



# SafeStay Client Handbook

**Welcome to Ozone House!** The goal of the Safe Stay program is to provide you with a safe and supportive place to stay while you work to resolve some of the difficulties that you have been having. In order to stay here, you must be willing to work with your therapist and family supports, and be willing to follow some basic rules and expectations. If for some reason you do not have a family involved in your life, then your stay may be different and your therapist(s) will discuss that with you. All Ozone House services are free.

Please remember that Safe Stay is a voluntary program, which means that we cannot force you to stay here. By staying at Ozone House, you are volunteering to take part in all parts of the program and to follow the program rules. If, after entering the program, you decide that you do not want to stay here, your parent or legal guardian must give you permission to leave. If you leave without permission from your parent or legal guardian, we will notify them that you have left the program without permission and ask your parent/guardian to file a runaway report with the Ann Arbor Police Department. Ozone House hopes that you will choose to stay here to complete this service, so that you and your family can work toward improving some of the conflict or difficulties that you have been experiencing at home.

If you have a question that is not answered in this handbook, please ask any Ozone House staff member.

## ***SAFESTAY RULES***

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While at Ozone House, the following activities are not allowed:

- Verbal or physical abuse or threats toward self, staff or other youth
- Racial slurs, insulting remarks or excessive profanity
- Use or possession of drugs or alcohol
- Possession of pornographic material
- Possession or use of weapons
- Possession of explosives, including fireworks
- Sexual activity or any physical contact with others
- Use or possession of cigarettes/tobacco products
- Entering other residents' bedrooms/bathrooms

If you choose not to follow the above rules, you will receive consequences. We try to provide consequences that are of an educational nature whenever possible. Consequences may include: receiving assigned tasks from staff members, losing privileges such as personal phone calls or going on Safe Stay activities, or being asked to leave Ozone House. No physical punishment will be used by staff or volunteers at Ozone House.

## ***OTHER EXPECTATIONS FOR YOU WHILE AT OZONE***

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### **ATTIRE**

You are expected to wear appropriate clothing at all times, including during sleeping hours. Shoes or socks must be worn at all times. Clothing that has vulgar or drug-related material on it is not allowed. Shirts must be worn at all times. Tank tops need to have straps that are at least 1-inch wide, and clothes may not be worn that show an excessive amount of skin. Staff may ask you to change clothes at any time if they determine that your clothing is inappropriate. Sharing of clothing with other clients is not permitted. Clothing should also be washed on a regular basis – just ask staff if you need to do laundry.

## BATHROOM

You must clean up and hang towels to dry after using the shower, sink or tub. Personal clothing should be removed from bathroom after use. Only one resident is permitted in each bathroom at a time. In order to make sure everyone has a fair amount of time in the bathroom, time may be limited by staff as needed.

## BEDTIME

You are expected to be in bed and quiet, with lights out, at 11:00pm, Sunday-Thursday. On Fridays and Saturdays, lights out is 12:00am. You may let staff know if you want to go to bed earlier, however, don't plan to go to bed early in order to wake up early to watch TV or play videogames.

## CHORES

You will be assigned daily chores. These chores must be done every day during specified times, and must be checked by staff after completion. Staff may also assist you with chores if needed. You are responsible for making your own bed daily, cleaning your room, picking up after yourself, and informing staff when you need to do laundry. You will be given time each day to complete your chores.

## COMMENTS & SUGGESTIONS

We welcome comments or suggestions you have about how we can improve the services we offer to you and your family supports, and to others who come into Ozone House. If you have a suggestion or a comment, please discuss it with your therapist or the Residential Director.

## CONFIDENTIALITY

Ozone House will not give out any information about the services you are receiving here, unless you or your parent/guardian gives us written permission. There are three exceptions to this rule, including: (1) when you have been/are being hurt by someone; (2) when you are in danger of harming yourself; (3) when someone else is in danger of being harmed by you. This will not happen without your knowledge.

We expect that, just as we respect your right to privacy and confidentiality, so will you respect these rights for other youth staying at Ozone House. Specifically, we ask that you do not discuss other clients during phone time. We also ask that you do not record (video, audio, or photographs) clients with a camera, ipod, or deactivated cell phone.

Confidentiality means that we do not share information about you outside of Ozone House. At times, we may share information within the team of people here to help you, on a need-to-know basis. This is done so that all those who work in the Safe Stay program can help you in the best way possible.

## COUNSELING/THERAPY

You will meet with your Ozone House therapist daily Monday through Friday for confidential counseling. In general, you will also meet with your family at least once a week for family counseling. Counseling provides you with an opportunity to identify and talk about some of the difficulties that have brought you to Ozone House. You will work with your therapist to develop your own goals.

## DAILY SCHEDULES

*The following is an example of the weekday schedule for youth **who are attending school**:*

6am	Wake-Up, Breakfast, Shower and off to school
4pm	Therapy Group
4-7pm	Individual and family therapy
5pm	Study Time/tutoring
6-7pm	Dinner and chores
5-7pm	Homework, Life Skills and Individual Therapy
7-10pm	Phone time (20 minutes per youth)
7-9:30pm	Evening activity and TV time (only if homework is done)
9:30pm-10pm	Attend to hygiene, dispense medications, youth sign in
10-11pm	Room time (extra homework time if needed)
11pm	Lights Out

*The following is an example of the weekday schedule for youth **who are not attending school**:*

9am	Wake-Up
9-10am	Breakfast, Shower, Clean Room
10-11am	Skills Group
11am-12pm	Fit Time
12-1pm	Lunch
1-2pm	Study time
2-3:30pm	Free Time (no television or video games)
3:30-3:50pm	Snack time
3:50-4:00pm	10 minutes to prepare for Therapy Group
4pm	Therapy Group
4-7pm	Individual and family therapy
5pm	Study Time/tutoring
6-7pm	Dinner and chores
5-7pm	Homework, Life Skills and Individual Therapy
7-10pm	Phone time (20 minutes per youth)
7-9:30pm	Evening activity and TV time (only if homework is done)
9:30pm-10pm	Attend to hygiene, dispense medications, youth sign in
10-11pm	Room time (extra homework time if needed)
11pm	Lights Out

*The following is an example of the **weekend/holiday/summer** schedule:*

10am	Wake-Up
10-11am	Breakfast, Shower, Clean Room
11am-12pm	Skills Group
12-1pm	Study time
1-2pm	Lunch
2-3pm	Free Time/TV time
3-4pm	Free time (no television or videogames)
4-5pm	Fit time
5-6pm	Study time
6-7pm	Dinner and chores
7-10pm	Phone time (20 minutes per youth)
7pm-10:15pm	Evening activity / TV time / Free time

10:15-10:45pm	Attend to hygiene, dispense medications, youth sign in
10:45pm-12am	Room time
12am	Lights Out (Friday and Saturday nights only)

## **E-MAIL**

You will not have access to email or the internet during your stay in the program unless it is related to collecting or completing school work. In these cases, computers will be used under the supervision of staff.

## **FIRE DRILLS**

The agency will conduct regular fire drills during both waking and sleeping hours. During the fire alarms – and in case of actual fire, you should exit by using the fire escape, and wait on the sidewalk across the street from the parking lot until staff gives you the permission to re-enter the house or make alternative arrangements.

## **GROUP ACTIVITIES**

Group activities are scheduled daily. We may do things at the House like games or projects or we may leave Ozone and do things in the community like laser tag, bowling, or even a trip to a museum. It is expected that everyone in the Safe Stay attend and participate unless other plans have been made a head of time.

## **HOMEWORK / STUDY TIME**

Homework/study time is a quiet time for you to complete schoolwork or counseling assignments. If you have no homework, staff will help you choose another activity from the "Study Time Binder." Staff may assign you to a specific work area, and staff may have you work in a separate space from other residents. Staff is available for assistance during these periods. Television or videogames are not permitted during this time.

## **HOSTILE LANGUAGE POLICY**

At Ozone House we believe that all people deserve to be treated fairly and with dignity. We try to make sure that you experience Ozone House as a safe place that is free from discrimination, where you are respected for who you are.

We will respond to any hostile, discriminatory and anti-social remarks or behaviors that threaten the safety of youth, staff and others. We will deal with hostile language in a caring, patient and non-judgmental manner. If we hear you using hostile language, our goal is to help you learn about why your words may be dangerous or harmful to others.

## **LAUNDRY**

Staff will assist you in doing laundry. If you have clothing that needs to be washed, please let staff know. Ozone House will provide you with two (2) towels each week to use when showering.

## **MAIL**

You may use Ozone House for a mailing address during your stay. Mail will be given to you by staff. Your therapist can assist you with sending out mail. Please give any mail you would like to send to your therapist during your daily session.

## **MEALS**

You will be provided with three meals and snacks each day you are here. You are expected to be present for all meals. Dieting is not allowed, unless under a doctor's direction. If you have special dietary needs due to medical concerns, let staff know. You will be expected to assist staff and other

youth in preparing meals, and in cleaning up. All food and beverages must be consumed in the kitchen or dining room during specified times.

We have plenty of food and snack options available and ask that you not bring any outside food, drinks, or candy (from visits, school, etc.) into Safe Stay. This helps us keep the program fair and safe for everyone. If you do bring food to Safe Stay with you, you will be asked to throw it out, send it home with your parent or guardian, or finish it in the lobby if it is leftover from a family visit. Talk to your therapist if there are any medical reasons as to why you need certain food.

## **MEDICATIONS**

Medications, whether prescription or over-the-counter, must be locked in the staff office and given to you by staff. All medications must be taken in the staff office in the presence of staff. Medication will be monitored only with parental or guardian permission and will be monitored exactly as written by a physician. Medications without prescription labels cannot be given out. You are not allowed to keep any medication (including non-prescription medication) in your bedrooms, except for emergency medication as approved by the Intake Coordinator or SafeStay Therapist.

## **MONEY**

All activities and services sponsored by Ozone House are free. If you bring any money to Ozone House, it can be kept locked in the office and returned to you when you leave. You cannot spend your own money while at Ozone House, such as during SafeStay outings.

## **PERSONAL BELONGINGS**

You may keep personal belongings in your bedroom, but are responsible for keeping your room neat and items organized and tidy. Money and select valuables may be kept in the staff office. You are not permitted to loan or share your personal items. Ozone House staff cannot be responsible for any lost, damaged or stolen goods. All personal items, including clothing, will be inventoried upon entrance and exit.

## **PERSONAL STEREOS, CAMERAS & CELL PHONES**

You may bring a personal radio/CD player/MP3 player with you, but may only play it during free time. You are expected to play music which does not contain violent or sexually explicit language. Such music will be stored in the staff office and returned to you when you leave. In order to maintain the privacy and confidentiality of all youth here, tape recorders and cameras are not allowed. If you brought one of these items with you, you may either send it home, or keep it in the staff office until you leave. Cell phones are not allowed on the Safe Stay floor, and will be locked up during your stay. You may check your cell phone out when leaving the building to attend school. You will also be expected to check it back in upon your return from school.

## **PHONE USE**

You may make outgoing calls when meeting with your therapist or during phone time in the evenings. During phone time, you may make outgoing calls for 20 minutes between 7pm-10pm. Calls during phone time may only be made to people on your phone pass, and no exceptions will be made. Staff will dial all calls for you and monitor your conversations for safety & appropriateness. These calls are to be to your family or other significant supports. For all incoming calls, a message will be taken and given to you. You are not allowed to answer any telephone in the building.

## **PHYSICAL CONTACT & RESIDENT RELATIONSHIPS**

In order to allow every youth at Ozone House the opportunity to feel safe, there is to be no physical contact between residents or staff, including: hugging, doing other people's hair, holding hands, kissing, sexual contact of any type, hitting, slapping, kicking, pillow fights, etc.

While at Ozone House, you may not be involved in a romantic relationship with another client. Such relationships will take away from your ability to focus energy on the issues that brought you here.

## RECREATIONAL ACTIVITIES & EQUIPMENT

You are expected to participate in recreational and substance-free activities sponsored by Ozone House, unless you have a doctor verified health condition that prohibits such participation. Recreational activities will take place at Ozone House, and at other places throughout the community.

## RESIDENTIAL/SAFESTAY SPACE

When staying at Safe Stay, you must stay on the second floor, unless accompanied by a staff person. You may enter the staff office after you have asked for permission from staff, and only when a staff member is present. Doors leading to any outside porch should only be opened in case of fire, emergency or with staff permission.

## SEARCHES OF ROOMS & PERSONAL BELONGINGS

In order to ensure your safety and the safety of others at Ozone House, we cannot allow the following items in the house: lighters, matches, cigarettes, weapons, explosives, alcoholic beverages, illegal drugs or stolen property. Upon entrance to the program, your belongings will be examined by staff. Room searches will also be conducted when staff has reasonable cause to believe that any of the above prohibited items are in the possession of a Safe Stay client. Any prohibited items will be confiscated and either stored or thrown away. Parents, guardians and other community agencies will be notified as appropriate.

## SMOKING

Smoking is not allowed while you are a part of this program. Nicotine replacement options are available with parental consent.

## SPIRITUAL PRACTICE

Ozone House respects your spiritual preference, or absence thereof. If you wish to attend spiritual services during your stay here, we encourage you to arrange this with your parent/guardian and Safe Stay staff.

## TECHNOLOGY AND SOCIAL MEDIA USAGE

SafeStay youth will be permitted to use their personal technology (including social media) while in the presence of their therapist for 15 minutes during their individual therapy session Monday through Friday. Youth can use their phones or an Ozone House-issued computer during these 15 minutes.

Youth will not be given wireless access to the Ozone House network. Youth must either have cellular connectivity or use in-house computers with internet accessibility.

## TELEVISION

Television may only be watched for one hour during the day after 8pm and only once chores are completed. You will be expected to watch programs that do not contain violence, sexually explicit material or excessive profanity.

## VIDEO GAMES



Ozone House maintains a collection of appropriate video games that you may use during free time. Video games rated M or AO are not permitted and all video games are subject to staff's discretion.

## VISITORS

Your family is encouraged to visit you, and may do so. We expect that your parents will pre-arrange any visits with your therapist before they arrive at Ozone House. In most cases, friends will not be allowed to visit with you while you are here. It may be possible to leave Ozone House during visits with your parents/guardian.

## WAKE-UP

Wake-up time is 9:00am every week day, and 10:00am on weekends for youth who are not attending school. Staff will wake all residents up. You may use the first hour after you wake up to eat breakfast, shower, and make your bed. If a youth is attending school during their stay they will be woken up by staff at the appropriate time to get ready and get to school on time.

## YOUR RIGHTS WHILE AT OZONE HOUSE

Ozone House is committed to providing you and your family with services that are of the highest quality. We believe that as someone who is receiving services from us, you should be aware of your rights. You should also be aware of how to make a complaint if you believe that any of your rights have been violated. Please read the following paragraph on "Filing a Grievance," which explains how you or your family can file a complaint or grievance.

### YOU HAVE A RIGHT TO KNOW:

- that your involvement in Ozone House services is voluntary;
- that all of the services provided to you by Ozone House are free;
- that serious or frequent violations of Ozone House rules could lead to your discharge;
- if you, or information about you, will be used in any research or experiments.

### YOU HAVE A RIGHT TO:

- all civil rights guaranteed by state and federal law;
- suggest changes in the way Ozone House delivers services;
- expect us to investigate complaints about our services or staff;
- help create your own goals and plan for services;
- refuse our services and be told what will happen if you do;
- obtain a copy or summary of your client record unless the Director of Client Services recommends otherwise.

### YOU HAVE THE RIGHT TO EXPECT THAT STAFF WILL NOT:

- abuse or neglect you;
- give out information about you without permission\*;
- \* There are three exceptions to this including: when you are being, or have been harmed by someone; when you are in danger of harming yourself; or when someone else is in danger of being harmed by you.
- require you to be a part of any research if you don't want to be.

### IF YOU ARE A RESIDENTIAL CLIENT YOU HAVE THE RIGHT TO:

- know the rules about having visitors;
- not be restrained, unless you are an immediate threat to another;
- refuse to work for us unless the work is part of your treatment plan, or program structure;
- have space to keep personal belongings;
- keep your money in your possession.



## YOUR RESPONSIBILITIES INCLUDE:

- following the rules of our services and programs;
- providing clear and accurate information about yourself;
- being considerate of the rights of other clients and staff.

## IF YOU HAVE A COMPLAINT ABOUT SERVICES OR STAFF:

You may complete an *Ozone House Complaint Form* and submit it to any staff person. All complaint forms will be submitted to the Associate Director, who will proceed with an investigation into the complaint. In addition or instead of completing a complaint form yourself, you may ask to talk with the Executive Director who will explain and assist you with the complaint process.

## FILING A GRIEVANCE

The grievance procedures exist for Ozone House residents and/or their families who believe they have been treated unjustly by staff or an agency policy while receiving services. If you have a complaint with the Ozone House Youth Safe Stay program or its staff, you may complete an Ozone House Complaint Form and submit it to a staff person. All complaint forms will be submitted to the Associate Director, who will proceed with an investigation into the complaint. The appropriate strategy for this investigation will be determined by the degree and nature of the complaint. The Associate Director will begin an investigation into the complaint within two (2) working days, and will meet within three (3) working days. In the event that you are not satisfied with the attempted resolution, you may file the complaint with the Ozone House Executive Director, who will begin an investigation, and meet within five (5) days. If a satisfactory resolution is not reached with the Executive Director, you may file a written appeal to the agency's Board of Directors. The Board will consider the Grievance at its next regularly scheduled meeting.