

# **The Collier House Resident Handbook**

Updated: 06/19/19

## Welcome

Welcome to the Collier House! Your acceptance into our program conveys our belief in **you**. The Collier House firmly believes that you are ready to take responsibility for your own life and to work diligently on your personal goals. The Collier House Staff welcomes you whole-heartedly into the program and wishes you great success!

The Collier House Program is designed to promote individual growth and life skills, which will cultivate a successful, independent future. The program will help sharpen your skills in:

- Life Skill Development
- Educational/Vocational Training and Employment
- Securing Future Permanent Housing
- Restoring Connections with Family and/or Caring Adults in the Community
- Mentoring
- Participation in the Sanctuary Model to teach Safety, Emotional Intelligence, Process Loss and Plan future goals.

The Collier House Staff will commit themselves to supporting you through this journey.

## Statement

The Collier House Program is meant to help prepare you for a smooth transition into early adulthood. The program is designed to assist you in developing the life skills necessary to lead self-sufficient and productive lives.

Each resident is expected to maintain employment and/or further their education. This will help foster the life skills needed for a successful future. The Collier House will aid each young woman toward finding permanent housing before discharge.

During your stay at the Collier House, you will meet with the staff to develop an Individual Transition Plan. This plan will help identify educational/vocational, housing, mental health, health and independent living goals and the steps necessary to achieve them. This plan will be modified throughout your stay.

The Collier House utilizes the trauma-informed care model of **Sanctuary**. We participate in daily Community Meetings and use a universal language to help each individual process their past and build their future.

Once you have chosen a discharge date, the Collier Staff will help you find and secure permanent housing. They will cover topics such as, where you will live, how you will support yourself, what type of medical coverage/health insurance you will have, etc. The Collier Staff dedicates themselves to helping you through this transition.

Good luck! We look forward to working with you!  
The Collier House Staff

### **Collier's Mission Statement**

The mission of Collier Services is based on one philosophy of deep respect for the inherent worth of each individual, of regard for the environment and belief in the capacity for personal change. In each program, Collier Services strives to provide a place where these sacred beliefs are honored. Collier commits itself to form relationships with people so that each person may experience a sense of belonging, dignity and hope.

Conscious that no one program addresses the needs of all, Collier positions itself to respond creatively to human needs which are consistent with the ministry of the Sisters of the Good Shepherd. The mission of Collier Services is open to all who embrace this philosophy of personal empowerment.

The mission of Collier Youth Services and the intent of the Sanctuary Model are closely aligned and share a common goal of helping young people to grow towards their potential in a safe environment.

### **Residents Rights**

1. Each Resident will receive prompt medical treatment;
2. Have access to an appropriate education;
3. Live in a safe, clean, healthy environment;
4. Be free of physical or sexual harassment or abuse and corporal punishment
5. Attend religious services of their choice; and
6. Have unimpeded communication to the Division.

### **House Rules and Guidelines**

The Collier House is a transitional living program for young women. The Program provides a safe, attractive and stable environment, with staff present 24 hours per day. The staff offers the residents a supportive and encouraging environment. The program helps young women develop the skills they need to live healthy, self-sufficient and productive lives.

### **Restrictive Behavior Management Practices**

The Collier House does not use physical contact restraining techniques. In matters of emergency (physical aggression or out-of-control behavior) the local police will be notified.

### **Sanctuary Model®**

#### **A Trauma-Informed Therapeutic Approach**

Collier Youth Services has incorporated the Sanctuary Model® into our Group Home and Collier House programs. The Sanctuary Model is a comprehensive approach to developing a trauma-sensitive culture in which psychological and social trauma can be addressed and resolved. Implementation of this system requires extensive leadership, staff and participant involvement at every level of the process.

As a trauma-informed model, the fundamental approach is a shift in thinking from "What is wrong with you?" to "What happened to you?"

Sanctuary works to counter the natural tendency of programs, which serve traumatized participants becoming “crisis environments,” which carry a heavy risk of re-traumatizing the participants, by providing a comprehensive plan and process for creating a trauma-sensitive, democratic, nonviolent culture.

The Sanctuary Model uses a set of values to help communities become safer and more able to care for its members. Sanctuary helps organizations work toward a culture that promotes and supports positive change, a culture that maximizes each other's strengths and minimizes each other's weaknesses, and buffers us from repetitive stress. We do this by utilizing several tools set forth by the Sanctuary Institute. Some of our most commonly used tools are our Seven Commitments, S.E.L.F. Model, Community Meetings, Safety Plans, Treatment Planning Conferences and Red Flag Meetings.

### Seven Commitments

1. **Nonviolence:** being safe outside (physically), inside (emotionally), with others (social), and to do the right thing (moral)
2. **Emotional Intelligence:** managing our feelings so that we don't hurt ourselves or others
3. **Social Learning:** respecting and sharing the ideas of our teams
4. **Democracy:** shared decision-making
5. **Open Communication:** saying what we mean and not being mean when we say it
6. **Social Responsibility:** together we accomplish more, recognizing that everyone makes a contribution to the group culture
7. **Growth + Change:** creating hope for our clients and ourselves

### S.E.L.F. (Safety, Emotional Management, Loss & Future)



The SELF Model provides a simple and accessible language for all the people working together toward change within themselves and the organization through comprehensive and universal categories. These categories are:

**Safety:** physical, psychological, social, and moral.

**Emotional Management:** recognizing and handling feelings in non-harmful ways to both yourself and the community.

**Loss:** acknowledging and grieving past losses or traumas and committing to work against getting stuck in the past while recognizing that all change involves loss.

**Future:** re-establishing the capacity for choice and engaging in new behaviors rather than repeating old patterns.

## **Sanctuary Tool Kit**

### **Community Meetings**



Community Meetings are a tool to bring groups of people together and allow an opportunity to take the pulse of the group. It is not a therapy group, but a short check-in to connect with others and identify issues that may support or impede your work together. Community meetings ask three simple questions and are held during the day at the group home and at Treatment Planning Conferences. They are as follows:

- How are you feeling today? (This question is to assist the individual and the group on how one is feeling at the time).
- What is your goal? (asking a person what is their goal helps see that there is an achievable future)
- Who can you ask for help? (This question helps the individual identify someone who can help them achieve their goal or just to be a support system).

### **Safety Plans**

A Safety Plan is a list of activities that a person can choose when feeling overwhelmed so that she/he can avoid engaging in unsafe behavior. Safety plans are a visual and concrete reminder for both staff and residents about the need to manage one's motions in order to keep themselves and others safe. Residents will develop their safety plan during their orientation. Residents are to have their safety plans on them or accessible to them to use in a time of need. Residents are welcome to meet with the Youth Counselors at any time to revise their safety plans.

### **The Nurtured Heart Approach**

Collier continues to work in a multisystem style, focusing primarily on the youth and family vision while moving towards family reunification. We incorporate multiple family systems and trauma informed approaches, including the Sanctuary Model, the Nurtured Heart Approach and the Six Core Strategies.

One of the commitments we practice at the group home is shared democracy, which is focused around building the inner wealth in each and every youth. We have the Six Core Strategies and the Nurtured Heart Approach (NHA) integrated in our trauma informed practice. The six core strategies and NHA go hand in hand with our commitments and the SELF model. Together, these practices enhance the treatment team's ability to assist youth and family reframe their trauma history and gain awareness of themselves and each other as they prepare for reunification.

The one key concept that NHA focuses on is the idea that we adults need to reset our energetic shift from negative to positive. While it is hard to break old traditions of discipline and generational and cultural differences, the purpose of this shift is to understand that we can not take trauma away, but we can reframe and reset for our youth and ourselves. This reset allows us to look at behaviors from a different perspective and make our positive energy and reinforcement the reality. When we make this shift, it proves that negative patterns do not get our energy and attention anymore, rather the positive behaviors, qualities and greatness of each other and every youth.



### “The 3 Stands™ of the Nurtured Heart Approach®

Parents often find themselves at a loss with the intensity of challenging behavior. The Nurtured Heart Approach was founded by Howard Glasser, and emphasizes the importance of empowering inner wealth, focusing on **our relationships** to inspire youth to see the **energetic truth**. Glasser defines the energetic truth through “the 3 Stands,” As this approach moves away from consequences and punitive measures, it works towards energizing the positive qualities and redirecting behaviors when is it most challenging.

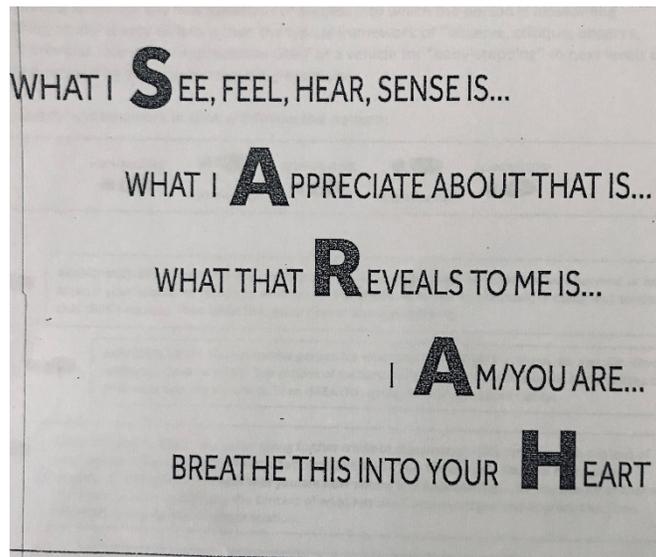
- Stand 1 Absolutely No!      I refuse to energize the negative
- Stand 2 Absolutely Yes!      I will SUPER energize all experiences of success
- Stand 3 Absolutely Clear!      I will set clear limits and provide clear unenergized consequences

In NHA stand 3 is characterized by **resets**, which are consequences that take you, as the parent or caregiver, out of the situation as the consequence. Resets are short in nature and should stand consistent when negative behavior is being displayed. Although it is hard to break out of reactions to negative energy, the purpose of these resets are to show youth that us refuse to give energy to negativity and allows us to have **intentional clarity** in our

expectations.

### **NHA Appreciative Coaching/ SELF-Coaching**

Stand 2 in NHA is the “Absolutely Yes,” which focuses on creating and energizing positivity and success through *recognitions* and *relationships*. This stand is more than just “catching the kids being good,” but seeing and appreciating why and how they are doing it. NHA uses an acronym, SARAH, in stand 2 to enhance the energetic truth. The following is the platform for NHA appreciative coaching



### **Building Bridges Initiatives: the Six Core Strategies**

While Collier Home has never used seclusion or physical restraint, we also follow the Six Core Strategies through the National Association of State Mental Health Program Directors (NASMPD). The six core strategies, listed below, is a program design that works through trauma informed approaches such as the Sanctuary Model and NHA.

1. Leadership towards organizational change
2. Use Data to inform practices
3. Develop our workforce
4. Implement seclusion/restraint prevention
5. Full inclusion of service users Youth and Family included in all activities
6. Debriefing

## **Reset Meetings**

Reset Meetings are held when there is an incident or safety concerns that needs to be reviewed and debriefed. These meetings can be called by anyone in the community (including youth and family). They are short, solution focused, meetings.

During reset meetings, there is a debriefing of the incident followed by a comprehensive action plan and commitment to safety. All parties are encouraged to attend. For those individuals unable to attend, we offer telephonic participate or debriefing immediately following the outcome. A copy of the Reset Report will be made available to all participants.

### Incidents surrounding Reset Meetings

- Missing resident
- Helping others to flee from the home
- Stealing
- Physical and/or verbal aggressive behavior
- Found to be under the influence or suspected of being under the influence
- Possession of alcohol or illegal drugs
- Defacing/destroying property
- Engaging in any sexual activity within the home
- Unlawful activities in the home or out in the community.
- Being 2 hours or more late for curfew/check-in.
- Acts of self-harm
- Internet or community safety concerns that reflect promiscuous behavior, which may or may not lead to exploitation or human trafficking.

During this time, the resident is to remain on the lower level of the home and work with the team members to address urges and impulses associated with the behavior. It is important to note that if the phone was utilized during unsafe behavior, it can result in loss of phone or electronic privileges for a period of time. Same applies if there is a safety concern in the community, to which the resident can only be in the community with a team member until a reset meeting is held. This status should not exceed a two week period unless unsafe behavior warrants additional time.

### **Team Meetings/Progress and Review Meetings:**

Each resident will have a Treatment Planning Conference within 30 days of admittance. After the initial 30 day Treatment Planning Conference, resident's progress will be reviewed every 3 months at their Progress and Review Meetings. Parents/Guardians, caseworkers, social workers, and any involved party with the youth's treatment are invited to attend. The purpose of this meeting is to develop and review goals during the stated time period. The resident's Progress and Review Reports will consist of the resident's treatment plan along with a report reflecting the resident's participation in the Sanctuary Model including notations on our 7 Commitments and the S.E.L.F. Model.

### **Social Learning Groups:**

A group developed to introduce participants to the knowledge and skills in order to create and sustain non-violent lives. This group is held weekly and follows the Sanctuary themes of the month.

### **House Rules and Guidelines**

#### **Rules Regarding Spending Nights outside the Program**

Residents may spend a minimum of four nights per month outside the Collier House. All overnight visits must be requested at least 24 hours prior and pre-approved by the Program Manager. A resident who wishes to sleep outside the Collier Home for **more than four nights per month** must submit a written request to the Program Manager, who will then request final authorization from the Program Director. Each resident must call to check in before going to bed each night and when they awake.

If a resident is not sleeping out however is out for the day, they must also call to check in every four hours.

#### **Search and Seizure Policy**

We believe that every child is entitled to a safe and secure environment. This requires that we ensure our home free of illegal drugs, weapons and contraband. Contraband is defined by the DCF Manual of Requirements as: illegal drugs, unauthorized property, stolen property, or items otherwise obtained illegally. Room searches are **not** routinely conducted. This is done only if we have reason to suspect a resident has possession of the above-stated items. If a resident is available at the time of the search, she will be given the opportunity to observe the search. However, if the resident(s) is unavailable for an extended period of time, or it is an emergency that cannot wait for the resident to be present, than a search may be conducted without the presence of the resident(s). The search will be conducted in the presence of two staff members, one of whom is a supervisor. If two staff members are not available, the staff member working will notify the police and wait for their arrival. The staff will verify which resident is responsible for any weapon or contraband brought into the home.

If weapons and/or contraband are believed to be either in the resident's car, purse, garment or other immediate possession, the resident will be asked to empty them voluntarily. If she refuses, we will **not** conduct the search ourselves. The police will be notified and they will conduct a lawful search of the resident's immediate possessions. The resident will be placed with one-on-one supervision until the police arrive.

## **Collier House**

### **Fair Appeal Procedure**

If a resident disagrees with the decision of the Program Manager to terminate her placement, she may discuss the situation with our Director of Residential Programs. If still not resolved, the resident may appeal to the Executive Director of Collier Services.

### **Religious Policy**

Although, Collier Services is a Catholic Organization, services are provided on a non-denominational basis. Each resident has the right to practice and attend the religious services of her choice. The Collier House will neither coerce nor require participation in religious activities. The Collier House does not punish or reward residents for participating in religious activities.

### **Substance Abuse**

Absolutely no alcoholic beverages, illegal drugs and/or non-prescription drugs are permitted on the premises. This includes possession, buying, or selling of drugs and/or alcohol in the Collier House and/or outside of the house is strictly prohibited.

If it is determined that a young person is abusing drugs or alcohol at any level, she will be required to participate in substance abuse treatment as a condition to remaining within the Program. The resident will go for an evaluation by an outpatient community based program that specializes in substance abuse issues.

### **Fire Escape Plan**

If a fire occurs at the Collier House all girls must exit the premises immediately and safely. All girls are to meet in front of St. Joseph's church by the Yellow Sign. Please exit the house as promptly and quietly as possible.

### **Drug Screening**

Before we conduct a blood or urine screening on a child to determine substance abuse, we **must** ensure that:

Substance abuse screenings will be conducted only for the following limited circumstances:

- a. when screening is ordered by the court
- b. when the home is specifically designated as a drug treatment facility
- c. when ordered by a physician who has determined that such screening is necessary

The home will file an incident report for every instance involving a frisk search, general practice search when illegal drugs or other contraband are discovered, a staff member's request for a child to empty a possession within a child's immediate control, a room search resulting in the discovery of weapons, illegal drugs or other contraband, and a blood or urine screening.

### **Grievances/Problems**

If the resident has a grievance or problem, she is able to speak with either the Youth Counselors or the Program Manager. Grievances are usually settled at this point. At times, the Collier House Staff may want to include the resident's DCF, YCM or CMO worker for assistance; the resident may request to speak with him/her.

There is a staff on duty at all times of the day and a resident may speak freely with whoever is working. Speaking with staff regarding grievances/problems does not necessarily mean that the resident will receive her desired outcome. The Collier House Staff's main concern is that the young women have a fair opportunity for input and receive a fair settlement.

If a young woman's grievance involves the other residents, she may call a red flag meeting. She would inform the Youth Counselor on duty. The staff member will be present. The staff member may also call a Reset meeting to help solve grievances, if necessary.

Each young woman is expected to treat each person in the house with inherent respect. Therefore talking about other members in the community is unacceptable. If a young woman must confront an issue, it is our expectation that she will speak to the resident directly or to the counselor on duty. If she chooses to not confront the situation, it is our understanding that she will withhold from making derogatory comments.

If a young woman has a grievance with a Youth Counselor, she is to speak to the Program Manager. If, the Program Manager is not in or on vacation, she is to speak with the Director of Residential Programs. If at this time the resident is not satisfied, then she should follow the fair appeal procedure noted above.

### **Cell Phone Policy**

All residents are permitted to have their own cell phone and to hold their own cell phone. The Collier House is not responsible for payment of this item. If the staff feels that contraband is contained on their phone they reserve the right to go through their messages, texts, pictures, videos. This procedure will follow the search and seizure guidelines. If a resident is unable to use their cell phone appropriately and properly the staff will hold their cell phone until they can demonstrate that they are ready for this privilege.

Under no circumstances can a resident publish bullying messages on any social networking site and if they do that they can lose their cell phone and computer for 2 weeks. If a resident is using their phone for sext'ing and or any other inappropriate

measure the Treatment Team will work with the resident so that they understand the ramifications on both their safety and their futures. They, both resident and staff, will develop a plan that will individually fit their needs and teach cell phone responsibility.

### **Mail**

Residents are permitted to open all letters and packages unattended. If a staff member suspects that a package contains contraband, the resident will be asked to open the package in front of two staff members.

### **Meals**

Each week, a resident will be assigned an evening to prepare and cook dinner for the house. Dinner must be cleaned up by the designated resident immediately following the meal. The Collier House Staff encourages all residents to try to be present for the dinner hour. If a resident is unable to attend dinner due to their school or work schedule, the staff on duty should be notified. Each resident is responsible for clean up on their cook night.

Cell phones and radios must be turned off during dinner. Food is not to be left unattended on the stove or in the oven. Eating is only allowed in the kitchen, dining room and Sanctuary porch areas.

No using the stove or oven after 10 PM. You may prepare a cold snack or use the microwave to reheat food.

No deep-frying is allowed on the stovetop.

### **Household Responsibilities**

Every resident will have a daily chore to complete. The chores rotate on a weekly basis. Chores should be completed by 9PM and kitchen chore by 11PM. If you plan on returning after 9PM, your chore must be done before you leave that day. If this is not a possibility, it should be completed as soon as the resident returns. The Youth Counselor will check chores daily. If the chore is not completed correctly, you may be asked to redo the chore. Failure to complete your chore will result in one day grounding. Kitchen cabinets need to be cleaned and organized by Tuesday at 9PM.

As well as daily chores, all residents are required to maintain an organized and clean room. All rooms are checked daily at noon and all beds must be made and rooms clean before residents leave the house.

### **Guests**

The Staff must be notified in advance if a resident is expecting a guest. Only one resident per night is allowed. Residents are not allowed to have boyfriend or partner in their bedrooms or anywhere on the second floor. Guests are **only allowed** in the designated areas, ie: living rooms, dining room, Sanctuary porch and back patio. Guests may visit from 10 am – 11pm, weekdays. 11am – 11pm, weekends. Every resident is responsible

for the actions of their guests and guests may not interfere and must show respect to the other residents. It is up to the staff to determine if the guest will be allowed to return.

### **Outings**

No resident is to accompany another resident to their family's home or on an outing unless both the Director of Residential Programs **and** the Program Manager approve this in advance.

### **Reporting Allegations of Abuse/Neglect**

If a young women reports allegations of abuse/neglect: It is mandatory that you follow these steps:

1. Immediately call: 877-NJ-ABUSE whenever there is reasonable cause to believe that a child had been or is being abused and/or neglected.
2. Call Program Manager and/or Director

All other reporting requirements:

The home or the agency will notify the office of licensing verbally of any of the following changes or events by the next working day after the home or agency learns of the occurrence, to be followed by a written notification to the Office within 5 working days.

1. Injury, accident or illness that results in admittance into the hospital
2. The death of a child while the child was on the premises of the home or in the care of a staff member or volunteer
3. Temporary or permanent closing of a home or agency
4. Any convictions or guilty pleas of any agency or home staff members that involve or affect any child or the operation of the home or agency.

If a resident is taken to the hospital, notify the Program Manager and fill out an Incident Report, completing applicable information. Fax Incident Report to the number found on the Incident Report. When resident returns or is discharged, complete a new Incident Report, complete information and refax.

If the Program Manager is unavailable, contact Mrs. Kale or Sr. Debbie.

### **Curfew**

Curfew is 12am midnight.

If a resident is still enrolled in high school, their weekly curfew will be the same as below, Sunday- Thursday and residents must be upstairs in their rooms by 11pm Sunday –Thursday.

If a resident is under the age of 18, the curfew according to the town of Keyport is 11pm.

It is the resident's responsibility to inform the Staff of their whereabouts. Resident must inform staff when going between one destination and another and provide staff with personal information of friend/family at each location.

If a young woman needs an extension on her curfew, she must request approval at least 24 hours in advance from either the Program Manager or the Director.

Outside of attending work/school girls cannot leave the house before 9am on weekdays and 10am on weekends. If there is a special occasion where a resident would have to leave early, please have it approved 24 hours in advance.

### **Nighttime House rules- After 11 PM**

Talking on cell phones is restricted to downstairs (texting is fine as long as phone is on silent or vibrate).

No showers upstairs after 1am.

If you are awake and want to talk and relax with your roommates, please do so downstairs.

Music must be played on headphones or at a very low volume upstairs.

Computers should be set on silent when using any website that graces us with sound.

Lastly, please be respectful when asking someone to keep it down, and please respect someone's wish for a little quiet when she is trying to sleep, study, etc.

### **Phone Privileges**

Each resident has the right to use the staff phone to call any family member, caseworker, friends.

The Collier House has two phone lines, so it is important that a phone line is available for other incoming calls and/or emergencies.

### **Valuables**

The Collier House is not responsible for any valuables you lose and/or misplace. If you have things of value, you can purchase a lockbox for safekeeping (staff must be provided an extra key).

### **Employment**

Each resident is required to work a minimum of 30 hours per week in order to remain in the Program. If, the resident is attending school full time, then they must secure a part-time job of at least 15 hours per week. A resident may only borrow a laptop downstairs for school or work, until they have secured employment and have received their first paycheck.

Residents who are not employed, should be showered, dressed, room clean, and ready to start their day by 10am, Monday through Friday. From 10-3, unemployed residents will search for jobs, participate in life-skills, and other activities the staff has planned for that day.

Residents who are fired or quit their job without having another job lined up will also have a curfew of 11pm.

Residents who are scheduled to work but call out for the day, will not be permitted out in the community.

### **Program Fee**

Each young lady is expected to pay a program fee each month. This is 50% (30% for the Program Fee and 20% for savings) of their monthly earnings. The fee and savings serves to prepare residents for budgeting and paying rent once in permanent housing of their own. The program fee and savings will be held in a savings account and will be returned to the young woman when she leaves the program. We hope that this will be used for security deposit, first month's rent and/or other start-up costs, but the choice is yours.

### **Life Skills Program**

Upon entrance into the Program, each young lady will be required to complete a life skills assessment and the Casey Life Skill Assessment. Within 45 days of entrance, each youth will complete the Youth Success Transition Plan (TPYS) to help build structure goals and plans for discharge. This information will be used to help prepare her for the life of an independent adult. Some areas of the life skills program include:

- Money Management
- Food Preparation
- Personal Hygiene
- Medical/Health Care
- Interpersonal Skills
- Parenting
- Search for Permanent Housing
- Permanent Employment
- Educational Planning
- Use of community Resources
- Legal Skills
- Consumer Skills

After completion of the both the Life Skills Assessment, TPYS and the Casey Life Skill Assessment, the resident will meet with the Program Manager or Youth Counselor to construct individualized personal goals. The resident is expected to work actively on these goals. The staff is available at any time to assist the resident.

Each resident is to attend a weekly life skills session in which the above topics will be discussed.

### **In-House Rules**

No stereos, radios, etc. are to be heard outside of the house. Music may not be played too loud as to not hear staff knocking on your bedroom door. Lower music so that staff may be able to hear your response.

Drug and/or alcohol paraphernalia is strictly prohibited for the Collier House. It cannot be displayed. This includes clothing, writing, etc.

Appropriate clothing is required at all times throughout the house. Pajamas are not to be worn out of the Collier House; to include pajamas bottoms or pajamas of any kind.

All residents are provided with a personal laptop while they reside at the Collier House. Laptops may be used anytime throughout the day or night. However, the Internet is restricted from 2am – 8am daily.

The residents may call the house collect **only** in emergencies.

No eating, drinking or smoking in the Collier House Van.

Cursing is not allowed whether towards staff or other residents.

No smoking on premises. This includes vapes, electronic cigarettes, etc.

All hot hair devices will be stored in a safe place. After each use the curling iron, hair straighteners, or hair dryer must be unplugged and stored in a safe place away from all bedding, plastic containers or anything else flammable. All hot objects should be placed in a glass container.

The use of extension cords is prohibited.

### **Open Communication**

The Collier House firmly believes in taking responsibility for your actions. It is most important to be truthful. Taking ownership for a mistake is a vital aspect of learning. The Collier House Staff expects each resident to work with staff and to design their own processes to deal with conflicts and other infringements of minor rules.

### **Restraints**

Under no circumstances will the Collier House Staff use physical restraints. If, the resident is unable to gain control, the staff member will call the police or 911.

### **Vehicles**

The Collier House encourages each resident to obtain their license and a vehicle.

After obtaining a license, each resident must follow the provisional license rules, such as:

- Can only operate a vehicle between the hours of 5 am- 11pm
- The driver and all passengers must wear a seat belt
- The driver can not operate a vehicle and cell phone at the same time
- The driver can only have one other person in their vehicle that is not registered to the same address

The owner of the vehicle is the **only** person that can operate their vehicle.

At the time of the resident's curfew, they hand in the keys to the staff member on duty.

The Collier House needs a copy of their current insurance card, registration and license in order for the vehicle to be operated. If we do not have the current paperwork, the staff members will revoke the privilege of driving until all the paperwork is current.

If the youth is found to have broken provisional license rules and/or was in an accident, they will not be permitted to drive other residents in the house to protect each person's safety.

If a staff member believes that the vehicle contains contraband, they will follow the above written policy of search and seizure.

### **Staff Use of Personal Vehicles**

The Collier House staff will not use their personal vehicle to drive the residents anywhere.

### **Discharge**

Each resident must give the Collier House 1 month notice of discharge. This allows the residents to formulize a realistic independent living plan. All residents will be asked to have their room cleaned and emptied by the planned designated time.

### **Bullying and Victimizing Policy**

Collier Youth Services believes that residents are entitled to live in an environment that is safe; free of harassment, intimidation and bullying. We are committed to an environment that fosters nonviolence with open communication and acceptance of growth and change. We encourage forming relationship with people so that each person may experience a sense of belonging, dignity and hope. Disruptive behavior can be detrimental to a safe environment and is therefore taken seriously.

Bullying or victimizing means any written (which includes cyber-bullying), verbal or physical expression, active or passive behavior, intended to cause distress upon one or more residents.

These negative behaviors can be carried out physically (e.g., hitting, kicking, pushing, choking), verbally (e.g., name calling, threatening, taunting, teasing, spreading rumors,

gossiping), or in other ways, such as making faces or obscene gestures, excluding or causing social isolation.

The Program Director and staff members will consider the nature and circumstances of the act committed, the level of harm, past or continuing patterns and the context in which the alleged incident (s) occurred.

### **Information to Parents and Staff Members**

The Collier House is required by the Division of Children and Families to:

1. Secure a certificate of approval to operate from the Office of Licensing;
2. Comply with all applicable provisions of the manual;
3. Retain a current copy of the manual and make it available for review by parents of resident children;
4. Indicate how parents may secure a copy of the manual by contacting the Office of Licensing, Department of Human Services, PO Box 707, Trenton, NJ 08625-0707;
5. Afford parents the opportunity and time to review and discuss with the agency's director any questions or concerns about policies, requirements, provisions, or alleged violations of the manual;
6. Advise parents that if they believe or suspect that the home is in violation of any provision of the manual, they may report such alleged allegations to the Office of Licensing;
7. The home will make available upon request for the parents' review of the Office's Inspection/Violation and Complaint Reports on the home or agency, as well as any letters of enforcement or other actions taken against the home during the current certificate of approval period;
8. Inform parents that they may request a copy of the home's behavior management policy, including policy of searches, as specified in N.J.A.C. 10:128-6.13, 6.14, and 6.15;
9. Inform the parents that they home or agency is required to provide the child's parents with copies of the home's visitation and communication policies, a copy of the procedure for expressing concern or registering complaints regarding their child's placement, and a description of its religious policies, including a statement that the child has a right to practice her religion;
10. If anyone believes that their child or resident is being subjected to any form of hitting, corporal punishment, abusive language, ridicule, harsh, humiliating, or frightening treatment, or any other kind of abuse, neglect or exploitation by any person, whether working at the home or not, it is **required by State Law** to report such allegations to the Department's State Central Registry at **877-NJ-ABUSE IMMEDIATELY**. All reports can be made anonymously;
11. You may secure information about the prevention and reporting of child abuse and neglect by contacting the Division of Youth and Family Services, Community Education Office, PO Box 717, Trenton, NJ 08625-0717;

12. The home **must** secure a written consent from the child's parents before the home or agency may involve the child in fund-raising, publicity, or audiovisual activities related to the home or agency;
13. The home's visitation schedule for the parents and children as specified in the N.J.A.C. 10:128-6.6, 9.19 and 10.13;
14. The home will comply with the requirements specified in above by:
  - a. securing the parent's or staff member's signature on a record attesting to receipt of the document
  - b. maintaining a record on file; or
  - c. documenting in the record the attempts made to secure the parent's signature