

Wings of the Harbor Resident Handbook



Mission Statement

The mission of Wings is to provide shelter, skills training and support services to homeless youth ages 16 through 21 for a continuous period not to exceed 18 months and to offer services necessary to assist homeless youth in developing both the skills and personal characteristics needed to enable them to live independently.

Wings of the Harbor Contact Information:

Mailing address: 1114 Court St. Port Huron, MI 48060
Business line: (810) 989-9602
Resident line: (810) 985-6850
Fax number: (810) 989-9652
Cell phone number: (810) 841-2429

* The Resident Handbook, Phase System and Guidelines were created as a result of input from our residents. Thanks for your great ideas!

Welcome to Wings!

Welcome to Wings of the Harbor (Wings)! This is a safe place for you to stay while you begin to create some personal goals and determine what resources are available to help you take the first step in becoming an independent young adult. You are entering a new phase in life where you will have a chance to learn new skills and to grow in maturity.

Wings is a place where young people from different backgrounds with different beliefs and various life experiences share the same living space. It is important that you respect personal differences and provide support for one another by helping to create a positive and encouraging environment. Please respect the privacy and confidentiality of your housemates.

Wings will provide you with many forms of assistance including shelter and food. What you get out of your stay at Wings will be determined by what you put into the program and the choices you make while you are here. Think about what you can do to get the most out of the program. Approach each challenge with a positive attitude. Change in itself can be frightening, but many good things that you have not yet envisioned will result from it.

Remember that you will **always** have the ability to help yourself. Maybe today, right now, you doubt that you have any power at all, but you being here is the first step on the road of regaining power. You have taken that first step already.

Please take the time to review this packet. If you have questions or suggestions please let us know.
Congratulations on being accepted into Wings!

Best of Luck!!!

Wings of the Harbor Team

Our Philosophy at Wings

At Wings, we embrace a Positive Youth Development approach (PYD). *But what does that mean?*

Taking a **Positive youth Development** approach means that we believe the best way to prevent risky behaviors is to build on our young peoples' strengths to help them reach their full potential and experience a sense of competence, usefulness, empowerment, and belonging.

To promote Positive youth Development at Wings, we provide:

- ❖ A safe and secure environment.
- ❖ Developmentally appropriate structure with clear expectations.
- ❖ An opportunity for residents to make decisions about program policies, structure and services and give feedback about what they need to be successful.
- ❖ Opportunities to develop healthy, supportive relationships with adults (staff) and peers.
- ❖ Opportunities to gain a sense of empowerment.
- ❖ Opportunities to develop positive social values.
- ❖ Opportunities to develop and master daily life skills.
- ❖ Opportunities to make a contribution to the community.
- ❖ Opportunities to strengthen links between family, peers, school, and broader community resources.

Staff at Wings

Wings is staffed around the clock. To help you get oriented here is a brief description of staff that can help you while you are here:

Program Director: Oversees the program, facilitates Supervision with the counseling staff and the Supervisor, writes grants and secures funding for the program, is on call for emergencies and provides staff support.

Program Assistant Director: Handles finances for the program, is on call for emergencies and provides staff support.

Program Supervisor: Supervises the staff at Wings, ensures that procedures and policies are administered properly and consistently, coordinates staff responsibilities, facilitates staff-resident communication, is on call for emergencies and provides staff support.

Advocate: Meets with residents once a week to discuss progress toward goals, assists with any unmet needs in the areas of employment, education, medical and mental health, facilitates family meetings as needed and is on call for clinical emergencies.

Specialist: In the evenings and on weekends, Specialists are here to assure safety, supervise the house, and take contact calls from people in the community. Specialists also assist residents with cooking, cleaning, and other chores and responsibilities of maintaining the house.

Supervision Team: The team consists of staff from Wings and our short-term shelter, The Harbor. It includes the Program Director, Assistant Director, Supervisor, Advocate, and Specialists when necessary. Counseling Staff from The Harbor are also a part of the Supervision Team. The team meets once a week to discuss issues and/or concerns at both programs and to review cases at both programs. Residents may be asked to attend Supervision when their case is being reviewed and to help determine a course of action.

Support Services

Ansell-Casey Life Skills Assessment: Each resident completes an assessment of their knowledge and understanding of basic life skills at intake, midpoint of stay and discharge. Residents participate in Life skills groups to strengthen their skills and the assessment is also used for planning personal goals.

McKinney-Vento Liaison (RESA): Provides individual tutoring, assistance with enrollment and other educational needs.

Follow-Up Calls: Staff contacts former residents to follow-up on their progress 90 and 180 days after discharge.

Aftercare: Aftercare is available for each resident to assist with educational, employment, medical, mental health, housing, and other needs.

The Harbor (short-term emergency shelter): Residents ages 16 and 17 who are discharged from Wings and find themselves homeless or at-risk of becoming homeless may contact The Harbor for shelter at (810) 982-8584.

Wings of the Harbor

Overview of Services and Phases

Mission

The mission of Wings is to provide shelter, skills training and support services to homeless youth ages 16 through 21 for a continuous period not to exceed 18 months and offer services necessary to assist homeless youth in developing both the skills and personal characteristics needed to enable them to live independently.

Overview of Services

Wings operates on a Phase System in which each resident begins with the same responsibilities and privileges. The Phase System offers residents the opportunity to earn more freedom and have more responsibility for managing their own lives as they move into independence.

Phases include:

- Orientation
- Phase I
- Phase II
- Phase III
- Phase IV
- Aftercare

All Phases offer:

- Individual Counseling
- Family Counseling (optional)
- Guided Goal Setting (Individual Service Plan)
- Advocacy
- Referrals for Emergency Services (food, shelter, medical, mental health)
- Support and Encouragement
- Educational Planning
- Assistance with Employment
- Life Skills Groups based on the Ansell-Casey Life Skills Domains:
Daily Living Skills, Housing and Community Resources, Money Management, Self-Care, Social Development, Work and Study Skills

Moving Phases:

After completing each Phase, residents are responsible to schedule a meeting with the Supervisor and Advocate to discuss progress and determine if they have met the guidelines and accomplished the milestones for that Phase. If the requirements have been met, the resident will graduate to the next Phase.

If a resident is struggling on a Phase and is unable to meet the Phase requirements for a period of one week or more, the resident may move back one or more Phases. The resident will then be given a specified amount of time to show progress. Inability to show progress may result in a case review with the Supervision team to determine a course of action that may include a written behavior contract or being asked to leave the program.

Wings of the Harbor

Orientation and Phase Milestones

Orientation (first 2 weeks)

1. _____ Complete Orientation checklist including:

- ___ Social Security Card
- ___ Driver's License/State ID
- ___ Birth Certificate
- ___ Immunization Record
- ___ Insurance Card (if available)
- ___ Physical
- ___ Dental
- ___ School Transcripts
- ___ Voter Registration (if over 18)
- ___ DHS/Criminal Background Check (if over 18)
- ___ Resume
- ___ Bank Account
- ___ SASSI
- ___ Ansell-Casey Assessment

2. _____ Complete Job-readiness training including:

- ___ A "template" application with assistance
- ___ An application without assistance
- ___ Identify appropriate references
- ___ Resume
- ___ Mock Interview
- ___ Mock follow-up call
- ___ Written records or proof of job searching
- ___ Work permit (if necessary)
- ___ Demonstrates appropriate dress for interviews/work
- ___ Ansell-Casey Worksheets

3. _____ Enroll in an educational program to work toward a High School Diploma or GED.

4. _____ Create a plan for employment, job searching (when, where, how will you job search?), and/or a productive career path that leads to a marketable skill.

5. _____ If employed, submit at least 50% of each paycheck into your Wings savings. You may keep the other 50% for expenses or to put in your personal savings.

6. _____ Become familiar with house rules and follow Orientation guidelines.

Date to review Orientation Milestones: _____

Phase I (30+ days)

1. ____ Follow created plan for employment, job searching, and/or a productive career path that leads to a marketable skill.
2. ____ Become employed. You may move directly to Phase II after your first day of work!
3. ____ Follow created plan for High School Diploma or GED.
4. ____ Complete daily/weekly house chores and cleaning including keeping room clean.
5. ____ Complete own laundry.
6. ____ Keep good personal hygiene.
7. ____ Show respect to all in the house including staff and housemates.
8. ____ Meet weekly with your Advocate and show a willingness to work toward your goals.
9. ____ Actively participate in weekly House Meetings and Life Skills groups.
10. ____ Make arrangements for volunteering to give back to the community (where, when, and how often will you volunteer?). Begin volunteering.
11. ____ Follow Phase I Guidelines (last page of Handbook).
12. ____ Be substance free.
13. ____ Connect with appropriate community resources beyond Wings (if needed).

Congratulations! Date moved to Phase I: _____

Phase II (30+ days)

1. ____ Continue employment and/or career path that leads to a marketable skill for 30 days.
2. ____ Submit 50% of each paycheck into your Wings savings. You may keep the other 50%.
3. ____ Create and review a monthly budget.
4. ____ Follow created plan for High School Diploma or GED.
5. ____ Complete daily/weekly house chores and cleaning including keeping room clean.
6. ____ Complete own laundry.
7. ____ Keep good personal hygiene.
8. ____ Show respect to all in the house including staff and housemates.
9. ____ Meet weekly with your Advocate and show a willingness to work toward your goals.
10. ____ Actively participate in weekly House Meetings and Life Skills groups
11. ____ Make arrangements for volunteering to give back to the community (where, when, and how often will you volunteer?). Begin volunteering.
12. ____ Follow Phase II Guidelines (last page of Handbook).
13. ____ Be substance free.
14. ____ Connect with appropriate community resources beyond Wings (if needed).

Congratulations! Date moved to Phase II: _____

Phase III (30+ days)

1. ____ Continue to meet Milestones for previous Phases.
2. ____ Continue employment and/or career path that leads to a marketable skill for 30 days.
3. ____ Volunteer as arranged.
4. ____ Know how to create short and long-term goals.
5. ____ Create a plan for education and/or training beyond a Diploma or GED.
6. ____ Manage schedule, appointments, and leisure time.
7. ____ Identify and use skills to manage and reduce stress.
8. ____ Understand and use appropriate conflict-resolution skills.
9. ____ Know how to follow a recipe and cook a well-balanced meal.
10. ____ Create a weekly menu and corresponding grocery list.
11. ____ Know how to use comparative shopping skills and coupons.

Congratulations! Date moved to Phase III: _____

Phase IV (30+ days)

1. ____ Continue to meet Milestones for previous Phases.
2. ____ Continue employment and/or career path that leads to a marketable skill for 30 days.
3. ____ Volunteer as arranged.
4. ____ Create a personal mission statement.
5. ____ Know how to look for housing (compare rentals, what to ask landlords, tenant rights home safety and inspection)
6. ____ Create a plan for housing or living arrangements at exit.
7. ____ Identify and make a list of resources to use after exit.
8. ____ Create a plan for Aftercare services.

Congratulations! Date moved to Phase IV: _____

Aftercare

All young people who leave Wings are eligible for Aftercare services. Aftercare services are offered to help you transition into the next stage of your life. Aftercare may be a written formal plan between you and your Advocate or may include informal services. The following may be part of your Aftercare plan:

Counseling / Crisis Intervention: Continued meetings with Advocate on a weekly, bi-weekly, as-needed, or drop-in basis. Call or drop-in as needed for continued support or help during a difficult time.

Housing: Obtaining or maintaining housing, housing subsidies, learning about tenant-landlord relationships and legal rights as a tenant, referrals for furnishings and utility assistance, and help with emergency shelter during a period of homelessness.

Financial: Creating and following a budget, banking, credit, managing debt, referrals for food and/or cash assistance if needed, and help with modest financial needs (i.e. bus passes to get to work).

Physical / Medical Care: Access to emergency health or dental care, obtaining insurance, options to pay for medical care if uninsured, information about health programs and services in the community, and education about self-care and prevention.

Mental Health: Access to emergency mental health services including substance abuse treatment and/or ongoing mental health care.

Education: School enrollment, referrals for GED or High School Completion programs, tutoring, applying to college, and financial aid /scholarships.

Employment: Resume building, enhancing employment related skills, purchasing interview or work clothes, referrals to MI Works or the WIA Program.

Skill-building: Weekly Life Skills groups offer an opportunity to continue building daily life skills and experience support and encouragement from peers.

Advocacy: Negotiating relationships with employers, landlords, legal system, medical providers, teachers, and others.

Information and Referrals: Information and referrals for education, employment, legal, housing, mental health, substance abuse, medical care, financial, food, transportation, or other needs are available at any time.

Community Connections: Establishing positive relationships with the community through volunteering, or becoming involved in community groups or activities.

The Harbor / Cypress Place Street Outreach and Drop-in Center: The Harbor or Cypress Place can be used in Aftercare for additional support. The Harbor can provide emergency shelter for ages 9 – 17 for up to 21 days. Cypress Place provides counseling and advocacy, a safe, warm place to go, food, hygiene items, laundry / shower facilities for use, computer access, help with emergency referrals and information, and more!

There are also opportunities to get involved at Cypress Place through volunteering!

Follow-Ups 90 and 180 days after exit: Provide feedback about your experience with Wings, update staff on your life, and get information and referrals for any current needs.

Wings of the Harbor

House Policies and Procedures

There are many young people who seek housing at Wings. To enable these young adults to live together, there are House Rules that we ask each person to agree to and follow while here. These rules exist to protect you and your housemates. Please read them carefully and ask staff if you have any questions.

Access of Funds

A resident may request access to their funds in written form. The resident, their Advocate, and the supervisor will review the request and come to a decision about the approval of a withdrawal from the funds.

Advocacy

Residents meet with their Advocate at least once a week. All staff are available for mentoring and advocacy.

Bathroom

Only one resident is permitted to use the bathroom at a time. In consideration of the other residents, please limit the time spent in the bathroom and all personal clothing, towels, and toiletries are to be removed from the bathroom after each use.

Bedrooms

- ❖ Residents sleep in their own beds in appropriate sleeping attire. Bed checks are done each night.
- ❖ Room change are allowed to accommodate gender residency or when deemed necessary by staff.
- ❖ Residents are expected to present a clean room daily within 1 hour of wake up time.
- ❖ Under no circumstance will male and female residents be allowed to share a bedroom.
- ❖ No food or beverages in bedrooms.

Belongings

We are not responsible for loss or damage to any personal belongings. Personal belongings such as shoes, coats, book bags, etc. should not be left in common areas; they should be taken to your room. Staff strongly encourages residents not to lend any personal belongings to other residents. Staff also has the right to confiscate any personal items such as radios if the resident is using it inappropriately. Items will be returned when staff deems it appropriate and/or the resident leaves Wings. If space prohibits we reserve the right to refuse the item. Personal TV's, camcorders, and VCR/DVD players are not allowed. ***You are responsible for your personal belongings. Valuables may be placed in the lock box or locked file cabinet in the staff office.***

Body Piercing

Body piercing, tattooing, and extreme hairstyles are not allowed after admission or during residential stay. The current hairstyle at admission may be maintained.

Cell Phones

Cell phones are allowed at Wings. Cell phones are to be turned off during program activities, Life Skills Group, and meetings with Advocate or other staff. Residents are asked to turn in phones overnight to charge M-F and may keep cell phones overnight on Fri./Sat. Once a resident is on Phase IV, they may keep their cell phone on them at all times as long as they follow the cell phone policy. If the cell phone policy is violated, the resident will move back to Phase III and the resident will revert back to turning in cell M-F nights.

Chores

Chores are completed daily before 6pm.

Each resident completes daily and weekly chores according to the chore list (on the fridge). Staff will check completion of chores. Chores completed by residents include:

- ❖ Grocery shopping, planning meals, cooking, after dinner chores.
- ❖ Cleaning bedrooms, and picking up personal belongings.
- ❖ Putting dishes in dishwasher.
- ❖ Dusting, sweeping, mopping, and cleaning bathrooms.
- ❖ Daily trash removal.
- ❖ Sweeping or shoveling front and back porches, decks, steps, and sidewalks.
- ❖ Care of entryway, hallways, driveways, and parking area.
- ❖ Shaking out all door rugs.
- ❖ Raking of yard debris as needed, trimming bushes and weeding the flowerbeds weekly.
- ❖ Mowing the grass and trimming along house, fence, garage, and flowerbeds with weed trimmer.
- ❖ Other household related duties as assigned or appropriate.

Clothing

Cropped shirts, halters, short shorts, and suggestive scanty clothing are not acceptable. Staff on shift has the final decision as to what is deemed acceptable or not. Socks or slippers are to be worn at all times outside of the bathroom.

Consequences

When a resident fails to complete program responsibilities, breaks a program guideline or Phase guideline, staff will meet with that resident regarding the situation to determine together a course of action. The resident will take responsibility to help decide what the consequence of the action is to be.

Counseling

Residents meet with their Advocate a minimum of once per week. Family meetings are also offered but not required.

Drugs / Drug Paraphernalia

Confiscated drugs/drug paraphernalia will be destroyed. Pipes, chewing tobacco, and rolling papers are not allowed. Wings has a zero tolerance policy and any resident caught bringing drugs into the house may be asked to leave the program.

Drug / Alcohol Screening

Wings prohibits any alcohol or drug use. In order to ensure that residents remain substance free, drug screens may be conducted on a random basis or if there is reasonable cause. Reasonable cause includes suspected use or possession. You will not be notified of the drug screen prior to administration. A positive test result will result in a referral to an inpatient or outpatient drug rehabilitation program. A resident's refusal to take the drug screen is grounds for discharge. Residents are required to pay for any drug screening that comes back with a positive test result.

Education

Residents who have not completed a High School Diploma or GED are asked to enroll in an educational program. We may provide educational assessment, GED preparation, tutoring, and financial assistance.

Electronics / Media (Television / VCR / DVD / Game Systems / Audio Equipment / Computer)

All of the above items are allowed during free time according to the Phase Guidelines and at staff discretion. Please see Phase Guidelines. Headphones must be used when listening to "parental advisory" music. Daily computer time includes use of the computer for employment search, educational purposes, email, social networking, etc. Television and computer are allowed one hour after wake-up time and may not be used after first hour until job-related and/or program responsibilities are completed.

Employment

- ❖ Residents not working are asked to job search daily M – F before free time; Unemployed residents who are not showing an effort to look for work may be asked to leave the program.
- ❖ Employed residents are asked to notify staff of their weekly work schedule.
- ❖ Residents are asked to keep a full-time schedule (35-40 hours per week) among job searching, school, volunteering, work and/or training that leads to a viable career path. This will be staffed per individual.
- ❖ 50% of all earned income is deposited into the Wings' bank account to be returned to the resident (minus interest) at exit.
- ❖ Copies of pay stubs and account statements are kept in each resident's file; please save all receipts and copies for your records.
- ❖ Residents who quit their job or are fired with no other plans for a career path will move back to Phase I; Residents who are laid off will be given a reasonable amount of time to find work or make a plan for training leading to marketable skills before moving back to Phase I.

Family Involvement

If the resident is over 18, he or she may decide what level of involvement to have with their family. For residents under 18, parental involvement may be required for signing appropriate paperwork, coordination of medical, educational and employment services or for other purposes as determined by the Supervisor and/or Advocate. Family counseling is available if requested by the resident and family.

Food and Kitchen Responsibilities

All residents are required to wash their hands before preparing food. Residents are responsible for cleaning up after themselves before leaving the kitchen. Residents assigned kitchen duties are responsible for cleaning the kitchen thoroughly and taking out the garbage. If a resident will not be home due to work or school it is that person's responsibility to prepare dinner prior to leaving home. Dinner preparation is to be completed by 5:00p.m. daily and residents are expected to return for dinner unless excused by staff.

- ❖ Only snacks are allowed for residents after 9:00p.m. (No cooking).
- ❖ The menu created by residents will be posted weekly.
- ❖ Open Kitchen throughout the day until 9:00 P.M.
- ❖ At no time should there be dirty dishes in the sink.
- ❖ Residents get 1 dinner pass a week that they can use to eat out with friends/family.

General Cleaning

General house cleaning is done on Sunday mornings. If a resident works during that time, he or she may complete their chore before or after work. Chores will be supervised and checked by staff.

Grievance

If the resident or the family of the resident has a concern or complaint about the resident's admission, treatment, or discharge from Wings, it may be addressed with the Program Supervisor. If the resident is unsatisfied with the outcome, the Director may be contacted to appeal.

Harassment

Harassment can take many forms, including behavior which is not welcome and/or which is personally offensive. It is the policy of Wings that harassment of any kind is specifically forbidden. Harassment includes unsolicited remarks, gestures, or physical contact, or the display or circulation of written, pictorial or verbal material that is derogatory to either gender, racial, ethnic, or religious group.

Health / Medical / Medications

All residents receive a physical exam and dental check-up within 30 days of intake. Medications (prescription and over the counter) are given to staff to administer. It is the resident's responsibility to ask for medication when needed, but staff will remind the resident as necessary. Physician's recommendations will be followed for all prescribed medications and medical treatment.

Holidays

Extra overnights will be permitted for Holidays as determined by the Program Supervisor. If under 18, parental consent is required.

Hygiene

Residents shower at least once daily using appropriate hygiene products.

Involuntary Exit

Illegal activity or a serious breach of contract can result in immediate exit. A resident may be allowed 24 hours to vacate the premises and 72 hours to pick up their belongings. If needed, the parents and other proper authorities will be notified. (Note: If a resident is exited from Wings they may still receive other services in Aftercare. Exited residents may apply for re-entry into the program after 30 days and may be given additional requirements to follow through on for re-entry).

Laundry

Residents are responsible for their personal laundry including bedding. Each resident is assigned a specific laundry day and must get permission to do laundry if on someone else's assigned day. Sheets are washed every Wednesday and entire bedding is washed the first Wednesday of the month.

Office

Due to confidentiality, residents are asked to knock before entering the staff office and are not allowed in the office if there is no staff present.

Overnights

Overnights are according to the Phase a resident is on. Overnights are to be arranged at least 24 hours in advance with the program supervisor and may be approved or denied at staff's discretion depending on progress in the program. Parents will be informed of overnights if the resident is under 18. Please see the Phase Guidelines.

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Pets

No pets of any kind are allowed.

Pornography

Pornography is prohibited while at Wings including "adult" internet sites.

Program Vehicle

Seat belts are to be worn at all times. Smoking, beverages, and food are not allowed.

Property Damage

Any damage to Wings property will be assessed and charged to the resident as deemed appropriate by staff based on cost of materials and repairs.

Relationships

Dating relationships between residents are prohibited.

Religious Preference

Residents are encouraged to continue participating in the religious service of their choice.

Life Skills Groups

Life skills groups will be held once a week for 1-2 hours and cover the six Ansell-Casey domains. A Life Skills schedule is posted in the house for your convenience.

Room Searches

In order to provide a safe environment for all residents, staff reserves the right to conduct room searches for reasonable cause. Residents will not be notified of the search until immediately before it begins. One or more staff members shall conduct room searches with residents present.

School Attendance Policy

Wings will follow the attendance policies set forth by the school being attended.

Smoking

Smoking is prohibited on the property and by any resident under the age of 18.

NA/AA Meetings: NA/AA meetings are available city-wide. See staff for a list of meeting days/times/locations.

Telephone (Resident Line)

Residents may use the resident phone during free time for all calls. Use of the office phone is only allowed with staff permission. Long distance calls may be made on the program cell phone. All 900 numbers are strictly prohibited. Phone use is at staff discretion.

Visitors

Visitors are allowed from 6- 8pm daily unless otherwise arranged with staff. Legal guardians may visit at any time. Residents are responsible for the behavior of their visitors. Staff reserves the right to ask visitors to leave.

Volunteering

All residents are given an opportunity to volunteer as a way to give back to their community and gain skills for employment. Residents arrange volunteer days, times, and hours with staff and are encouraged to plan their volunteer experience in an area of interest. Staff has a list of places to volunteer and can assist with arrangements.

Wake Up Times

Please see the Phase Guidelines. High school students are allowed 8 hours sleep on school nights; bedtime for high school students is 10pm on school nights regardless of Phase curfew.

Weapons

No weapons of any kind are allowed on the premises. Possession of a weapon may result in being exited from the program.

Wings of the Harbor Safety Policies and Procedures:

Automobiles

Residents may possess a car while residing at Wings provided they strictly adhere to the following guidelines. This is to insure the safety of all other residents, staff and the public:

- ❖ Resident must have a valid driver's license, registration, and proof of insurance at all times.
- ❖ Residents may not loan their vehicle to other residents under any circumstances.
- ❖ Residents may provide transportation to other residents only if there is a written consent/waiver signed by the youth and their Legal Guardian.
- ❖ There is no visiting in the vehicles while on Wings property.
- ❖ Residents are responsible for all vehicle repairs, fuel, and maintenance.
- ❖ Vehicles must be parked in designated areas. Due to limited parking, vehicles which become inoperable must be removed.
- ❖ Residents assume risk for damage.

Fire Procedures

Upon your arrival familiarize yourself with all possible exits (see diagrams posted around house) and fire extinguishers. Monthly fire drills are conducted by staff.

In the event of a fire, residents are to move quickly and quietly out of the building as staff directs or as described in the fire evacuation plan. Proceed to the western most tree in the front yard. *Do not return to the building in the event of a fire.* In the unlikely case that you should find that you cannot safely evacuate by one of the marked routes, go to the nearest room with a window and close the door. Block the door with materials to prevent smoke from creeping in. Stay close to the floor and near the window to listen for help. Do not jump! The fire department is minutes away and can arrange for your safe evacuation.

The best way to fire safety is prevention. To comply with fire safety codes, no cigarette smoking is permitted, and care should be used when cooking or using small appliances. *Incense and candles are not permitted in the house.*

Tornado and Severe Weather Policies and Procedures

Tornado Watch: A tornado watch means there is the possibility of a tornado. Residents and staff are advised to be ready to evacuate to safety.

Tornado Warning: A tornado warning means that a tornado has been sighted in the area and that all persons must evacuate to the nearest shelter. Tornado shelter is in the basement in the southeast corner. There are flashlights and first aid supplies solely for this purpose.

Before evacuating, all appliances should be turned off. *All persons will remain in the tornado shelter until the weather service has determined that there is no longer a threat of a tornado.*

For your protection:

- ❖ If you know of a situation that endangers the house, residents, or staff, you are responsible to let staff know immediately.
- ❖ If you see someone unfamiliar on the grounds or in the house, notify a staff member immediately.
- ❖ For safety reasons, only staff members are permitted to open doors when someone is outside ringing the bell, unless it is a staff or a current resident.

Wings of the Harbor Resident Contract

Each resident receiving residential services from Wings will sign a mutually agreed upon contract which specifies the responsibilities of the agency and the resident.

While at Wings, I will be responsible for and agree to:

1. Stay drug and alcohol free and not possess any drug(s), drug paraphernalia, alcohol, or tobacco products: a) Turn in lighters and cigarettes to the Wings staff upon program entry (18+).
b) Agree to take a Breathalyzer or drug test as requested by Staff.
2. Respect others' personal space by avoiding sexual and/or physical contact with anyone on the premises.
3. Help create a safe environment by not using or possessing any weapons or items that may be viewed as weapons.
4. Follow clothing guidelines by not wearing anything revealing including halter tops, belly shirts, visible thongs, short shorts or skirts, clothing with obscene, gang, or drug related content, and agree to keep socks or slippers on my feet at all times outside of the bathroom.
5. Use language that is free of profanity, racial slurs, or derogatory remarks, including offensive language or gestures.
6. Be free of possession of pornographic materials and not visit "Adult" websites.
7. Follow program guidelines including Policies and Procedures, Phase Guidelines and any additional requirements for the program.
8. Participate in House Meetings, Life Skills Groups and meet with my Advocate on a weekly basis to work toward my progress in the six Ansell-Casey Life Skills Domains.

Wings agrees to provide:

1. Responsible adult supervision.
2. Individual counseling and referrals to community agencies for services not offered at Wings.
3. Life Skills Groups to assist with the transition to independence.
4. Case management to assist with educational, employment, mental health, medical or other needs.

Resident Acknowledgement:

I, _____, have read the Resident Handbook, agree to the above requirements and understand that if I choose not to comply with those requirements, I may move back one or more Phases or be placed on Orientation status. I understand that if I do not demonstrate progress in the program, it may result in a case review with the Supervision team to determine a course of action that may include a written behavior contract or being asked to leave the program.

By my signature, I acknowledge the following:

1. I have been informed of the program structure, goals and objectives, hours of operation and fees charged, if any, for Wings of the Harbor.
2. I have received a copy of *Your Rights When Receiving Mental Health Services in Michigan* and understand that I may file a Recipient Rights Complaint if I believe that any of my rights listed in the booklet have been violated.
3. I agree to the terms as stated above in the Resident Contract and have had the opportunity to ask questions regarding the contract, program requirements, Phase Guidelines and services and referrals available to me.

Resident Signature

Date

Staff Signature

Date

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