin to feel like you need to get away, and feel like you should run, try talking to one of your Staff. If you do run and realize you have made a mistake, it is never too late to make a good decision and call for

help. You can find a payphone and call 911, or you can call your Home for help. Your safety is very important to us.

Savings

T.A.I.L Program members must establish a "joint " savings account and commit to a pre determined amount of your net income as long as you remain in the program.

- A. This account may only be used when purchasing a car, emergency situations approval by Program Personnel, or when you leave the program.
- B. The facility director must approve any exceptions to the savings commitment. It is recommended and encouraged that you establish a private personal savings account. The members will take full charge for deposits and withdrawals.
- C. When you have \$200 in your "joint" savings account you may open a checking account.
- D. You will be responsible for balancing both savings and checking accounts.
- E. In the event of an overdraft, you must be responsible for covering the face value of the check plus any service charges.
- F. Any agency related bills should be paid by check or money order.
- G. Each member may be responsible for paying "rent" monthly. Rent payments are due on the first of each month. This money is maintained separately until discharge from the program, at which time all funds will be distributed to the members.
- H. A late payment fee of \$15.00 is assessed if "rent" is not received by the 10th of the month.



School

School- While at Restored Bridges, you will work closely with the School Liason to get enrolled in an appropriate educational setting. The School Liason will work in partnership with you and your parents/legal guardians to ensure that you receive the necessary educational supports and resources, such as tutoring, preparation for a diploma or GED, college preparation, parent-teacher conferences, vocational or continuing education opportunities, and advocacy. Your educational and career goals are very important to us, and your team will assist you in completing the necessary paperwork to receive the state (V-Mentor and Education Training Voucher) and federal funds if you plan to continue an education after high school.

Extra Curricular Activities - T.A.I.L Program members are encouraged to participate in extra-curricular activities. The school will allow you to participate in extra-curricular activities and sports, providing you continue to meet requirements set forth by the school system.

Forms-During the time you are in school you may receive many forms for your Housing Specialist or Social Worker to complete. When you are given these forms, you should give them to your Housing Specialist that day. Your Housing Specialist will return the completed form to you and it is your responsibility to return the form to the appropriate person.

Fundraisers-You may participate in school fundraisers if given staff approval. It will be your responsibility to keep track of the money and it is your responsibility to replace the money if it is lost or stolen.

Progress Reports/Report Card-You will receive a progress report or report card from your teacher several times every year. You are to give the progress report/report card to your Housing Specialist, so that they can make a copy of the report for your file. You are to return the signed copy to school. Bonus money is given to those members who have maintained good grades during the grading period (for report cards only). Ask your Housing Specialist if you have questions about the bonus money.

Requests (Permission slips/Activity Money)- If your class is going on a field trip, or you want to participate in an activity you should give the request (the paper from the school) to your Housing Specialist as soon as possible. This will be approved through the program case manager.

School Note - If you are having problems in the classroom or with your homework, you may be required to carry a School Note. The School Note is a card that you will be required to take to school each day and get signed by your teachers. Your teachers will check off if you have been following directions, completing your work, and other important skills that will help you succeed. After you have all of your teachers sign the note you will be required to give it to your Housing Specialist. You will stay on the school note until you and your team are in agreement that it is no longer necessary.

Sick Policy- If you stay home from school or leave school early due to being sick you will be required to follow our

sick rule. When you are sick you are on bed rest. This means that you will remain in your bed until the following morning, except during the time you are eating and showering. There may be a special diet that you need to follow, such as soup and light liquids, in order to help you feel better. This will be in effect until you are feeling well enough to return to school.

Suspension/Truancy (refusing to attend)/Expulsion- If you are suspended from school, you will work on school work during the hours that you would have been in school.

Transportation to/from School- While attending public school, you are required to ride the assigned bus to and from school each day. If you miss the bus and your Housing Specialist has to take you to school you will be charged a transportation fee of \$5.00.

Tutoring- If you feel that getting help on your schoolwork from a tutor would be good for you; you should inform your Housing Specialist. You should be sure to tell your Housing Specialist if you need help in a specific subject, so that they can communicate with the school liason and your case manager, so that your team finds the right tutor for you.

Searches

Personal Belongings- When you enter the T.A.I.L Program at Restored Bridges, your belongings will be searched in your presence, to ensure that no contraband is brought into the home. The Housing Specialist, case manager, or other authorized employee of Restored Bridges will conduct these searches. The person conducting these searches will be looking for restricted items such as: guns, knives, cigarettes, cigarette lighters, matches, drugs and alcohol. If you have any of these items they should immediately be given to your Housing Specialist or program Housing Specialist.

Room- Restored Bridges reserve the right to conduct room searches if deemed necessary. However, a case manager or the program supervisor must be present while your Housing Specialist is performing the search.

Stealing

Taking something that does not belong to you is called stealing. This is against the rules. If you are found to be stealing items from others, whether it be another members or staff, you will earn consequences. This is a very serious offense and could be grounds for prosecution (involving the law).

Study Hour

Each school night (Sunday through Thursday) you will have study hour in your Home. During this time you will be doing your homework for school or other work assigned by your Housing Specialist. If you do not have any assigned work, the staff may use this time to work with you on independent living skills. If you have questions about your work, you should ask staff for assistance. If they are not able to help you, they can inquire to see if someone else is available to help you. Good study habits are essential to your educational success, and is therefore required.

Telephone

Use of the telephone is a privilege. You may only call to and receive calls from people on your Authorized Contact sheet, which is approved by your legal guardian, if there are restrictions set by your legal guardian. Phone calls are limited to 20 minutes each, if there is someone else needing to use the home phone. If there are certain restrictions the Housing Specialist will **dial the number for you**. If telephone use becomes a problem in the Home, all calls may be restricted to the case workers office. All calls will be documented. Phone privileges should not be abused.

All members in the T.A.I.L program that are in phase three or above will have the ability to purchase a cellphone or obtain a cellphone from legal guardians/family members, ONLY if approved by your legal guardian. Your legal guardian will be required to sign the cell phone agreement and all team members must be in agreement, as well. This is a team (family, case worker, DSS social worker, family) decision. All members that earn the privilege to obtain a cellphone will be expected to

consistently abide by a "cellphone agreement" that will fall in line with components of the Sanctuary model, particularly the "Seven Commitments" (Non-violence, Emotional intelligence, Social learning, Open Communication, Social Responsibility, Democracy, and Growth & Change). All members who have earned the privilege of owning a cellphone will be expected to demonstrate social responsibility with the use of their cellphone and other technical devices, such as laptops, tablets, etc. Being socially responsible includes, but is not limited to respecting the rights and confidentiality of yourself and of others, as well as not compromising anyone's safety and well-being. At no time is it appropriate to participate in cyber bullying, sexting, making threatening phone calls or sending threatening text messages. Youth who earn this privilege will be held accountable for the use of and the whereabouts of their cellphone. This means that the cellphone owner will not allow a peer to use their cellphone; nor will they make phone calls or send text messages for a peer. Youth who earn the privilege to obtain a cellphone will not contact nor communicate with people who are not on their approved contact list.

Youth who earn the privilege to obtain a cellphone will be required to turn in their cellphone to staff at bedtime. They are required to sign the cellphone agreement, prior to the cellphone being brought to the home. Failure to abide by the cellphone rules can result in the members either turning in their cellphone prior to bedtime and/or losing their cellphone privileges for up to two days. Losing cellphone privileges longer than two days will be a team decision. The team consists of the direct care staff, family, case manager, program manager and the members's social worker.

Any confiscated items, which are considered to be contraband, will not be returned to the resident. It will be turned over to law enforcement if deemed appropriate, given to the shelter or turned in to be recycled. Contraband could be considered unauthorized cell phones, lighters, tablets, drugs, e-cigs, etc.

Termination /Aftercare

You may be discharged from Restored Bridges for a variety of reasons. When possible, we will begin your discharge planning at least six months before the actual discharge date. This will allow adequate time for securing living arrangements, income sources, health care, transportation, educational plan, and securing birth certificate, security card, medical/dental records, personal history, addresses and phone numbers of contact people at Restored Bridges, community resources, and any other personal information that may be needed to make the transition to independence. Upon entering the program, the members are given a PIRK Notebook (Personal Information Record Keeper) and a Life Skills Resource Notebook. It is important that you keep up with these notebooks as they will have information that is pertinent to your successful transition and will have information that could be beneficial to you in the future.

Wake-Up Procedures

You will be expected to awaken and maintain scheduled appointments with little or no staff supervision. Restored Bridges will provide you with an alarm clock. Structure and supervision will be as minimal as possible. Any problems with your performance in these areas will be addressed either by the Housing Specialist on duty or in some situations it may be necessary to involve your case manager or other team members. You will be provided with a planner to keep up with all appointments.

Rec Centers

Restored Bridges allow members to go to and be involved with the local recreation center. You are only allowed to go to the local recreation center without your Housing Specialist or other designated adults if you are in phase 3/4 and have written approval from your DSS Social Worker, any members under the age of 18 will have to be accompanied by staff across the street going to and coming back from the local recreation center. For members eighteen years old or older and have the privilege to

participate in the local recreation center activities without staff being present, you may cross the street without staff accompanying you.

Thank you for taking the time to read the T.A.I.L Program Youth Manual. If you have any questions, please feel free to ask your Housing Specialist or program Social Worker. If there is any information you feel should be included in this manual please be sure to tell us. Your input is greatly appreciated!

"I can't change the direction of the wind, but I can adjust my sails to always reach my destination."

Jimmy Dean

"My mission in life is not merely to survive, but to thrive; and to do so with some passion, some compassion, some humor, and some style."

Maya Angelou

New Resident Checklist



Resident Name: _____ DOA: _____

To be done within the first week of admission to T.A.I.L--This is a combined duty for both shifts



Staff to Initial and Date beside each item on line provided



- _____ FIRE DRILL (**Mandatory first night of stay**)
- _____ *OBTAIN COPY OF MANUAL FOR RESIDENT*
- _____ REVIEW RESIDENT MANUAL & SANCTUARY
- _____ TRANSITION READINESS SCALE (15+)
- _____ ANSELL CASEY ASSESSMENT (resident ONLY)
- _____ STRENGTHS/NEEDS ASSESSMENT
- _____ CREATE PIRK & LIFE SKILLS RESOUHousing SpecialistE
NOTEBOOK
- _____ SET UP CHECK REGISTRY (Home) & (Rent for T.A.I.L)
- _____ SEND OFF FOR SOCIAL SECURITY CARD (16+)
- _____ SEND OFF FOR ORIGINAL COPY OF BIRTH CERT (16+)
- _____ **ELECTRONIC CLOTHING INVENTORY TO CHECK FOR
NEEDS(copy given to case manager within 24 hours in order to give to DSS social
worker)**



Please turn in to Housing Specialist when complete



Signature of Housing Specialist turning in form: _____

Date: _____

One Month Checklist



Resident Name: _____ DOA: _____

To be done within the first month of admission to PAL



Staff to Initial and Date beside each item on line provided



- _____ _____ OBTAIN & SETUP 'LIFE BOOK'
- _____ _____ OBTAIN TRANSCRIPT FROM LAST SCHOOL ATTENDED
- _____ _____ OBTAIN ADDRESS BOOK (RESIDENT TO PUHousing SpecialistHASE)
- _____ _____ OBTAIN STATE ISSUED IDENTIFICATION CARD
- _____ _____ OBTAIN LIBRARY CARD
- _____ _____ COMPLETE RESUME
- _____ _____ OBTAIN APPROPRIATE BATHING SUIT
- _____ _____ OBTAIN local recreation center MEMBERSHIP CARD
- _____ _____ OBTAIN DEATH CERTIFICATES OF DECEASED PARENT(S) (IF APPLICABLE)
- _____ _____ OTHER: _____



Please turn in to PAL Housing Specialist when complete

Signature of Housing Specialist turning in form:

_____ **Date:** _____

Resident's Guide to Sanctuary

What is Sanctuary?

The Sanctuary Model is a framework for how an agency works together as a whole. It is based on the idea that everyone has experienced something painful or traumatic and that these experiences play a role in how we think, act, and feel. Sanctuary strives to be accepting and patient rather than rigid and critical. By asking “what happened?” instead of “why?” the Sanctuary Model makes it easier to look at the root of problems that arise, resolving issues more effectively. If everyone at Restored Bridges participates and uses Sanctuary, we will be on the same page and be able to communicate and get things done in a better way.

Why does it matter?

When used correctly, Sanctuary can lead to better outcomes for residents/residents, happier staff members, and lower levels of violence. By using the Sanctuary Model, the agency is a better place for the people it serves, the people who work here, and the community.

How does it affect me?

As a resident, your role at Restored Bridges is extremely important, which means your role in Sanctuary is also extremely important. By understanding the system of how the agency runs, you will be better able to play an assertive role in your care and in the community of Restored Bridges. Participating community meetings, psychoeducation, and adhering to the seven commitments are ways you can contribute.

Our goal is to provide you with the best possible services, and in order for that to happen you must play a role in your own care. Communicating with staff and others involved in your care is by far the best way for you to take part in the process. It is also important to remember that even though you are the consumer, you are also part of a group and the well-being of the group is necessary for the success of the individuals within the group. Everyone must work together in order to create a safe and trauma-conscious environment.

What to do if you have a problem

If you feel you are having a problem in the cottage, the best course of action is to address your problem with staff or in community meeting. If for some reason you do not feel safe doing so, you can speak with your case manager or program manager about the problem. Please do not bring problems that can be easily solved in the cottage to program managers. Urgent problems should be addressed immediately to avoid the situation becoming worse. You can always bring up a less urgent concern during regular case plan reviews with your team. Remember that you are always responsible for your own actions so try to avoid blaming others for things that you have control over.

Restored Bridges staff is here to help and we take it very seriously when a resident says they are feeling unsafe.

Seven Commitments

Nonviolence- There are 4 types of safety: Physical, psychological, social, & moral. A commitment to nonviolence means a commitment to build safety skills and promote a safe environment for everyone involved.

Emotional Intelligence- Emotional intelligence means emotional awareness, emotional control, and the ability to harness and apply emotions for a positive purpose. This commitment means Restored Bridges will help teach emotional intelligence skills and use these skills during day to day activities.

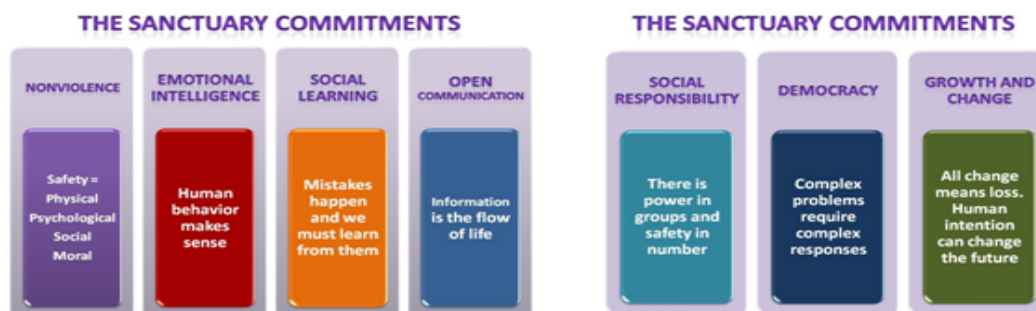
Social Learning- Social learning means that any situation, social interaction or crisis can be used as a learning tool. By using the Sanctuary Model, Restored Bridges commits to creating an on-going learning environment that addresses and fixes mistakes as they come up.

Open Communication- A commitment to open communication means helping to overcome barriers to communication, learning conflict management skills, reducing acting-out behaviors, teaching healthy boundaries, and enhancing self-protecting and self-correcting skills. Not only communicating openly, but continuously working to make communication simpler for the community and agency as a whole.

Democracy- Restored Bridges's commitment to democracy means that we have a commitment to helping to create civic skills of self-control, self-discipline, and administration of healthy authority. Preventing abusive power, reducing chronic workplace stress, preventing bullying are part of having a commitment to democracy. Everyone's opinion matters at Restored Bridges and we are committed to making sure everyone's voice can be heard.

Social Responsibility- This means that an Restored Bridges has committed itself to the ongoing search for physical, psychological, social and moral safety because all four domains are interdependent and any violation of a person's sense of safety will create a feeling that revenge is needed, damaging the community's ability to function properly. Establishing a sense of fairness and justice is important in an environment such as Restored Bridges in order make sure all members of the group feel safe.

Growth & Change- This commitment means working together to get through any loss that has occurred and preparing for the future. The growth & change charts used in the cottages are designed to help you build upon the positive actions you make and gain more privileges and freedoms as a result of your growth.



Sanctuary Toolkit

Community Meetings- Community meetings are group meetings, that include all members of a group, which take base regularly that give everyone a voice to begin putting words to feelings and developing emotional intelligence. These meetings help to make daily goals clear and provide support for individuals in the group who may need help to meet their goals. While it may seem like “no big deal,” community meetings offer a space and time for members of a group to sit down together and communicate as group. This tool is crucial for creating and sustaining a safe and nonviolent environment.

Safety Plans- Safety plans are a tool that all staff members and residents at Restored Bridges can utilize. A safety plan accounts for all 4 types of safety and provides solutions for avoiding danger. A safety plan is essentially a list of simple activities that a person can do to help avoid engaging in unsafe behaviors or situations. The activities should be healthy and positive and simple enough to be used in any environment.

Red Flag Meetings- A red flag meeting is similar to a community meeting, but designed more for potential emergency situations. It is a team meeting to respond to any critical incident or concern. The goal is to respond to the problem before it becomes out of control. Anyone can call a red flag meeting to address an issue that is perceived as critical.

S.E.L.F. Framework- This framework focuses on 4 aspects: safety, emotions, loss, & future.

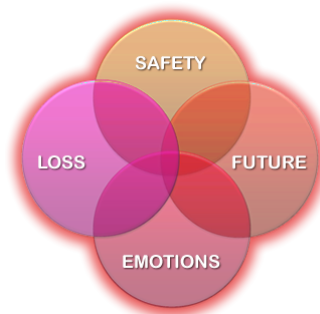
Safety: safety with the self, relationships, and the environment.

Emotions: the identification and consideration of the emotions involved and how they may be harnessed for change.

Loss: personal loss or the loss that naturally comes along with change.

Future: the focus on moving past trauma and into new roles and relationships to help the self, the agency, and others.

By using this framework, people are able to communicate through a non-technical language in a non-hierarchical format. The shared language makes S.E.L.F. meetings accessible for people like residents and family members who may not be familiar with the jargon that is sometimes used in treatment and team meetings. In S.E.L.F. meetings, no one person is more important than any other person and all individuals should feel free to express their thoughts and opinions. Organizing with these 4 categories makes it simpler and more manageable to understand a situation. This framework can be used during Treatment Planning/Service Plan Meetings, Team Meetings, and Psychoeducation groups.



References

Bloom, S.L. (2016). The sanctuary model: An integrated theory. Retrieved from: <http://sanctuaryweb.com/TheSanctuaryModel.aspx>