

Homespace Corporation

SILP Program

Resident Handbook

Revised: March 6, 2009

Homespace provides a safe and nurturing transitional living environment and supportive services for single parent families that enables them to achieve independence.

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Phone: (716) 881-4600*

Welcome!!

Welcome!

Homespace welcomes you to its family of supportive staff and residents. We hope that your participation in the program leads to the fulfillment of goals that you have set for yourself and for your child(ren). Not only will you find a comfortable, safe home behind our walls, but also an environment in which individuals are encouraged to value themselves and others.

This is your guide to the policies, procedures, expectations, and information that will help you become a successful Homespace resident. This handbook was designed with what policies have been successful in the past, along with improvements for the future.

It is our goal at Homespace to provide an environment that is conducive to your personal goal achievement and your acquisition of independent living skills. Please feel free to bring all questions and concerns to the Homespace staff for clarification and guidance.

Sincerely,

The Homespace Staff

Homespace Values

The Homespace mission statement is best achieved through a set of values that helps guide both residents and staff. In becoming a Homespace resident it is important to recognize these values so that you may understand our policies and procedures, as well as be able to live the values in your own life.

Family

Homespace's main focus is that of the family. We try to foster an environment in which young families can learn to grow and care for each other in order to produce a healthy, functional unit. Along with this, it is important for residents to belong to and respect our bigger Homespace family so that a successful living environment is achieved. Some features and policies of Homespace that you will find influenced by this value include; the babysitting policy, the Homespace "family" staff, parenting classes, and group meetings.

Integrity

This value includes being accountable for ones actions, while also respecting the rights of others. Homespace staff follows this value by treating all residents fairly, and with respect. Some features and policies of Homespace that you will find influenced by this value include; the expectations of Homespace residents and the expectations of Homespace staff.

Security

Before any goals can be attained, residents must feel both physically and emotionally secure. This value is achieved by providing safe, comfortable housing and a supportive staff. Some features and policies of Homespace that you will find influenced by this value include; the curfew policy, the visiting guest policy, the alarm systems and securely gated living area, and the 24-hour staff on duty.

Empowerment

This value holds much importance in that a person who feels empowered can achieve many great things. The Homespace staff lives by this value by encouraging confidence and high self-esteem, as well as through teaching residents to be advocates for themselves. Some features and policies of Homespace that you will find influenced by this value include; group meetings, goal planning and achievement, and the assistance in locating secure housing for a successful discharge.

Collaboration

This value involves the teamwork and cooperation of residents while working with Homespace staff, other residents, and the bigger community. Collaboration allows for the enrichment of the individual in that she can teach and support others, while being taught and supported herself. This can lead to an environment in which people are no longer strangers, but instead partners and friends. Some features and policies of Homespace that you will find influenced by this value include; meetings with staff, planning activities with other residents, and volunteer opportunities in the community.

The Homespace "Family"

Homespace employs a supportive staff to help all residents achieve their best. Staff is available 24 hours a day to ensure a safe and comfortable environment. All staff is available to provide assistance and offer guidance.

Executive Director

The Executive Director's role is to oversee all operations of Homespace. The Executive Director participates in the selection and screening process of potential residents. The Executive Director makes all final decisions regarding any matters related to Homespace residents, staff, volunteers, and property.

Program Director

The role of the Program Director is to oversee the overall functioning of both Second Chance Home and SILP. The Program Director supervised the Case Planner, Independent Living Coordinator, and Childcare Worker Supervisor and

Case Planner

The role of the Case Planner is to assist residents in developing realistic goals, make referrals for needed services, and monitor the progress of residents. The Case Planner is available to address everyday concerns and questions, as well as to acclimate the resident to the Homespace environment. The Case Planner manages the admissions process. Residents meet on an individual basis with the Case Planner either weekly or bi-weekly to work on goals related to school, work, day care, medical appointments, mental health needs. The Case Planner can also provide referrals to other supportive services in the community.

Independent Living Coordinator

The role of the Independent Living Coordinator is to assess and assist in the areas of parenting, budgeting, nutrition, housekeeping, time management, and daily living skills. The Family Life Educator oversees the daycare and helps plan family and children activities. Residents meet on an individual basis with the Family Life Educator either weekly or bi-weekly.

Child Care Worker Supervisor

The role of the Childcare Worker Supervisor is to supervise the Childcare Workers employed at Second Chance Home and SILP. This person responds to any issues/concerns involving a childcare worker at Homespace.

Child Care Workers

Child Care Workers are on duty when business hours are closed (Monday-Friday 5pm-8am and all day Saturday, Sunday and designated holidays). Child Care Workers maintain the rights and dignity of the residents, as well as maintain the safety of the complex.

Office Staff

Office Staff oversees all matters related to the front office. They also oversee the payments for laundry, office telephone usage, and SEFCU information.

What You Can Expect From Homespace...

- 1.) Your own personal townhouse that is clean and in good working condition.
- 2.) All townhouses include these major appliances: refrigerator, stove/oven, and microwave.
- 3.) All townhouses include necessary furniture: a kitchen table with chairs and a high chair, couch and tables for the living room, a full size bed for the parent and the appropriate bed for the child (ren), a rocking chair, and dressers/nightstands. Some townhouses come with their own television.
- 4.) Peaceful and private enjoyment of your townhouse.
- 5.) A resident council that is made up of peers who will listen to your concerns and help you to come up with positive resolutions.
- 6.) Staff that aim to assist in goal achievement and success for each resident and is available to help you overcome hurdles, discuss general concerns, and offer encouragement.
- 7.) A safe, secure environment including staff on duty 24 hours a day and your own personal security alarm.
- 8.) The opportunity for you to develop necessary independent living skills that will benefit you and your child(ren).
- 9.) A family environment in which staff and residents form relationships that are mutually caring and respectful.
- 10.) A staff that maintains all residents' confidentiality and rights.
- 11.) Assistance in securing permanent housing when the appropriate time comes.

What Homespace Expects From You...

- 1.) A positive attitude!
- 2.) Respectful interactions with all other residents and staff.
- 3.) A goal and a plan to obtain self-sufficiency, along with actions that show progress towards this goal.
- 4.) The desire to learn and grow as an individual and a parent.
- 5.) Active participation in all group meetings, individual meetings, and Homespace events.
- 6.) The upkeep and respect of your townhouse.
- 7.) Residents are expected to follow ALL rules and regulations so that safety, comfort, and progression of the individual are achieved.

Homespace Rules and Regulations

The staff at Homespace reserves the right to change, add, or remove regulations and/or rights at their own discretion as they see necessary for the safety and success of each young family.

Moving Into Homespace

Entrance and Exit Inspections

On your move-in day, staff will complete an Entrance Inspection to ensure that your townhouse is safe and comfortable for your personal use. Staff will make note of all furnishings and the condition of your townhouse. Upon exiting Homespace, a staff member will complete an Exit Inspection to ensure that your townhouse is still in good repair and that all Homespace property is present. Resident is expected to sign off on both inspections to ensure accuracy and reduce discrepancies.

Assistance with Moving

You may have up to two people helping you move your belongings into your new townhouse. They are allowed to move items in only and can only stay for up to one hour to help you unpack and get settled.

Signing In/Out

Once you have moved into your townhouse you are considered a Homespace resident. You must sign in and out on the Sign-In Sheets that are located in the front entrance-way whenever you are entering or leaving the building. Be sure to include your **full name**, the correct time you are coming/going, and your destination address. In order to protect the safety of the residents in the program it is not acceptable to put “out” as your destination address.

Probation, Curfew, and AWOL

GAP: “Getting Acquainted Period”

We understand that when a new resident moves into Homespace she might feel a bit uncomfortable in her new surroundings. It is also the same for the staff at Homespace as we have a new family living with us who we are just getting to know. To help everyone make this adjustment and become more familiar with one another we have developed a “Getting Acquainted Period” (GAP) that is used at both of our programs. The policies are a bit different during GAP and the differences are based on what program you are in.

SILP residents are placed on a **2-week** GAP when they first enter Homespace. This two week period is used as a time for you and the staff of Homespace to get to know each other better. There are a few special policies that one must follow during GAP, which are:

Curfew: 9:00 pm Sunday through Thursday, and 11:00 pm on Friday and Saturday.

Weekend Passes: No weekend passes will be granted during this two week period.

Depending on your adjustment to the SILP program after GAP, your curfew may be adjusted to a later time and weekend passes will be provided to you.

After GAP your curfew will be determined by your Case Planner and Independent Living Coordinator. When considering what your curfew might be, the following is taken into consideration:

- Your compliance with policies and procedures during GAP
- Your ability to prioritize your child's safety
- Your ability to make safe, responsible decisions
- Your compliance with your service plan goals, i.e. going to school daily, attending counseling appointments, etc.

If your school/work schedule conflicts with your curfew then you must show documentation of your schedule to your Case Planner and appropriate adjustments will be made to your curfew.

Curfew Violations

Any resident not adhering to the curfew will be held accountable for their decision-making. A resident will receive a written violation when he/she arrives home past their curfew. If a resident develops a pattern of returning past curfew then more serious consequences will be given.

AWOL

A resident is considered to be absent without leave (AWOL) when the resident is absent from the facility overnight without having made prior arrangements with staff. When a resident is AWOL various steps are taking, including filing a missing persons report with the Buffalo Police Department. Consequences for an AWOL are serious and could include termination from the program.

Written absence due to hospitalization, or an emergency that is communicated to core staff, is not considered AWOL.

Time Away from Homespace

Weekend Passes, Extended Leave, and Medical Leave

Weekend Passes

Weekend Passes allow the resident to be off of Homespace premises for the weekend. Every resident automatically gets a weekend pass at the beginning of the week, however this pass can be taken away if a resident does not follow program policies during the week (i.e. fails house inspection, receives multiple written violations, fails to attend group, etc).

A weekend pass allows you the opportunity to spend the night at another person's home. The weekend pass does not allow you to disregard curfew and come and go as you please during the night. Therefore, if you do not have plans to spend the entire evening somewhere else then must return to Homespace by your curfew and you will be expected to stay home until the following morning at 7:00am. If you need to leave earlier in the morning due to school or work then you will need to get approval from your Case Planner ahead of time.

Extended Leave

Residents can ask for an extended leave from the program if they wish to spend time with family, go on a vacation, or to recover at a friend's or family member's house after surgery or birth of a child, etc. The granting of an extended leave is up to the core staff and is not a guaranteed right. If you would like an extended leave, fill out an **Extended Leave Request Form** (located in the front office) and give to either the Case Planner or Independent Living Coordinator at least **24 hours** before you plan to leave. The staff member will consult with the Program Director and notify you as soon as possible regarding an acceptance or denial.

Medical Leave

If a resident has a medical crisis and needs to be absent from the program, she must submit proper documentation before leaving or upon returning to Homespace. Proper documentation must also be given to staff if the resident is called upon to care for a family member during a family or medical crisis.

If a resident is on probation when a crisis occurs, he/she may be absent from the program with proper documentation as well. However, the probation will be extended for the period of time equivalent to the period of absence.

Always try to alert Homespace if possible when a medical crisis occurs so that staff is aware of your whereabouts and can ensure your safety.

Notes:

Visiting Policies and Guests on Premises

Visitors

It is important that you feel at home when living at Homespace. Therefore, we want you to be able to have guests in your apartment as much as possible.

In order to keep everyone who lives in the program safe we have created some policies regarding visitors.

- Residents are responsible for the actions of their visitors.
- Visitors must remain with the resident with whom they are visiting at all times. If a resident needs to attend group or a meeting with a staff person then their guest must leave and can return after the meeting is over.
- No visitor is allowed on the property that appears to be under the influence of alcohol or drugs.
- Weapons are prohibited from being brought on to the Homespace property.
- If there is a known history of domestic violence between you and your prospective visitor then we may not allow visits to take place on our premises.
- If a visitor becomes verbally or physically aggressive or threatening during a visit then they will be asked to leave the property immediately and further discussion will take place with you about that person being allowed on the property in the future.
- Residents are limited to two visitors at one time. Residents are only allowed to have one male visitor at a time. If you have a young male sibling that would like to visit with another male relative then an exception may be made but residents must plan ahead and get permission from their Case Planner before the visit can take place.
- On-call social workers will not be called after business hours to permit a visitor in the building.

There are two types of visits allowed; community room and townhouse.

Townhouse visitors:

In order for you to have a visitor in your townhouse that person needs to be screened by your Independent Living Coordinator. This appointment must be scheduled in advance with your worker to ensure that they are available to facilitate the screening.

During a screening your prospective visitor will be asked to provide two forms of identification (one form must be a photo ID) and he/she must sign off on various forms indicating that they will follow program policies when they are on the premises of Homespace. The forms of identification will be photocopied and kept in the front office for all staff to have access to.

After the visitor has been screened and approved to visit on our premises, he/she will be asked to bring a photo ID every time they visit and it will be kept in the front office for the duration of the visit. If a screened visitor does not bring photo ID with them to a visit then they will not be allowed to go into your townhouse, instead you will need to visit in the community room.

****When a visitor arrives to see you they will be asked to sit in the front hallway while you are paged by a staff person to inform you of their arrival. It is then your responsibility to come to the front office, greet your guest, and bring them to your townhouse. We will not permit a guest to walk to your townhouse without you****

Community Room visitors:

The community room can be used when you have a visitor that has not been screened. Residents are responsible for making sure the community room has been cleaned after the visitor leaves.

****Homespace staff has the right to deny a visitor's entrance or ask that a visitor leave at any point during their visit****

Visiting privileges can be revoked due to program non-compliance. CORE staff will communicate to Child Care Worker should this happen and it will be the role of all staff to enforce this decision. It is expected that all residents comply with any and all visitation arrangements made by the staff of Homespace.

Other People Entering Homespace

It is the responsibility of Homespace staff to allow guests into the building. Never open up a door for anyone other than your own guest. The entrance doors are on a double lock system for a reason. Never prop open these doorways or the front gates as it could allow unwanted people onto the premises.

Time Commitments

Meetings with Staff, Group Meetings, and Parenting Classes

Meetings with Staff

Residents are required to meet with their Case Planner and Indep. Living Coordinator either on a weekly basis when you first enter the program. After your first 30 days in the program your workers will assess whether your meetings can be changed to bi-weekly.

Your Case Planner will assist you in setting up goals related to school, work, day care, medical needs, counseling, etc. Additionally, your Case Planner will accompany you to your court hearings, maintain regular contact with your county worker, and work with you to achieve permanency.

Your Independent Living Coordinator will assist you in setting up goals related to parenting, budgeting, household maintenance, self care, etc.

Group Meetings

Attendance and participation in group meetings are required by all SILP residents. They are held every week on Tuesday nights from 6:00 pm-7:00 pm. The group topics vary, however they focus on independent living skills, personal well-being, and health awareness. Group takes place in the community room.

Children over 3 months old are not allowed to be in the community room during group. Daycare is provided in the Child Activity Center (Townhouse #13) where a childcare worker will supervise your child while you are in group. Children must be taken to the CAC by 5:45pm so that you are ready to begin group promptly at 6:00pm. You will then pick up your child as soon as group is over.

If your child(ren) is ill, it is still expected that you attend group; daycare will be held for them in a separate area. Homespace staff will review on a case by case basis as to whether or not the child is too ill to even attend the separate daycare. A doctor's note may be required.

Money

SEFCU, Personal Needs Allowances, Savings Accounts, Telephones, Laundry, and Utilities.

SEFCU

When a resident moves into the SILP program they will be linked with SEFCU to open a banking account with them (whether to open checking and/or saving accounts will be your decision based on your personal banking interests). SEFCU will provide you with a debit card and checkbook to record your transactions so that you can remain up-to-date on your account balance.

Personal Needs Allowances

While living in the SILP program residents receive a “Personal Needs Allowance” every month. The amount is between \$250.00-\$290.00 depending on the age of your child. The allowance is directly deposited into your SEFCU account on the first and third Tuesday of every month. This money is meant to provide you with additional financial support throughout the month, however it is strongly suggested that you not rely on this money as your only source of income.

Savings Accounts

In addition to the personal needs allowance, every resident will be provided \$50.00 a month that will be deposited into a separate savings account while they live at Homespace. Money can not be withdrawn from this account while you live at Homespace, rather it is meant to help you save money while you are in the program. When you are discharged from Homespace you will be able to take this money with you as long as your discharge was a successful one.

Telephones

Homespace will provide you with \$45.00 per month to assist in paying for your phone bill. This money will be directly deposited into your SEFCU account in the beginning of the month.

Laundry

Laundry services are offered to the residents at Homespace. The cost is \$2.00 for per day you would like to use the laundry facilities. Washing machine detergent and fabric softener are not provided by Homespace and are the responsibility of the resident to include in their budget. Payment of \$2.00 can be given to secretarial staff or the childcare worker at the front desk. A receipt will be given to you when you provide the payment.

The laundry room is open from 8:00am-9:00pm every day of the week. Only one resident is allowed to use the laundry room at one time.

It is each resident’s responsibility to keep the laundry room clean. Staff will ensure cleanliness of the room daily.

Utilities

Homespace will provide and pay for all electric and gas services. Your Independent Living Coor. will review the bills that arrive for your townhouse so that you are aware of the cost and conversations regarding budgeting and independent living can take place.

It is expected that the thermostat will not be tampered with. If the unit in your apartment appears to be then there will be consequences. We ask that you respect the property of Homespace and if there is a problem/concern about the heat or the thermostat unit that you submit a Maintenance Request Form.

Notes:

Responsibilities

Garbage, Snow Removal, Utilities, Transportation, Supervision of Children, and Confidentiality

Garbage

The disposal of garbage is the responsibility of each resident. The garbage gates are open between the hours of 8am-9pm. Residents are expected to discard of their trash during these hours. Garbage is not allowed to be left in townhouses or on townhouse porches at any time.

Snow Removal

During winter months, snow and ice accumulated on townhouse porches are the responsibility of each resident. A shovel and salt are in the front entrance way to the building. Please use these items to remove the snow and ice from your unit. Homespace is responsible for all other walkways between Monday and Friday. On the weekends, it is the responsibility of the residents to maintain the walkways in the courtyard.

Transportation

If you own a car, you may keep it on Homespace property. It is the owner's responsibility to keep the insurance, registration, and inspection current. Cars without plates are not allowed to be stored in the parking lot. Any vehicle in need of repair that is left on the Homespace property will be towed at the owner's expense.

Supervision of Children

It is each parent's responsibility to ensure the safety of their child(ren). Children should be supervised at **all** times. They should never be left alone in the townhouse.

Confidentiality

Confidentiality is an important aspect of the program that is guaranteed for each individual. This is not only the responsibility of staff, but also of each resident. It is prohibited to discuss the names or business of any resident while outside of the Homespace community. This is to ensure the safety and dignity of each family. Any person found in non-compliance of this rule will be asked to leave the program.

Note

Violations of Homespace Policy

Conduct, Destruction of Property, Drugs and Alcohol, and Prohibited Items

Written Violations

A written violation is given when a resident is breaks a Homespace policy. This can include, but is not limited to; missing group, disrespecting staff or other residents, destroying Homespace property, and being late for curfew. The violation report will be kept in the resident's permanent file. Residents may request a review of violations by submitting a written request to the Program Director.

Conduct

Homespace offers a safe, equal, comfortable environment for all staff and residents. Respect for all persons is expected. Violence, sexual abuse or harassment, emotional and or verbal abuse, and physical abuse are strongly prohibited. Homespace accepts clients and employees regardless of culture, race, or religious background. Residents must respect and try to appreciate the differences in each staff member, educator, volunteer, and resident.

Destruction of Homespace Property

Homespace strives to offer a comfortable environment for each resident. Destruction of Homespace property, graffiti, and theft are serious violations. Please keep Homespace comfortable, clean, and litter free.

Drugs and Alcohol

Homespace is a drug and alcohol free environment. It is expected that a resident will alert Homespace staff **before** they move in if there is a substance abuse problem so that assistance can be arranged. Any resident found to have alcohol or drugs in their townhouse will be referred out of the program immediately. Residents, regardless of age, are not allowed on the property under the influence of any substance. Appropriate disciplinary actions will ensue with possible referral out of the program. If children are found to be in a resident's care while under the influence of any substance, Child Protective Services will be notified.

Cigarette Smoking

Smoking cigarettes on Homespace property is not allowed at any time. If you do smoke outside of the property, make sure to dispose of cigarettes correctly; make sure that the embers are out and dispose of in a cigarette can. Make sure that there are no cigarette butts on the ground for children to pick up and play with.

Prohibited Items

Weapons, firecrackers, alcohol, and illicit drugs are prohibited from coming through Homespace doors.

Notes:

Your Townhouse

Furniture

All of our townhouses come furnished with essential furniture. However, we are very open to you bringing your own furniture as well as long as we have appropriate storage to keep our furniture in. If you would like to bring your own furniture into your townhouse please inform your Case Planner and a decision will be made by CORE staff.

Decorating

You are welcome to decorate your townhouse in a way that feels comfortable for you. Any decorating that involves painting or alteration to the townhouse is prohibited. Residents may ask the Maintenance Engineer to assist them with hanging up pictures or personal items.

Pets

Pets are prohibited with the exception of a therapeutic aide dog. Documentation is required. A single fish in a fishbowl kept out of reach of children is allowed as long as it is kept clean.

Maintenance Requests

If you find anything in need of repair in your townhouse you must put in a Maintenance Request Form. The forms are located next to the mailboxes or you can ask for one from the Childcare Worker on duty.

Fill out the form completely and submit as the CCW on duty to put the form in the Executive Director's mailbox. Every effort will be made to make repairs in a timely manner.

Weekly Townhouse Inspections

The staff at Homespace wants to ensure that all townhouses are kept in a clean condition for the health and safety of each family. Along with this, Homespace wants to teach and encourage all residents to keep a clean living environment. Inspections of the townhouses will be done once a week. Any person found to have a townhouse in failing condition will be taught how to properly clean and maintain their environment and weekend pass privileges can be lost if a resident fails their house inspection.

Privacy

Each family is given the right to privacy in their townhouse. However, Homespace reserves the right to enter any of its townhouses regardless if the resident is home or not. Every attempt will be made to notify the resident that staff will be entering the apartment. Staff will let themselves in if there is no answer so that safety can be ensured and work requests/maintenance can be completed.

Keys

Each resident will receive their own house key and a mailbox key that opens their personal mailbox. There is a replacement fee of \$10.00 for any lost key. Keys **must** be returned when resident leaves the program.

Babysitting Policy

Resident Babysitting Policy

Homespace strives to be a family that is willing to assist each other in their needs. Residents are allowed to baby-sit for other residents' children as long as the following policies are adhered to:

- As the babysitter, you agree to abide by the following rules:

The child must be under your care at all times. This means that no other resident is allowed to watch the child. Your own child must be supervised at all times. All meetings with staff, and group meetings, must still be attended. Homespace takes no liability for the child regarding any occurrence of negligence on your part. At no time should the child be left alone in the townhouse.

- As the parent of the child(ren) being babysat, you agree to abide by the following rules:

You must make sure that all needed items (diapers, bottles, clothes, etc.) are given to the babysitter to ensure for correct care. You must give any medications to your child that he or she may need. The babysitter is NOT allowed to give medications to your child. You must pick your child up on time. If you are going to be late, you **MUST** call the resident babysitter and the on-duty staff member.

If at any time Homespace feels that this policy is not working out, staff may dismiss your babysitting privileges.

Residents are not allowed to baby-sit children in the townhouses that are not Homespace residents.

Notes:

Discharge from Homespace

Successful Completion Discharge

When a resident follows through with all policies and procedures and ages out of the program, he/she will receive a positive discharge status. Staff will assist in permanency planning and housing needs. An Exit Interview will be scheduled and keys must be returned before discharge is final. Any belongings left 24 hours after the discharge will be discarded of. The resident may request follow-up services.

Voluntary Exit

Homespace requires a 30 day notice if you plan to leave the program voluntarily. Staff will make all attempts to assist in housing and permanency planning. All belongings must be moved out of the townhouse on the move-out date, and an Exit Interview must be completed. Keys must be returned. Any belongings left 24 hours after the discharge will be discarded of. The resident may request follow-up services.

Immediate Referral out of the Program

The criteria for discharging a resident immediately are as follows:

- Engaging in unlawful activities (drug use and/or trafficking, prostitution, assault/battery, or any other criminal acts).

- Intentional destruction/property damage.
- Threats or abuse towards another resident or staff member.
- Continuous violations of the Program Contract after the resident has been placed on probation and has shown no sign of improvement.
- AWOL for 48 or more hours

The staff at Homespace will find suitable placement for the resident before discharge is final. All belongings must be moved out of the townhouse on the discharge date, and an Exit Interview must be completed. Keys must be returned. Any belongings left 24 hours after the discharge will be discarded of.

When a resident is referred out of the program in this manner, the resident will not be allowed back on property to socially visit with other residents. The resident may still request follow-up services.

Condition of Townhouse upon Exit

Your townhouse should be clean at all times, including when you exit the program. It is expected that the townhouse will be left in the same condition that you received it in. Please make sure to follow these tips when vacating your townhouse:

- Townhouse should be “swept clean,” meaning an overall removal of any paper, clothes, garbage, etc. that may be lying around.
- Remove any and all garbage bags.
- Do not leave any food in the fridge.
- Do not leave water sitting in sinks or bathtub.
- Clean up any large spills.

Removal of Personal Belongings

All personal belongings are required to be moved out of the townhouse 24 hours after the discharge date. Belongings will be discarded of after 24 hours. No personal belongings will be allowed to be released unless the Exit Interview is completed and the keys returned.

Notes:

Emergencies and Safety Information

In Case of Fire

- If fire or smoke is in your townhouse, leave immediately. **Do NOT try to fight the fire yourself!!** Close, but do not lock your door. Bring your child(ren) with you to the main office so that you can notify the staff on duty. The staff member will notify all other residents. If asked, call 911 and give them complete information-exact address, staff on duty, and your name. Proceed to the designated meeting area by the garbage gate or across the street (whichever one is safer). Make sure that your child(ren) are with you at all times.
- If you are informed that there is smoke or fire in another building, exit the nearest and safest black courtyard gate and meet at the designated meeting area by the garbage gate or across the street (whichever one is safer). Make sure that your child(ren) is with you at all times.
- If you see fire or smoke coming from the main building then call 911 immediately. Do NOT enter the main building if you see fire or smoke. Proceed to the designated meeting area by the garbage gates or across the street (whichever one is safer). Make sure that your child(ren) is with you at all times.
- If you are inside of the main building and you witness fire or smoke, leave immediately with your child(ren). There are three exit doors; one in the community room, the main entrance, and the door leading to the courtyard. Exit via the safest and nearest door. Proceed to the designated meeting area by the garbage gates or across the street (whichever one is safer). Make sure that your child(ren) is with you at all times.
- If the location across the street is not safe, staff will have you proceed to Second Chance Home located on Michigan Ave. Do not leave the designated meeting area until staff has accounted for

you. If you are not accounted for, emergency personnel will look for you unnecessarily in the townhouses.

- Feel all doors before proceeding through them...there could be fire in that next room.
- If there is thick smoke, get low to the ground and crawl to safety.

In Case of Intruders

Call 911 immediately if you notice an intruder on Homespace property. Do not try to fight an intruder yourself. Notify Homespace staff via the intercom and stay inside of your townhouse with all doors and windows locked. Activate your personal security alarm. Keep your children close to you and stay clear of all windows.

If there is an intruder in your townhouse, hit the panic button that is located by your intercom and security alarm panel. Contact 911 if this is the safer option.

In Case of Medical Emergencies

Call 911 immediately and ask for an ambulance if a medical emergency occurs. Make sure to include the exact address, your name, and the situation. Notify staff after you have called 911 that an emergency has occurred and that help is on the way. Remember that if you are in your townhouse the best way to contact staff is via the intercom. It is best to never leave the person who is experiencing a medical crisis alone.

In Case of Equipment and Service Outages

In the event that there are outages of heat, light, water, or other services, you should remain calm and notify the staff on duty.

Instructions for Your Personal Security Alarm

There is a personal house security alarm in each townhouse. The control panel is located on a wall in the kitchen. You will be given your own personal code; please do not lose it or share it with others. The instructions for operation are as follows:

- To set alarm before leaving apartment:

All windows and the front door on the first floor must be closed in order to activate the alarm. Put your personal number code into the control panel, you will have 30 seconds to leave the apartment. Lock the door as you normally would.

When arriving back to the townhouse: As soon as you walk in the door, put your number code into the control panel. You have 30 seconds to do this before the alarm will sound.

- To set alarm while in apartment:

All windows and the front door on the first floor must be closed in order to activate the alarm. Put your personal number code into the control panel. The alarm is now set and you can go about

doing what you need to do inside of your apartment. There are no motion sensors in the house so the alarm will not be set off by movement, it will only be set off by a window or door opening.

Before opening a window or door, make sure to put your number code into the panel so that the system deactivates.

*If the code is entered incorrectly by mistake, wait two seconds and re-enter your correct code.

There is a panic button located to the side of, or above, your control panel. If there is ever an extreme emergency, push the center button.

Electric Stove Instructions

Electric stoves differ from gas stoves. Unlike gas stoves, you DO NOT have to turn the burner up to high first. The coils in an electric stove heat up by themselves gradually; they do not have to be "lit" as in a gas stove.

Most cooking/frying should be done on low to medium heat so that food and pans do not burn (you will probably want to use medium heat if you are frying). In most cases, the only time that you should use high heat is if you are boiling water.

Items NOT to be put in the Drains/Sinks Etc.

Hair, grease, paper towels, diapers, and sanitary napkins should never be put down toilets or sinks. This could cause the system to back up and overflow into your townhouse. Make sure that you are watching your children at all times so that they do not throw any inappropriate items in the toilet or sinks.

- To properly discard of grease: pour cooled grease into a room temperature glass or metal container. Do not touch the container because if the grease is hot, the container will become hot too. Put the top on the container and discard of entire container in the garbage. **Never discard of hot grease as it is a safety hazard...wait until is has cooled!!**

Homespace Corporation

Acknowledgment of Resident Handbook Training and Agreement with Policies and Procedures

Resident:

I, _____, residing in apartment number _____, have received and read the Homespace Resident Handbook. All of my questions have been answered to my satisfaction and I agree to follow all policies and procedures as set forth by the Handbook. I acknowledge that my disregard of any Homespace policies and procedures may result in my immediate referral out of the program.

Staff Member:

I, _____, have held a Resident Handbook Training with _____, on _____. I have explained all

policies and procedures as set forth by the Handbook. The above mentioned resident has received a copy of the Homespace Resident Handbook and acknowledges understanding.

Resident Signature: _____

Date: _____

Staff Signature: _____

Date: _____