

Step Two: Ramoth Apartments

Resident Handbook

Schedule (B)

Revised June 2017

Step Two: Ramoth Apartments

The Ramoth Apartments program is the second step of a three step program offered by Ramoth Life Centre. The Ramoth Apartments program is an educational support program that is separate from the Ramoth House Program.

Resident responsibilities:

1. Follow all Ramoth Apartments guidelines, agreements, contracts and schedules including applicable Ramoth House guidelines.
2. Respect the rights of Staff and residents of Ramoth Apartments and Ramoth House.
3. Accept the consequences of your own actions and being held accountable as deemed appropriate.
4. Participate cooperatively in the program.

Stepping Stones Plan

1. As a condition of the Occupancy Agreement each resident is required to develop a Stepping Stones Plan.
2. The Stepping Stones Plan is a contract that summarizes the goals, activities/programs and household routines that each resident in Step 2 uses to outline how they will invest in their family's life and future.
3. The Stepping Stones Plan will be developed by each resident in partnership with the Ramoth staff, prior to her admittance into the Ramoth Apartments.
4. Failure to follow through on an appropriate Stepping Stones Plan will result in a review of the Occupancy Agreement, potential termination of the Occupancy Agreement and discharge from the Ramoth program.

Security Deposit & Damage Issues

1. Residents are required to pay a \$250.00 security deposit upon acceptance in the program. The security deposit will be used for the purpose of cleaning, repairing and replacing items in the apartment after discharge.
2. The remaining unused balance will be mailed to the resident within 30 days after discharge if a forwarding address has been provided, apartment keys have been returned and all outstanding debts paid and/or if actions by the resident have not caused the damage deposit to be forfeited.
3. The resident is responsible for any loss or damage to her apartment and to any other part of the building caused by the willful or negligent conduct of the resident or of any person whom the resident permits on the premises. The resident will be required to pay the cost of repairs.

Occupancy Fees

1. Occupancy fees shall be paid according to the established policy.

Safe Environment

1. To provide a safe and protective environment for everyone in all Ramoth Programs, residents must control their actions and respect the feelings of others. Put downs, threats, name calling, lying and swearing hurts people and makes them feel unsafe and uncomfortable.
2. All visitors will be screened according to the Visitor Criteria. Please remember that the Step 2 program is an environment to promote healthy living, healthy relationships and healthy choices. The Visitor Criteria reflects this and may limit who may visit you in your apartment.

Camera's/Monitoring

1. Be advised the Ramoth Apartment entries and property, including the backyard, are monitored with video surveillance.

Curfews

Curfews (to be in your own apartment): Sunday - Thursday 10 pm – 6:00 am
Friday & Saturday 12 am – 6:00 am

Please notify the Independent Living Coordinator if an emergency situation arrives.

Inspections & Security Checks

1. Ramoth Life Centre reserves the right to enter the apartment in the resident's absence **without prior notice** for any violation of the Occupancy Agreement or any safety concerns within the premises (i.e. a burst water pipe).
2. **Security checks of apartment can occur without prior notification.** Security checks will be completed by two staff members and when possible, with the resident present.
3. **Inspections can be done at any time, even if a resident is not in the Apartment.**

Child Care

1. Supportive services are offered to mothers who live at Ramoth Apartments with their child(ren) in the form of education and encouragement. You are responsible for your child(ren)'s care.
2. If you decide to go out and leave your child(ren) in the care of another, we recommend that you use approved and licensed child care providers. We strongly recommend that you do not leave your child with a resident of the Ramoth programs.
3. Ramoth does not provide child care.

Visitors at Ramoth Apartments

1. All visitors must meet the Visitor Criteria, be on your visitors list and must be approved well in advance of a visit. Visitors are limited to three at any one time.
2. Visiting hours are: 11 am – 9 pm. Visitors are required to leave the Ramoth Apartment property by 9 pm each day.
3. All visitors are required to sign in/out of the Visitors' Log book in the entry of the Ramoth Apartments. You are responsible for ensuring your guests do this.
4. Approved female visitors are permitted to visit with resident in her apartment.
5. The **resident's** father/stepfather, grandfather, brother/stepbrother, if approved, may visit with the resident in her apartment.
6. No other male visitors are permitted to visit in or on the Ramoth properties. Male friends, family and boyfriends must visit in the community.
7. No sexual partners are permitted to visit a resident in or on the Ramoth properties.
8. Overnight guests are not permitted at Ramoth Apartments
9. It is the resident's responsibility to plan her visits around her appointments and other schedules.
10. The backyard and back entrance are off limits to all visitors and their vehicles unless special permission has been given, in advance, by the Independent Living Coordinator or Ramoth House Director.
11. Residents must request approval from the Independent Living Coordinator to host a birthday party/special celebration. Request for party approval must be submitted in writing two weeks in advance. Parties will be limited to a maximum of 10 people. There will only be one party permitted in the building at a time.
12. **Access to infants/children may be restricted by the Children's Aid Society/Family and Child Services. We recommend that you discuss possible restrictions on access with your social worker.**

Overnights Away

1. **Please note that overnights may be limited by the Children's Aid Society/Family & Child Services and/or Social Services. We advise you to discuss possible limitation with your social worker.**
2. If issues/concerns arise from overnight visits, you will be contacted by the Ramoth House Director.

Decorating the Apartment

1. Residents have the option of hanging pictures/wall art on the nails that are already in the walls around the Apartment. No additional nails may be put into the wall.

House Keeping

1. All residents shall adhere to a reasonable standard of cleanliness and safety inside and outside her apartment and meet standards as outlined in the Ramoth Apartments Home Maintenance Expectations Guide.

2. The Independent Living Coordinator will check every two weeks to ensure the Home Maintenance Expectations Guide is being followed. Failure to comply with this checklist will result in a warning. If a second warning is given, the Independent Living Coordinator will move to weekly checks. Repeated failure to maintain the required cleanliness level will result in the termination of the Occupancy Agreement.

Smoking/Fire Hazard Issues

1. Smoking on Ramoth Life Centre property must occur in the designated area only.

2. Residents who smoke are responsible to keep the area clean and to dump the butt can on garbage nights.

3. Residents are to ensure all cigarettes are completely out before putting them into the garbage bag.

4. **You are never to leave your child(ren) alone so that you can smoke.**

5. Do not leave fans, electric heaters, curling irons or other electric appliances turned on when you are not present.

Garbage and Recycling

1. Garbage disposal is your responsibility. Garbage and recycling may accumulate and it must be set out for collection weekly.

2. Garbage and recycling is collected on Thursday mornings but we recommend that you put your garbage and recycling out on Wednesday night after 7:00 pm.

3. In Wellington County it is required that you put your curbside garbage in 'user-pay' bags which can be bought at grocery stores in town. Residents must purchase their own 'user-pay' (yellow) bags.

4. You will be supplied with a garbage can in which to insert your yellow user pay bag. All of your non-recyclable garbage must be place inside the bag and the bag must be inside the garbage can with the lid on at all times.

5. You will be supplied with a blue box and will need to separate paper to one side and plastics &

metals to the other side.

6. If your garbage bag has been opened by animals while out overnight, you are responsible to clean this up.

7. You are responsible to keep your blue box and garbage can clean and free from spoiled or spilled food/garbage.

Laundry

1. Residents of Ramoth Apartments will be required to take laundry to a laundry mat or make their own arrangements for laundry service as there are no washers and dryers in the apartment building.

2. There is a laundry mat down the street from the Apartments.

Appliances and Furniture

1. Appliances and furniture supplied in the apartment are to be treated with respect, cleaned regularly & kept in good condition.

2. Should an appliance and/or furniture need repair or fail to work the resident must submit a repair form to the Independent Living Coordinator at her next visit and it will be repaired or replaced within a reasonable amount of time. In the case of an emergency, the Ramoth office or on-call number should be contacted.

3. All appliances and furniture remain the property of Ramoth Life Centre and must remain in the apartment. The furniture needs to remain as laid out in the apartment when you arrive unless permission is received from the Independent Living Coordinator to rearrange the furniture.

4. All electronics (television, radio, laptop, DVD player etc.) must be provided by the resident.

5. Additional furniture cannot be added without advanced permission from the Independent Living Coordinator.

Phone/Cable/Internet

1. Phone, cable and internet hook-ups are the resident's responsibility. The location of installation for any of these services must be pre- approved by the Ramoth House Director.

2. If a resident chooses to connect these services, the services must be ordered in her own name.

3. Residents are expected to pay for connection fees and pay monthly bills.

4. Residents in the Ramoth Apartments may not use the Ramoth office phone, computer or fax under any circumstances.

Mail

While living at Ramoth House Apartments, it will be your responsibility to arrange for postal service. Items mailed to the Ramoth postal box will be returned to sender.

Medication

You are responsible for purchasing and administering medication for you and your child(ren). You are advised to follow your Physician's orders concerning medications.

Appointments

1. You are responsible for making and keeping all healthcare and other appointments for you and your child(ren).
2. We recommend that you record your appointments on one calendar in order to ensure you do not double-book yourself.
3. Missed appointments should be immediately reported to the Ramoth House Director and/or the Independent Living Coordinator advising why the appointment was missed. A discussion will occur with the Resident and Ramoth Staff to determine if it was reasonable to miss the appointment

Pets

1. It is important that you make arrangements for someone to care for your pets prior to moving to the Ramoth Apartments as pets are not permitted in or on the Ramoth Life Centre property.
2. Residents/Visitors may not bring pets into the apartments for even a short period of time.

Parking

1. If a resident has a car that is in her current possession, is for her use and the car is operable then she may park it in the Ramoth Apartment parking lot.
2. Social workers and other professionals visiting the Ramoth Apartments may use the Ramoth Apartment parking lot.
3. Friends, family or other visitors are NOT approved to park in the Ramoth Apartments parking lot.

Being a Good Neighbor

Part of living independently is learning how to be a good neighbor and respecting those around you.

1. Be advised that if you smoke on the public side walk in front of the Apartments you are responsible to clean up all cigarette butts. Failure to comply with this may result in a complaint being filed to the local town council. Any fines incurred are your responsibility to pay.

2. Weekly flyers that are dropped off are your responsibility to pick up and dispose of in a timely manner.
3. Pick up garbage or recycling that may have blown around the yard after weekly collection.
4. If you have any concerns with other neighbors please notify the Independent Living Coordinator or Ramoth House Director.

Complaint Procedures

1. If you have a problem or a concern about a Ramoth Apartment guidelines, another resident or a staff member or volunteer then you are to come to the Ramoth House Office during office hours to request and complete a complaint form during office hours.
2. Complaint Forms are to be submitted during office hours (Monday-Thursday between 9 – 4 pm) to the Ramoth House Director or Ramoth House Executive Director.

Ramoth Apartment Resident Meetings

All residents of Ramoth Apartments are expected to participate in and host a bi-weekly Apartment Party at the agreed upon date and time (arranged monthly with the Independent Living Coordinator). During this gathering, residents will participate in the Ramoth Apartment residents' meeting to discuss any resident issues or concerns. This will be facilitated by the Independent Living Coordinator.

Staff Reports and Confidentiality

Ramoth Staff are required to report general information, interaction between residents, interaction between mom and child(ren), concerns and the breach of house guidelines. These reports are made to the Executive Director and/or Ramoth House Director. If you wish to share information that you desire to remain completely confidential, you will be directed to contact a counsellor. Information concerning residents is only released to individuals outside of Ramoth Staff when a release of confidentiality is signed. In cases where a safety concern arises or the information shared requires reporting by law, the Ramoth House Director will contact the appropriate authorities.

Dress Code

When meeting with Ramoth staff, it is expected that a resident will be dressed modestly (3b's covered). We recommend that you keep this dress code when meeting with other professionals in the community.

General Issues

1. Residents will receive one key for their Apartment and will be responsible for replacement costs if lost. We strongly recommend that the apartment doors are kept locked especially when a resident is not present.

2. If a resident needs someone from the Ramoth House office, she will ring the front office doorbell and wait for a response. Residents may also call the office and leave a message. Messages will be retrieved during office hours.

3. **All arrangements for transportation will be the responsibility of the resident.** This includes, but is not limited to, Ontario Works appointments and all medical appointments (including at the onset of labor). Ramoth is not responsible for your transportation to or from any appointments.

4. If appropriate, residents will be encouraged to be with family on special holidays.

5. Ramoth House's backyard, backdoor and porch are off limits to those living in Ramoth Apartments. If you need to speak to staff, then you will need to go to Ramoth House front office during office hours.

6. No sexual activity (kissing, touching, caressing, intercourse) is permitted at Ramoth Apartments or on the Ramoth properties.

7. Ramoth Apartment Guidelines are subject to change and residents will be notified in writing.

Leaving the program

1. Your apartment should be left clean, free of garbage and as laid out in the Departure Cleaning Checklist. Failure to keep & leave your apartment clean according to Ramoth standards will result in your security deposit being withdrawn.

2. If your Occupancy Agreement has been terminated, you must take all of your personal belongings with you at the time of departure.

Respecting the Program

Not following the Ramoth Apartments Guidelines, applicable Ramoth House Guidelines, specialized agreements/contracts and the Occupancy Agreement will result in re-examining your occupancy status.

If you refuse to follow the above stated guidelines and agreements your Occupancy Agreement may be terminated immediately and without appeal.