

EMPOWER 225

— Equip · Inspire · Elevate —



---Anchor House---

Transitional Living Program
Resident Handbook

Our mission is to empower youth in the capital region who are at-risk of homelessness and dependency to reach their highest potential through educational support, life-skills training, career preparedness, housing and mentorship

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Welcome!

The Empower 225 Team would like to take this opportunity to welcome you to your new home. We are so excited for you to be a part of our family. To help you through this transition, we have created this handbook as a guide for what you can expect during your time here. It is important to note that Empower 225 Anchor House has the right to change any of the following information at any time. The handbook will be updated as needed.

At the Anchor House, our goal is to provide a safe, affordable, and comfortable place for you to live. Our vision is to assist you in developing your God-given potential by learning the life skills necessary for successful independent living. We are dedicated to providing you with a supportive family environment where you can live and learn while you transition into adulthood and independence. If you have any questions or concerns, we are always here to help. Don't hesitate to talk to one of us at any time.

We have very high hopes for each resident, believing that God has brought each one of you here for a very specific purpose. He has great plans for you! We pray that you will uncover them as we walk with you in the coming months.

**Blessings,
The Anchor House Family**

PROGRAM DESCRIPTION

The Empower 225 Anchor House is a Transitional Living Program (TLP) designed to assist single males between the ages of 16-21 in developing skills and resources to promote independence. The duration of the program is 18 months. During these 18 months, clients will move between levels that reflect their successes and progression through the program.

Education and stable employment are two primary facets of the TLP program. Residents are required to enroll in school for either their high school diploma or Hi-Set, if they have not already obtained one or the other. While in school, they are also required to maintain regular attendance, good behavior, and passing grades. Anchor House provides transportation and can arrange for a tutor to help residents meet these requirements. If the resident refuses to follow this policy, he may be discharged from the program. Anchor House participants are **HIGHLY ENCOURAGED** to pursue higher education as well, but it is not a requirement.

The TLP program also aims to guide participants towards a “career job.” A career job is defined as employment that provides a living wage, teaches employable skill sets, and has opportunity for advancement. To accomplish this goal, Anchor House has developed partnerships with several companies. These places of business are ready and willing to accept our clients as employees. Staff and volunteers will also work with clients to identify their career goals, develop a plan for continuing education, and life skills that will benefit their future.

Program Objectives

Anchor House will focus on providing:

- Educational Support
- Life Skills Training
- Career Preparedness
- Housing
- Mentorship
- Financial Literacy

General Expectations of the Residents at the Empower 225 Anchor House:

- Communication – Residents are expected to speak directly to staff about any situation that prevents them from meeting the expectations of the program.
- Responsibility – Residents are expected to always act responsibly. Residents are not to engage in or be associated with any illegal activity, and are always expected to follow the laws and house rules.
- Honesty – Residents are encouraged to be open and honest.
- Dependable – Residents are expected to attend all group events, workshops or appointments

Anchor House staff are available to assist clients throughout their time in the program. Please keep the following numbers readily available:

Program Director: Lawrence Morgan 225.413. 9854

Administrative/Case Management: Magen Gauthreaux 225.810.5378

Coordinator/Driver: Pat Hymel 225.405.6320

Anchor House Landline: (225) 831-4880

EMERGENCIES: 911

Expectations & Follow-Through

Empower 225 Anchor House is a voluntary program. Each client should review and agree to the Resident Handbook. Violating or refusing to follow the rules, expectations, and policies in this handbook may lead to the loss of privileges, disciplinary action, or discharge from the program. The Anchor House staff reserves the right to address each violation on an individual basis based on the severity of the infraction. Final decisions for discipline and discharge are left to the discretion of the Program Director.

House Policies

A. Interviews & Intakes

Policy: All Potential Clients will be interviewed and given an assessment before entering the program. interviews are done the 3rd Wednesday of the month and Client intakes will be done the 4th Monday of the month. Clients will be assigned a specific room, and the Director must approve any room change. Both the staff and

the resident will conduct a walk-through inspection prior to moving in, and the resident is expected to maintain the living quarters in a clean and presentable manner. If any maintenance issues arise after move-in, then residents should notify staff so they can address the issue in a timely manner.

During the first month of the program, residents are not allowed to leave without staff accountability away from the house so that they can adjust to a new environment. Residents are able to earn passes for daytime leave and overnight stays as they progress through the program.

At check-in, client's belongings are searched and inventoried. Any confiscated items will be safely stored with staff and returned to the resident upon exiting. All medicines must be reported and turned in to staff for monitoring. The clients will discuss the handbook and fill out the necessary documents included in the intake package.

B. Medicine

Policy: Any prescription medicines should be turned in to staff for safe-keeping. Residents are required to take all prescribed medicines as directed by their doctors. A staff member or RA will monitor, not administer, the residents medicine and record when/what was taken.

After check-in clients are required to obtain their Medicaid cards to help with medical expenses. Empower 225 will help clients find additional insurance if needed for a specific medical condition Dental care is arranged on a case-by-case basis. Anchor House can also arrange wrap-around services for mental health needs.

C. Common Areas

Policy: The Empower 225 Anchor House has several common areas. These areas include the study area, living room, basketball court, dining room, and kitchen. Residents are expected to keep the common areas clean and free of litter. Staff will post a rotating chart identifying chores for each week.

Residents are required to share equipment such as TVs, computers, video game consoles, furniture, and other items. They are expected to be respectful to one another and solve any disagreements over equipment usage in a calm and mature manner. Residents should also be respectful of any guests or meetings in the common areas. Respect is a key factor to peaceful living in the home.

Consequences if policy is not followed:

- 1x: Grace is given, but the resident will receive a warning and possible additional responsibilities

- 2x: A pink slip referral, additional house responsibilities, and/or loss of privileges
- 3x: Possible discharge from the program.

D. Housekeeping

Policy: Each resident is expected to do his part to keep the house clean and in good condition. Staff will post a rotating, weekly chart of chores on the command center with instructions for each assigned area of the house. Residents are responsible for their assigned area for the week. RAs will monitor the daily cleanliness of the house, and they will instruct any additional cleaning to be done if needed. Staff will check each resident's living quarters. Residents failing to keep their rooms clean or not completing chores will be issued a pink slip. **FOOD IS NOT ALLOWED IN ANY OF THE BEDROOMS!!!**

Donors often want to see what the home looks like. Fundraising is an integral part to keeping the Anchor House's doors open. The house may be shown at any time, which requires it to be kept clean. Staff will, however, notify the residents, whenever possible, before donors/guests are expected to visit.

Pest Control

The following are helpful reminders to reduce the incidence of pests:

- Keep food stored in glass or plastic containers with tight-fitting lids
- Clean behind and under the refrigerator/stove every three months (Assigned by Facility Manager)
- Wipe down counters after every use
- Keep food in the common areas (**NO FOOD IN BEDROOMS!!!**)
- Keep the garbage, including recyclables, in trash containers.

Garbage and Recycling

Individual trash cans in bedrooms are the responsibility of each resident, and should be cleaned when they become dirty. The resident assigned to trash chores for the week should collect garbage from all common areas and place the outdoor trash can by the road for pick-up. Pick-up times for Anchor House are Tuesday and Friday mornings.

Consequences if policy is not followed:

- 1x: The RA will check it twice a week, issue a pink slip(s), and assign extra duties to individual(s) responsible.
- 2x: The RA will check it daily, add duties, and/or restrict activities.
- 3x: Staff will meet as a team to discuss further disciplinary actions.

E. Renovations & Maintenance

Policy: Anchor House Staff will maintain the home and property as required. The staff is responsible for overseeing maintenance requests. Residents should notify a staff member if they notice anything requiring repair or maintenance. Staff will make an effort to notify residents in advance of any work to be done in the home, however, in some cases, advance notice for emergency repairs is not always possible.

F. Curfew

Policy: Curfew for Sunday – Thursday is 10pm and Friday and Saturday is 11pm. If an emergency or delay arises while the client is out, he should contact the on-call Resident Advisor as soon as possible.

Residents must also notify and get approval from staff for any plans to stay out past curfew. If a client has a job that requires he work past curfew, he should notify staff so alternative transportation can be arranged. An UBER can possibly be arranged if deemed necessary by the program director

Consequences if policy is not followed:

- 1x: Grace is given, but extra house responsibilities will be given, or disciplinary action taken
- 2x: Curfew changes to 1 hour earlier for 1 month
- 3x: Possible discharge from the program

G. Overnight & Day Passes

Policy: Staff can grant two types of passes: overnight and day passes. These passes allow clients to go off-campus for recreational and family events. They are privileges earned by following the program and can be revoked if program or house rules are broken.

Day passes are for any unsupervised activity (4-hour maximum) away from Anchor House between 9am-10pm. This can include activities like bike riding, walks, going to the movies, or going out to eat with a friend or family member. Residents should get approval from the on-duty RA or staff member before leaving and sign-out in the logbook at the command center. They should sign back in when they return and notify on-duty staff. Residents must arrange needed transportation for day pass activities because program transportation is not guaranteed. Day passes are limited at staff's discretion. To get an overnight pass, residents must submit a written request at least a week before the requested dates. The request forms are in the command center's "Forms" file and can be submitted in the "Office" file. Approval is

dependent on the resident's program level, disciplinary standing, program schedule, and details of the overnight stay. Allowed overnight passes are as follows:

- ❑ First Month - None
- ❑ Level 1 (2 overnight passes per month)
- ❑ Level 2 (4 overnight passes per month)
- ❑ Level 3 (6 overnight passes per month).

The Program Director has final say on pass approvals, and may deny a pass at his discretion. With Director' approval, emergency overnight passes may be approved without the week's notification requirement.

H. Guests

Policy: Staff pre-approved male guests may be allowed to visit the house from 3pm – 8pm. Guests must sign-in; are only allowed in the common living areas of the house (e.g. living room, dining room, basketball court, and kitchen); and are expected to follow all house rules. A copy of the rules will be provided to them on their first visit. Residents are responsible for their guests. A guest's failure to follow the rules can result in a pink slip for the resident and the guest being banned from the house. Each resident is limited to one guest at a time.

All guests under the age of 18 must have written permission from their parent or legal guardian to visit the house. Written permission from the parent must be submitted to the Facility Manager or Program Director prior to the minor visiting.

No OVERNIGHT or FEMALE guests are allowed at any time!

Consequences if policy is not followed:

- 1x: Guest privileges will be taken away the following month
- 2x: Guest is no longer allowed to be on premises until further notice
- 3x: Resident should be discharged based on staff evaluation of the offense.

I. Parking

Policy: Parking spaces are limited. If a resident owns a car, he is required to have it approved by staff to be on Anchor House property and must be in driving condition. Guests should park along Wisteria Street.

J. Pets

Policy: Pets are not permitted in the Anchor House at any time.

Consequences if policy is not followed:

- 1x: Extra house responsibilities will be given and pet will be removed immediately

K. Property Insurance

Policy: Empower 225 insures Anchor House property only. Personal belongings are the responsibility of the residents. Empower 225 will not provide compensation for any lost, damaged, or stolen personal belongings. Residents may consider getting a small lockbox or footlocker for their valuables. If a resident suspects that something has been stolen, he should notify staff and follow the Client Grievance Procedure found at the end of this handbook to report the theft.

L. Utilities

Policy: Anchor House covers the cost of water, sewer, electricity and garbage pick-up for Anchor House. In order to keep the electric bill down, residents need to turn off all lights and electronics when they are not in use. Empower 225 will also provide cable, Internet, and home phone services for residents at Anchor House.

Program Policies

A. Level Progression and Privileges

Level 1: Expected Timeframe (30 – 60 Days)

- Develop a case plan with staff
- Enroll in some type of educational program (if required)
- Find employment (full-time for non-students/part-time for students)
- Develop a savings plan and budget with staff
- Open a bank account, if doesn't already have one
- Complete program assessments as assigned by Case Manager
- Apply for Food Stamps
- Apply for Medicaid
- Obtain state-issued ID, Social Security card, etc.
- Attend all scheduled appointments
- Participate in all Life Skills Classes
- Participate in at least one community service activity
- Have 30 consecutive days of good behavior (no pink slips or incident reports)

Privileges:

- Anchor House / Dream Center Wi-Fi access
- Transportation

- Weekly recreational activities
- Day passes with signed approval from staff. Must communicate with staff every 4 hours
- 1 overnight pass per month with signed approval from staff

Level 2: Expected Timeframe (eight to twelve months)

- Obtain Hi-Set or High School Diploma
- Be on track for any higher education goals (certification, college, vocational)
- Obtain full-time employment
- Attend driver's education classes and obtain a driver's license
- Learn to cook at least five meals
- Complete assessments as assigned by case manager
- Attend all financial literacy classes
- Maintain a monthly budget for a minimum of three months
- Work with case manager to develop a next-steps exit strategy
- Establish a "follow-up sponsor" for Level 3

Privileges:

- All tier 1 privileges carry over
- Enroll in driver's education & obtain driver's license
- TV / Game system in room (purchased by youth)
- 3 Overnight Passes per month
- Day Passes with signed approval from staff (Must communicate with staff every 4 hours)

Level 3: Expected Timeframe (three to six months)

- Pursue affordable housing
- Pursue a vehicle purchase

Privileges:

- All tier 1 privileges carry over
- All tier 2 privileges carry over
- Day passes as needed
- Overnight passes as needed
- Flexibility awarded as needed for independent living
- Graduation

Levels 4:

- ❑ Secure affordable housing
- ❑ Secure a vehicle
- ❑ Meet monthly with case manager to ensure progress
- ❑ GRADUATE!!!

Consequences & Color Codes

We are committed to positive youth development. Therefore, not following through with program expectations may result in consequences. Each youth and each situation are different. Do not ask the staff about the consequences of other youth. Consistent refusal to participate in the program may result in being disciplined or discharged from the Anchor House. We track your progress through a number of different methods. Participating in the program, accomplishing your goals, and following the rules will all factor into what consequences or privileges you have. We use a color system to determine your status.

Green All privileges reflective to tier privileges earned

Gray Minor loss of privileges (staff discretion)

Yellow Moderate loss of privileges (staff discretion)

Red Major loss of privileges / discharge for next violation (staff discretion)

B. Education & Employment

Policy: Once clients are admitted into Anchor House, they must immediately begin their work/school responsibilities. Case Managers will help residents with enrollment or finding employment as soon as they enter the program. Clients enrolled in high school are not required to have a job during their first six months in the program – unless they get expelled or transition to a Hi-Set school. High school students are required to spend 40 hours per week on school related activities (e.g. attending school, completing homework, studying). After six months, they are encouraged to find part-time employment.

Clients pursuing their GED are required to be employed at least part-time. Per week, the resident must maintain 40 combined hours of Hi-Set classes and work hours. Both high school and GED students will work with staff to determine the appropriate combination of hours.

HIGHER EDUCATION IS HIGHLY ENCOURAGED, but is not required. If residents decide to pursue higher education (e.g. college, trade school, certification), then their class/work load will be decided on a case-by-case basis. Clients not pursuing higher education, however, are required to find full-time employment. Clients are limited to a maximum of 60 hours per week – combined employment and education hours.

Employed residents are expected to turn their work schedule into staff. Case Managers may occasionally check-in with employers to make sure the client is maintaining good work habits and that there are not any concerns. If for any reason a resident loses his job, he should immediately contact his Case Manager so he/she can begin working with him to find a new job as quickly as possible.

Consequences if policy is not followed:

- 1x: After 14 days, resident must achieve two goals agreed upon with Case Manager in regards to employment. If they still have not achieved those two goals, clients will have to participate in community service and outreach activities from 9am-5pm.
- 2x: If they are showing little effort to attain a job, clients will have to stay at the Salvation Army for three days. During this time, resident will also still need to still be pursuing a job.
- 3x: After 60 days, if resident still does not have a job, resident may be discharged from the program.

C. Life Skills Development Classes

Policy: Clients are required to attend scheduled Life Skills Classes. **ATTENDANCE FOR LIFE SKILLS CLASSES IS MANDATORY!** The class times will be posted in advance, and staff will make every effort to schedule classes during convenient times so as not to interfere with work or school schedules. Each client will also practice cooking and meal planning by preparing one or two meals a week.

Life Skills topics are broken into the following twelve categories:

- | | |
|---------------------|----------------------|
| 1. Money Management | 7. Forward thinking |
| 2. Daily Living | 8. Work |
| 3. Communication | 9. Study Life |
| 4. Relationships | 10. Career Planning |
| 5. Housing | 11. Career Education |
| 6. Self-care | 12. Spiritual growth |

Additionally, clients are required to meet with their Case Manager once a week for weekly Client Meetings to create a weekly schedule and review goals. Once a month, they will also meet to complete and review the TAY assessment. Anchor House staff

will also hold mandatory monthly House Meetings with all clients, RAs, and staff to discuss any house issues and policy changes.

Consequences if policy is not followed:

- 1x: Grace with excuse (must tell someone ahead of time in order to be excused) and class must be made-up at the next available date.
- 2x: Additional house responsibilities, and may disqualify for house pass.
- 3x: Possible discharged from program.

D. Automobile & Driving Requirements

Policy: Residents, not already in possession of a vehicle, are encouraged to purchase one before graduating from the program. Before accessing their savings to purchase a car, clients must meet the following requirements:

- **Complete the Money Management life skills program**
- **Successfully budget for three consecutive months**
- **Obtain driver's license**
- **Be in good disciplinary standing**

Once residents are able to drive their own vehicles, they must adhere to all applicable laws (e.g. valid driver's license, updated insurance, valid registration) and Anchor House's parking policies. Any violation of driving laws will result in house disciplinary action; a DUI or wreck where the resident is at fault will result in immediate loss of driving privileges set at Director's discretion. To add, staff is not responsible for any transportation UNLESS vehicle is undergoing maintenance repairs. Client has a month (30 days) to get vehicle repaired.

Consequences if policy is not followed:

- 1x: Staff will decide what the best solution is to the situation. For example, if the resident does not have the appropriate documents for driving a car, they would have to take the bus until the appropriate documents are attained.
- 2x: If residents continue to abuse the privilege of driving, their keys will be collected by the Resident Advisor and a pink slip will be completed.
- 3x: Empower225 Anchor House team will discuss further correction action.

E. Local Transportation

Policy: Anchor House guarantees transportation for emergencies, job interviews, doctor appointments, school, and the first six months of employment. After six months, Anchor House will provide transportation as available, but residents will need to work with staff, volunteers, and peers to figure out alternative transportation options (e.g. Uber, carpooling, city bus or personal vehicle).
HITCHHIKING IS NOT ALLOWED!

Residents should schedule all transportation needs with their staff. Any transportation requests made less than a week before the requested date may risk not being approved. Case managers will also discuss any transportation issues at clients weekly meeting. Irresponsible behavior and poor decision making will affect a residents ability to access our transportation services

Consequences if policy is not followed:

- 1x: Grace with the possibility of extra responsibilities or loss of privileges
- 2x: Loss of further privileges such as house or day passes and restricted use of the transportation program
- 3x or more: Loss of use of the transportation program and/or possible dismissal from Anchor House

F. Financial Literacy

Policy: Residents are required to complete a financial literacy program.. They must track personal expenses as part of their service plan. Staff will help residents set-up checking and savings accounts. Each resident will follow a personalized savings plan to help him reach his goals after graduating the program.

G. Meal Planning/Food Budget

Policy: Residents are required to cook for themselves. groceries are available to the residents at all times. Empower 225 staff, RA's, & Volunteers will assist any youth needing help preparing food. Cooking classes will occasionally be held to teach new recipes and skills.

Residents are also responsible for grocery shopping for the house. Empower 225 will provide the majority of the food budget for the house, but clients are expected to use their SNAP cards to purchase items they may want personally, such as snacks/drinks or to eat out recreationally.

H. Marriage & Dating

Policy: Residents cannot get married during their time at the Anchor House. It is a transitional living program for single male youth. If a resident marries while at Anchor House, they will have 24 hours to leave the house. The Anchor House Project Director, at his discretion, may allow the married resident to stay in the house for a designated time as appropriate to each situation.

Residents are allowed to date while in the program. However, no female guests are allowed at the house at any time. Residents can use a day pass to go on a date as long as he arranges transportation. **No overnight passes will be issued for dating!**

Life skills classes include topics on relationships to teach clients how to have a healthy partnership.

I. Privacy

Policy: Empower 225 Anchor House values clients' privacy and makes every effort to protect client files and information from unauthorized access. Hard files are locked offsite in the program offices and only accessed by appropriate staff members. Digital files are also protected from outside access.

Pictures or quotes won't be released publicly without written permission on the media release form discussed at intake.

Empower 225 staff members do not share client information, except for demographic information needed for grant and database recordkeeping. Anything a client shares with his Case Manager is kept private and not discussed outside of the Anchor House team. The staff members, however, are mandatory reporters, so by law they must report any incidents of current sexual abuse or harassment.

Rule Policies

A. House Rules

1. Residents will respect the TLP staff, volunteers, and other residents
2. Residents are not allowed to loan money in any amounts or trade/barter/buy items with other residents, RAs, or staff
3. Violence and threats of violence, including bullying, are not tolerated
4. Weapons of any kind (e.g. guns, knives, pepper spray) are not permitted
5. Destruction of public or private property is not permitted
6. Use or possession of illegal drugs or alcohol is not permitted. Possession of drug paraphernalia in the home is also prohibited and may be cause for immediate dismissal.
7. Residents must take all medication as prescribed by medical or mental health professionals.
8. Attendance at all program meetings, classes, and events is mandatory.
9. Chores are to be done daily, and residents are expected to clean up after themselves
10. No cooking permitted after 9pm
11. No deep-frying in the house, per the order of the Fire Marshall
12. Computer, tablet, and television use will be overseen by staff
13. Video games and movies must be approved by staff
14. No excessive, inappropriate, or disruptive cell phone use

15. Curfew times (10pm/weekdays & 11pm/weekends) are to be observed
16. Only staff will handle mail to protect resident confidentiality.
17. Residents will observe room assignments that are set by the staff.
18. Residents are to be fully clothed anytime they are out of their rooms.
19. Any contact that could be construed as sexual is prohibited

Consequences if policy is not followed:

If any rules or guidelines are broken, the resident may be issued a pink slip and disciplinary action may be taken at the discretion of the program director.

B. Smoking/Tobacco Use

Policy: Smoking or the use of tobacco is not allowed on Anchor House property or in the presence of Empower 225 staff and volunteers. Clients may walk down the street from the house or use designated smoking areas while in town or at work/school. All cigarette butts must be disposed of properly.

Consequences if policy is not followed:

- Issued a Pink Slip
- Continued violation may result in possible discharge from the program.

C. Drugs & Alcohol

Policy: The possession or uses of illegal drugs or alcohol are not allowed at any time. Empower225 reserves the right to drug test clients at any time. Positive test results, depending on the circumstances and types of drugs, could result in automatic dismissal from the program. However, if drug test results are positive, client is required to attend counseling until deemed fit to no longer attend by counselor.

Consequences if policy is not followed:

- 1x: Must take a drug and alcohol education class, and submit to a random drug tests at unspecified times for up to 6 to 12 months.
- 2x: Discharge from Anchor House and sent to a sobriety/rehab program. If the client desires to return to Anchor House, he will be allowed to reapply to the program if he tests negative for drugs use and/or is sober after 6 months.

D. Pornography and/or inappropriate sexual material

Policy: Pornography and/or inappropriate sexual materials (e.g. movies, websites, magazines) are not permitted on any Empower225 property. To add, any social media posts or internet postings, will also lead to a consequence and/or counseling.

Consequences if policy is not followed:

- 1x: Issued a pink slip and required to attend a meeting to discuss the incident. All inappropriate items will be removed from the property. May lose some house privileges.
- 2x: Residential Advisors will perform more frequent house checks. Client will be required to receive counseling on the subject of why he should avoid the sexual materials. Any further action deemed appropriate by the Empower225 Anchor House Project Director may also be taken.

E. Electronics & Entertainment Media

Policy: Residents are not permitted to have or use personal computers or tablets while living at Anchor House. Any computers or tablets turned in during intake will be returned upon program completion or termination. Community computers are provided for clients to use.

Up to two smart phones are allowed, and the numbers must be provided to the staff. While phones are allowed, they are seen as a privilege so residents may be asked to turn in their phones or be restricted to limited use for disciplinary reasons. Limited usage may include being required to put their phone away during specified times or turning the phone into staff at 10pm – the phone will be returned to them the next morning.

Anchor House is equipped with a TV and several video game consoles. All video games and movies are to be approved by Anchor House staff. Clients must complete their chores/homework before using the electronic equipment, and everything must be turned off by 10pm.

Consequences if policy is not followed:

- 1x: Verbal warning with possible loss of privileges
- 2x: Issued a pink slip, loss of privileges, and possible extra house responsibilities
- 3x: Change in color status and loss of privileges

F. Noise Disturbance/Neighbors

Policy: Residents are entitled to make normal noise levels during their daily activities. They should ensure that they and any guests behave in a respectful manner and do not disturb the other clients and/or neighbors. Excessive noise disturbance and/or conflicts with the neighbors may lead to consequences for both the resident and the program.

Consequences if policy is not followed:

- 1x: Verbal warning with possible loss of privileges

- 2x: Issued a pink slip, loss of privileges, and possible extra house responsibilities
- 3x: Change in color status and loss of privileges

G. Serious Offenses

Policy: Violating the following policies could result in immediate discharge, and **POLICE MAY BE CONTACTED!** If not discharged, the resident will receive consequences as decided by the Empower 225 Anchor Project Director. Serious offenses include:

- A. **Weapons:** No weapons, of any kind, are allowed on a client or on campus at any time.
- B. **Destruction of property:** Residents will be responsible for any property destruction they cause
- C. **Theft:** Strictly prohibited, including the sale/distribution of stolen items
- D. **Physical Fighting/Assault:** Law enforcement will be called and reports made
- E. **Fire starting:** Strictly prohibited and residents will be responsible for any damages caused
- F. **Inappropriate sexual behavior:** Zero-tolerance policy; law enforcement will be called and reports made

H. Crime Free

Policy: Empower 225 Anchor House is a program dedicated to **promoting and ensuring the safety of all residents, volunteers, and staff.** The residents and any of their guests/family invited onto the property will not engage in any criminal activity including, but not limited to:

- Gang activity
- Use of firearms
- Drug-related activity
- Assault or threatened assault
- Criminal activity that threatens the health, safety or welfare of the residents, staff, and property

Any single violation of these expectations is considered a serious violation of the Empower 225 Anchor House program and will result in your immediate discharge from the program.

I. Pink Slips

Policy: Pink slips are written notices of inappropriate behavior or instances of rule breaking that resulted in disciplinary action. Any Anchor House staff member or RA can issue a pink slip if they witness or learn of a rule/policy infraction. The pink slip states the date and nature of the infraction, the disciplinary action taken, and any color change. The slip will go into the client's folder as a record of the incident. A case manager will discuss the event and the actions taken with their client at his weekly meeting, or sooner as needed.

Client Grievance Procedure

While clients reside at the Empower 225 Anchor House, there may be times when they do not agree with the actions of other residents. They might also feel that program staff members, resident advisors, volunteers, program circumstances, or housing conditions have violated their rights. Residents have the right to issuance grievance without fear of retaliations or barriers to Empower 225 services.

The Grievance Procedure of Empower225 Anchor House allows residents to make a formal complaint or appeal a program/disciplinary decision. The Grievance Procedure describes how efforts are made to resolve complaints, disagreements, issues, or concerns through appropriate discussions and mediation (complaint resolution).

Anchor House's Grievance Procedure is set up in a series of phases that begin with the client attempting to resolve the conflict with the individual and progresses through the chain of command. Adequate time frames are established for prompt consideration and result in timely decisions for the persons involved. It is agency policy to provide written responses to the resident who is filing the grievance. If the resident desires, they are afforded the availability of advocates or other assistance to deal with the issue/resolution so that an explanation is provided in an understandable manner.

For any major grievance issues contact the Licensing Section of DCFS (www.dcfsl.a.gov) – Department of Children and Family Services, Division of Programs, Licensing Section (P.O Box 260036, Baton Rouge, LA 70826). Phone: (225) 342-4350 Fax: (225) 663-3166

We are very excited about you being in our program and seeing the wonderful things in store for you as you become a part of the Anchor House family.

I have received a copy of the Empower 225 Anchor House Participant Handbook, and I agree to fully comply with the policies and procedures contained therein.

Print Name: _____

Participant Signature: _____ Date: _____

