

RAMOTH HOUSE

Resident Handbook

Adapted June 2018

Security Checks

Security checks of bedrooms will occur without prior notification. Security checks will be completed by two staff members and when possible, with the resident present. **Room searches can be done at anytime, even if residents are not in the Home.**

Curfews, Signing In and Answering the Door

1. When leaving the property you are expected **to notify staff** and complete the Sign-Out Book. When you return to the property you need to sign in and notify staff that you have returned.
2. For your own safety the doors will be locked by the staff at curfew times and only Staff will answer the door.

Parenting Issues

1. a) Monitoring and supportive services are offered to mothers who live at Ramoth House with their baby, however you are responsible for your child's care. Ramoth House Staff are available to assist with child care issues. Only when approved by the Program Manager, can Staff provide care for the child while the mother is away from the building. The Cuddle Me Program volunteers are occasionally available to provide child care services.
1. b) We recommend that you do not change, dress, hold or entertain a baby that is not your own child. You are not to care for another person's baby without permission from the mother. You are not to leave the property while your baby is in the care of another resident.
2. All residents are to purchase insulated bags and ice packs for safe storage of formula when travelling.
3. Bedroom doors need to be partly open so staff can check on you during the night without waking you up. If your baby is crying you need to show consideration for other residents who are sleeping and go downstairs until your baby settles.

Phone

1. One resident phone is available for all calls. You are expected to limit calls to 20 minutes in length per hour to allow all residents equal access.
2. Phone calls are not permitted before 7 am or after 10 pm, during meals, during meal preparation or during classes. You are expected to finish meal time clean up and bottle preparations before making calls.
3. The office phone is not available to residents.

Cell Phone Protocol

1. Cell phones cannot be used upstairs if someone is asleep.
2. Cell phones must be turned off upstairs by 10 pm, even if no one is sleeping.
3. Cell phones cannot be used in the kitchen.
4. Cell phones cannot be used during classes.
5. We do not recommend that you answer/talk/text on the phone while feeding your baby.
6. We do not recommend that you answer/talk/text on the phone while changing your baby.
7. The ringer/sounds on cell phones must be kept low so as not to disturb others.
8. Ramoth House is not responsible for the loss, damage or misuse of cell phones.
9. All costs incurred for cell phone use are the responsibility of the resident.
10. If cell phone use interferes with the operations of the Home the cell phone use will be restricted.
11. If a resident does not abide by the cell phone protocol then she risks losing the privilege of using the cell phone in the Home.
12. Camera phones cannot be used to take pictures of staff or other residents.
13. Cell phones must be charged in your bedroom.

Television, Videos and Music

1. TV programs and movies over a PG (American) rating or that contain sex, violence or swearing are not watched at Ramoth House.
2. There is one iPod, TV and DVD player in the living room; items played must be chosen from the selection provided by Ramoth House.
3. You are free to listen to personal selections of music on portable listening devices but must use ear phones only and keep the volume low.
4. IPODS cannot be used in the kitchen at any time.
5. Portable video devices (portable DVD unit, iPod, PSP) may only be used in your own bedroom, with the use of ear phones and the volume kept low. No other resident may join you in your room while you are using a portable video device. All portable video devices and personal music or

video selections must be stored in your bedroom. We strongly recommend that you do not use these devices after curfew so as to ensure adequate sleep. If you breach any of the above guidelines your portable devices may be confiscated until you leave the program.

6. No clock radios are permitted at Ramoth House.
7. Televisions are not permitted in resident bedrooms.

Smoking

1. Smoking is **not** allowed in any part of the Home.
2. The designated smoking area is available to residents only. Residents who smoke are responsible to keep the area clean by only using the butt container to dispose of cigarette butts and by emptying the butt container.
3. There is no smoking near doors or windows, in the garage/porch or under the fire escape.
4. You are not to exhale in the house or near the door. Please remain outside for a few minutes after exhaling to air out your clothes before returning inside.
5. After smoking, you are expected to wash your hands immediately.
6. Staff cannot watch your baby while you smoke.
7. Residents cannot smoke after curfew or before 6:30 a.m.

Visiting at Ramoth House

Family and friends are encouraged to visit with residents in the community. Community visits do not have to be arranged with Ramoth House. Unless formally directed otherwise by Family and Children's Services, residents are to meet their visitors at an arranged time on the street in front of the Ramoth House property. The backyard and back entrance are off limits to all visitors and their vehicles unless special permission is granted by the Executive Director or Lead Team. **It is the resident's responsibility to plan her visits around the House schedule.**

All day visits must be arranged one week in advance. Arrangements must be made during office hours. **Access to infants may be restricted by the Family and Children's Services. We recommend that you discuss possible restrictions on access with your social worker.**

Overnights Away

Overnights away from Ramoth House may occur after you have been in the program for a minimum of 28 days. Overnight visits away from Ramoth House will be scheduled on weekends or holidays but will be used primarily during exit planning. When planning an overnight visit, you will need to complete the "Overnight Information Sheet" and submit it by Monday at 9 a.m. two weeks in advance. Late requests will be denied if the resident is on meal preparation over the weekend. Requests for an overnight must be approved by the Program Manager. Residents under 16 will also need permission from parent or guardian. **Please also note that overnights may be limited by Family and Children's Services. We advise you to discuss possible limitation with your social worker.**

Medication

Ramoth House is **not** a medical facility therefore you are responsible for the purchasing and administering of your baby's and your own medication. You are advised to follow your Physician's orders concerning medications. All medication will be stored in the office. Measurement and administration of baby medication will be supervised and observed by Ramoth House Staff in the kitchen area. The Distribution Chart must be initialed by you and the Staff. Staff will not sign the chart if they do not witness the administration.

Appointments

You are responsible to report all your appointments to the Staff for submission to the office as soon as they are scheduled. All appointments (medical, clinical, etc.) will be recorded on the main office calendar to aid in case management activities. You must also keep your own record of your appointments. Check with the Program Manager before scheduling an appointment in the Ramoth House office to ensure availability.

Dress Code

You must be dressed in clean clothes between 9 a.m. and 9 p.m. Clothing with bad language or rude slogans is not worn at Ramoth House. All clothing must completely cover your breasts, belly & bottom. Your clothes must not be see through. Pajamas must include bottoms if worn downstairs.

Staff Reports and Confidentiality

All Ramoth House Staff are required to report general shift activity, interaction between residents, interaction between mom and baby, concerns and the breaking of house guidelines. Ramoth House Staff cannot withhold information from the Program Manager. These reports are made to the Executive Director and/or Program Manager. 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 or Executive Director will contact the appropriate authorities.

Complaint Procedures

If you have a problem or a concern about a Ramoth House guideline, the weekly or daily schedule, another resident or a staff member or volunteer or any other issue then you are to complete a complaint form and submit it to the Executive Director or the Program Manager.

General Issues

1. You will receive one key for your bedroom door and will be responsible for replacement costs if lost. We recommend that you keep your bedroom door locked when not in your room.
2. You cannot redecorate the walls or rearrange the furniture in your bedroom. A bulletin board is available to post pictures of family or friends.
3. You are not to enter the office unless invited to enter. If you need someone from the office, please knock on the door and wait for a response.
4. If appropriate, residents will be encouraged to be with family on special holidays.
5. Residents are able to have access to the Ramoth House Store on the first Wednesday of each month as part of their educational programming. Items in the store are new and may include personal care products, infant care products, and infant clothing. Availability of items is strictly based on donations made to Ramoth House.
6. Guidelines for residents under 16 will vary depending on age and circumstances. There may also be additional guidelines set down by parents and/or guardian.
7. Ramoth House is a Christian Ministry therefore the Staff will say a prayer at meals.
8. You are expected to be at Ramoth House and prepared to eat by 5:30 pm. If you plan to be away for supper you must notify the staff by noon.
9. During your first month, you will be permitted to have the Lead Team send faxes to or prepare photocopies for Ontario Works. After the first month you will demonstrate your independence skills by arranging for all faxing and photocopying to be completed, at your expense, at a business in the community. Faxes of a personal nature will not be sent from or received by the Ramoth House office.

RAMOTH HOUSE DAILY SCHEDULE

6:00	showers and breakfast may begin
8:30	kitchen will be closed for cleanup
8:30 – 8:50	meal time housekeeping assignments completed
9:00	dressed for the day daily activities begin (school, work, meetings, ect)
10:00 – 10:15	kitchen open for snack & coffee break
11:45	lunch preparation & lunch
12:00	bedroom cleanliness assessment
12:30	kitchen will be closed for cleanup
12:30 - 12:50	meal time housekeeping assignments completed
3:00 – 3:15	kitchen open for snack & coffee break
4:00	meal preparation (unless menu or staff indicate otherwise) laundry time slot #1 completed & in bedroom
5:30	supper
6:15	kitchen will be closed for cleanup
6:15 – 7:00	meal time housekeeping assignments completed
7:00	daily and weekly housekeeping assignments completed & staff check
8:30 – 9:30	kitchen open for snack & coffee break
10:00	laundry time slot # 2 completed & in bedroom

Ramoth House Formula Preparation Schedule

6:00 a.m. - 7:30 a.m.	formula prep time slot #1
9:00 a.m. - 10:15 a.m.	formula prep time slot #2
10:15 a.m. - 11:30 a.m.	formula prep time slot #3
1:00 p.m. - 2:30 p.m.	formula prep time slot #4
3:00 p.m. - 4:30 p.m.	formula prep time slot #5
7:00 p.m. - 8:00 p.m.	formula prep time slot #6

Ramoth House Weekly Activity Schedule

Monday	<ul style="list-style-type: none">~ 8:00 a.m. – 7:00 p.m.: upstairs weekly cleaning~ 9:00 a.m. – 2:30 p.m.: infant baths~ 1:00 p.m. - 3 p.m.: clothing room open by appointment~ 10:00 a.m. – 2:50 p.m.: general client meetings~ 8:00 a.m. – 7:00 p.m. weekly bedroom cleaning
Tuesday	<ul style="list-style-type: none">~ 9:30 a.m. – 11:30 p.m.: private parenting education meetings~ 10:00 a.m. – 2:00 p.m.: stepping stones progress meetings~ 2:00 p.m. – 3:00 p.m.: group parenting education class
Wednesday	<ul style="list-style-type: none">~ 9:00 a.m. – 2:30 p.m.: infant baths~ 8:00 a.m. – 2:00 p.m.: downstairs storage space cleaning~ Ramoth House Store first Wednesday of each month~ 10:00 a.m. – 2:00 p.m.: baking sign-up~ watch calendar for monthly fun activity~ book all appointments (medical, counseling, ect.)
Thursday	<ul style="list-style-type: none">~ 10:00 a.m. – 11:45 p.m.: private personal development meetings~ 9:30 a.m. – 11:45 p.m.: private money management meetings~ 2:00 p.m. – 3:00 p.m.: group money management class
Friday	<ul style="list-style-type: none">~ 8:00 a.m. – 7:00 p.m.: downstairs weekly cleaning~ 9:00 a.m. – 2:30 p.m.: infant baths

YOUR RIGHTS UNDER THE OFFICE OF CHILD AND FAMILY SERVICE ADVOCACY

The staff at Ramoth House abides by the Office of Child and Family Advocacy document of rights of children, which applies to all residents under the age of 18 and their children. Certain restrictions do apply. Because our goal is not to control but to teach and guide, these rights are extended to all residents.

You have the right to:

1.speak and visit with members of your family as well as advocate, lawyers, social workers or other counsellors, ombudsman, or members of parliament.
2.send and receive mail that is not read, examined or censored by the staff of Ramoth House unless it is believed that prohibited articles are within it or that the contents could be dangerous. In that case, it will be opened by Ramoth Life Centre's staff in your presence.
3.privacy and possession of your own property subject to the House Guidelines.
4.to receive further religious instruction from the denomination of your choice besides that received at Ramoth House
5.the development of a plan of care based on your needs; to participate in the development of this plan.
6.nutritious meals, appropriate clothing as available, receive medical and dental care, pursue an education, and participate in recreational activities.
7.give input and feedback in regards to significant decisions and Home activities that affect you and to file complaints for violations of these rights in accordance to our internal complaints procedures. The office of the Child and Family Services Advocacy are available for consultation in these matters. (1-800-263-2841)
8.Ramoth House will be sensitive to the cultural needs of the resident and will make an effort to accommodate these needs when possible.

<p style="text-align: center;">RAMOTH HOUSE RESIDENT'S PERSONAL RIGHTS</p>
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Each young woman shall have personal rights which include but are not limited to:

1. be accorded dignity in her personal relationships with staff and other persons.
2. be accorded safe, healthful and comfortable accommodations, furnishings and equipment to meet her needs.
3. be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, or other actions of a punitive nature, including but not limited to interference with the daily living functions, including eating, sleeping, or toileting, or withholding of shelter, clothing, medication, or aids to physical functioning.
4. be informed and to have her parent(s) or authorized representative, if any, informed by the licensee of the provisions of law regarding complaints including, but not limited to, the address and telephone number of the complaint receiving unit of the licensing agency and of information regarding confidentiality.
5. participate in religious activities and services in the community and to have visits from her pastor.
6. not be locked in any room or building.
7. not be placed in any restraining device.
8. visit the Home before her placement.
9. have the Home inform her parent(s) or authorized representative of her progress in the Home.
10. file a complaint with the Home.
11. communicate with her parents or authorized representative.