



MEMBER ORIENTATION MANUAL

Transition Age Youth (TAY) Program

Section 1: Introduction

Mainstream Living, Inc., is a nonprofit corporation that operates under the guidance of a volunteer Board of Directors, composed of community members from a variety of occupations. Mainstream Living has administrative offices in both Ames and Des Moines.

People arrive at Mainstream from a variety of places and for a variety of reasons. Most are referred through a Managed Care Organization (MCO) or Integrated Health Home (IHH) agency.

We expect people to be responsible and actively engage in their recovery. You will be treated as such and we expect you to assume responsibility for yourself and your home. Specific responsibilities regarding the program are explained in the following chapters.

Section 2: Program Objectives

Our program is designed to provide you with guidance as you embark on your journey to recovery and develop skills to live independently. We can provide education and support in areas that promote physical and environmental health (taking care of home and self). This may include money management, personal boundaries, problem solving, decision making, independent living skill development, health and nutrition and medical health.

You will work to develop your mental health management skills and learn about recovery. This may include working with the staff to develop an individualized crisis support plan. You will be expected to work on learning coping skills, managing your appointments, understanding medications and how to seek help if/when you need it.

Mainstream Living is using the **Next Wise Choice (NWC)** program curriculum for Day Habilitation. Member participation in Day Habilitation is required as part of the program of care. Day Habilitation provides instruction that is then implemented in member's daily routine in the home and in the community.

NWC includes the following components:

- Individual Assessment: will be completed within 30 days upon entry, follow-up assessments at 6-month intervals, and at exit of the program or as needed to determine changes in level of care needs.
- Goal Work: personal goals are established that align with assessed need and personal goals to help enhance one's quality of life. Goals will directly correlate with the domains from the above noted assessments. The data collected from progress toward your goal work will be evaluated with other areas of these procedures to determine what part, if any, resulted in accomplishment of stated goals.
- Class Participation: Participation in the NWC classes is required. Members learn the concepts of 8 universal principles involved in decision making. The concepts are directly related to the domains assessed. Staff are available to members outside of class to assist in applying the skills learned.
- Skill Development: Opportunities to apply new coping, critical thinking and problem solving skills in your daily routine.

Section 3: Staff Availability

Staff are available to meet the needs of the member as identified in the Individualized Service plan.

Section 4: Moving In

Upon arrival, staff will support you as you settle into your new home. Per agency policy, all medications, including over the counter, must be turned over to staff for safe storage.

Firearms, and other weapons (including knives), fireworks, candles, halogen lamps or other lighting devices with open flames are restricted from the homes. All homes are equipped with smoke detectors that must remain where they are placed. Tampering with the detectors or smoking/vaping in the residence could result in termination of the lease.

Please report any problems with appliances, furniture, plumbing or other equipment to a staff person.

Section 5: Your Individual Plan

Every person has an Individual Service Plan – a plan to achieve certain goals while you live at Mainstream Living. Your initial service plan is developed before you move in. At the end of your first month, a staffing will be scheduled to review your service plan and make necessary revisions. The plan acts as a “road map” for your goal-directed activities while you are with us.

We assume that when you move to Mainstream you come with a purpose. We can assist you in attaining your goals, working together with your integrated health home, family and support team. However, you are the most important person on the team. You make the final decision about what goals will be in your plan.

One of your rights is the right to refuse services. You may refuse to work on certain programs even if they are included in your plan. If you choose to refuse certain services, we may make modifications to your service plan that more accurately reflect your goals or preferences. Continual lack of participation in any goal activity could result in discharge.

Goals defined in your plan are written so that progress can be measured. We document your progress as part of our agreement with your integrated health home or other service provider, and to accurately assess when you are ready to move on to another goal, or higher skill level of the same program.

Section 6: Medications

Your medications will be kept in a staff-monitored, locked cabinet until a time when you are able to meet the requirements of the self-medication program. If you are self-medicating when you arrive, arrangements can be made for you to stay at that level of independence. We will gladly help you with any questions or concerns about a medication that has been prescribed for you. Information on medications is available to you. Please ask a staff member if you have questions.

For your convenience and continuity of services, Mainstream Living contracts with a pharmacy for medication services. You may use a pharmacy of your choice. You will be responsible for ensuring you receive your medications from the pharmacy.

You or your guardian will be asked to sign an emergency medical release when you arrive so Mainstream Living staff can take you to the hospital for emergency care if necessary. Transportation can also be

provided on a routine basis if it is part of your service plan for advocacy purposes. If you are too ill to secure your own transportation to a doctor, transportation will be arranged for you.

Medication can be checked out for overnight visits, depending on your level of independence in this area. If you plan to be gone for a period of time, medications can be set up by the pharmacy. If you are self-medicating and keep medications in your home/apartment, you can just take your mediset with you. When checking out medications, please give staff 24 hour notice. If you are not self-medicating, a responsible adult will need to sign for your medications.

You are highly encouraged to follow your doctor's treatment plan which includes taking medications at the ordered times. If you believe your medications are not working effectively or you are having unacceptable side effects, we will assist you in talking with your doctor. If you refuse to take medications, resulting in either you or someone else being at risk, your Integrated Health Home (IHH) worker will be notified and a meeting will be held to discuss how to manage the situation. If you refuse to follow your doctor's orders and it results in significant risk, you may be asked to leave the program.

We work with everyone to become as independent as possible with self-medication. A plan will be developed early in your placement to help you learn about your medications, their purpose and side effects. You will be supported in working toward having your medications in your apartment if possible.

Section 7: Finances

- Personal Money – Your personal money is left to use at your discretion. If you have difficulty saving money or budgeting what you have, we will be glad to work with you. You are responsible for all valuables you chose to keep in your home. We can assist you in setting up a bank account for personal savings.
- Rent – you are required to pay rent each month. Details are outlined in the lease agreement.
- Meal Plan - each member is required to pay \$56 per month to contribute towards the house meal plan.
- Food Stamps – Mainstream Living can assist you in applying and maintaining your food stamps, if eligible.
- Mainstream Living is able to provide representative payee services if desired. There may be a wait because space is limited but we can assist you in seeking alternative payee services.

Section 8: Visitors and Mobility

You have freedom to move about in the community as determined in your Individual Service Plan. The level of independence will be determined by you and your team. We do have a few requests regarding visitors, leaving your home and transportation.

- Your ability to leave your home without staff supervision will be noted in your Individual Service Plan.
- When you leave your home without staff you will be on your community time. This includes leaving with family. Work and school are not factored into your community time.
- If your outing will exceed your community time you need to fill out a 24 hour pass. This ensure that you will have medications as well as ensuring that staff will be at your home upon your return.
 - We ask that a 24-hour pass form be completed and approved prior to going on pass and/or visiting another location in the program. Prior to the pass being approved, you will need to complete your daily routine.
- Overnight passes will be limited to 1 per month with the exception of July, November and December. During these three months 2 overnight passes are permitted.
- For safety reasons we encourage you to let staff know when you leave the house and when you plan to return.
- Visitors who consistently cause difficulties with staff or other members, who violate rules, or who are a detriment to a member's performance, may be restricted from visiting the homes. You are responsible for your guests and their actions.
- Visitors must show identification when requested.
- If you have visitors in your bedroom, you're door must remain open. You are responsible for all visitors in your home.
- If you are visiting another location in the program the pass can not exceed 3 hours.
- All visitors need to leave the home by 8:30 pm out of respect for others in the home who may be settling into their nightly routine.

Section 9: Who does what

DIRECT SERVICE PROFESSIONAL (DSP)

This is the person who will work most directly with you, usually referred to as “staff”. Their main responsibility is to support you with working on goals that you have identified in your service plan. Depending on the amount of support that your plan calls for, there may be more than one Direct Service Professional working with you, or there may be other staff who will fill in when your staff is ill or on vacation. Your DSP is the your first point of contact for any concerns or need you may have.

PM SHIFT COACH

This person takes on role of supervisor during evening hours, provides support during crises, and ensure that living environments and vehicles support recovery.

ASSISTANT TEAM LEAD

The Assistant team lead provides support for staff and members within the program. They will assist in guiding the House Meetings and also provide 1:1 support.

NEXT WISE CHOICE ASSISTANT TEAM LEAD

This person oversees the development of the day habilitation services and is responsible for the classroom instruction.

TEAM LEAD

This person is responsible for overseeing the development of your individual plan and providing supervision and support to your staff. They will work directly with you and your team to develop your strengths and help you reach your goals. You will have routine 1:1's with the team lead to talk about your recovery.

PROGRAM COORDINATOR

The Program Coordinator oversees the TAY program including all staff and member services. This person will also be available as needed to resolve conflict and attend meetings upon request.

OTHER ORGANIZATIONS:

Mainstream Living is in frequent contact with county, state and federal agencies to assist you in complying with all the regulations regarding our services and to ensure that you receive all benefits for which you qualify. A network of people has been established to keep information available to each other. We will be in contact with your doctor, social worker or therapist as needed, while maintaining strict rules of confidentiality about you and your progress while you are with Mainstream Living.

PROGRAM EXPECTATIONS & REQUIREMENTS

The following are expectations of all members in the TAY program and apply to all settings where services are provided.

- Approach the program as an obligation in order to build skills to live independently.
- Attendance and participation expectations have been designed to give time to work on your goals as well as offer you personal time.
- Follow the **nine** guidelines as outlined below to ensure that the environment is safe and everyone has an opportunity to engage in their own recovery.

1. LIVE IN A HOME WHERE RECOVERY IS POSSIBLE

BEDROOM - This is your room. You may decorate it as you please. No permanent alterations can be made and decor needs to refrain from derogatory pictures/statements that can be offensive to others.

- Floor is free of clutter and routinely vacuumed/swept.
- Dirty laundry is placed in hamper or alternative reciprocal.
- Clean clothes should be stored in the closet or dresser if available.
- Trash is contained to a waste basket or alternative reciprocal.
- No food or dirty dishes in the bedroom.

LAUNDRY- you will have set day that you can use the washer and dryer but this space is shared by everyone living in the home.

- Bedding must be washed routinely
 - Sheets - wash weekly or more frequently if soiled
 - Comforter/Blankets - wash monthly or more frequently if soiled.
 - Clothing - all clothing should be washed after wearing. If there are stains or areas that require additional treatment prior to washing, staff can assist you.
- All laundry must be completed and removed from the laundry area by the end of your designated day. If there is laundry left in the machines or in the laundry area you will be asked to remove the items within the day. This area is used by many people and items that are not removed by the following day they may be discarded.

KITCHEN - this is a shared space and requires that everyone clean up after using the kitchen.

- Everyone is responsible for washing dishes after use as well as cleaning/disinfecting meal prep area.
- Store your food in your designated refrigerator and cupboard.
- **NEVER** take someone else's food unless they have given you permission. You will be asked to replace the stolen item/s when this occurs.
- After 11pm the kitchen should only be used to prepare a snack out of respect for roommates.

LIVING ROOM - this is shared space by everyone living in the home. We want everyone to feel welcome in this space.

- Couches are not to be slept on overnight.
- No eating in the living room
- No personal game system use in the living room. This prevents others from being excluded from the main living areas of the home.
- After 11pm the living room is empty to ensure that there is a quiet time for everyone to rest.

CHORES - everyone will have at least one chore to complete daily. At times you may have two chores to complete. These are outlined on a chore chart in each home.

YOU WILL BE RESPONSIBLE FOR THE NECESSARY REPAIRS OF ANY LOST OR DAMAGED PROPERTY.

2. OBTAIN/MAINTAIN OPTIMAL PHYSICAL AND MENTAL HEALTH:

- Daily: Take all medications as prescribed. Medications can be administered within one hour of the assigned medication time. Assigned medication times are as follows: 8am, 12pm, 4pm, and 8pm or as prescribed by your doctor.
- Schedule appointments and arrange transportation for appointments
- Attend all appointments.
- Follow doctor's orders and recommendations.
- Attend therapy sessions as identified in your individual service plan or if behaviors or triggers are unable to be managed.
- Rate and identify your emotions and apply skills as they are presented to help regulate your emotions.
- Be open to apply skills to regulate emotions.

- To minimize conflict, we strongly encourage:
 - No borrowing
 - No lending
 - No trading
 - No sharing
- Follow safety and/or recovery plan during times of conflict.
- Learn to maintain relationships using healthy communication skills.

3. TAKE PRIDE IN YOUR PERSONAL APPEARANCE:

- Shower daily.
- Daily: oral hygiene - brush teeth.
- Daily: wear clothes free of stains and odor.

4. BE PREPARED:

- All members will be awake for the day by 9am. This allows for individuals to engage in their recovery and develop/maintain a healthy sleep routine.
- Follow the established daily routine.

5. RESPECT YOURSELF AND OTHERS :

- Treat peers and those with whom you interact with respect and refrain from actions that are disrespectful or ones that can cause harm.
- Utilize support when there is conflict to avoid unhealthy confrontation.
- Do not take things/food that does not belong to you.
- Respect personal space:
 - Knock before entering.
 - HANDS OFF - keep your hands to yourself. Everyone has their own journey and some actions can trigger others and derail their recovery.
 - No rough housing
 - Wrestling
 - Fighting
 - Tickling, etc.

- No Harassment--as defined by behaviors that interfere with the wellbeing of others.
- Assault will result in discharge from the program.
- Other actions that may affect placement may include, but are not limited to:
 - Racial slurs
 - Politically incorrect statement (i.e. "retard")
 - Sexually inappropriate remarks/gestures
 - Name calling/belittling
 - Threats of harm

6. TRANSPORTATION:

- Utilize public transportation for appointments and to access resources in the community. This is to build natural supports and increase independence. Transportation exceptions will be made for the following:
 - Medical appointments not located within 1 mile a bus stop or approved thru MCO transportation
 - Appointments require staff presence due to a medical procedure or the need for staff to assist in advocating with the member.
- Transportation will be provided for the following:
 - Day Hab class and activities
 - Weekly grocery trip (on the scheduled day) and 1 trip to the food pantry monthly
 - Medical emergencies
- Transportation will not be provided for the following but is not limited to:
 - Picking up checks from payee/work
 - Going to the bank
 - Going to the gas station
 - Grocery store (outside of the scheduled day) - if you refused to attend on the scheduled day. If work, meetings, or manager has approved this then staff can transport on a non-scheduled grocery day.

Staff are available to help build independent transportation skills by:

- Teaching how to utilize public transportation
 - Setting up paid transportation thru the MCO.
 - Learning how to plan and ride on the DART bus
- Exploring alternative transportation options
- Identifying barriers to accessing public transportation and building a plan to remove barriers.
- Follow TAY vehicle rules.

Mainstream TAY Vehicle rules - in order to ensure the safety of everyone in the vehicle the following rules have been set to reduce conflict and ensure that the driver is able to remain undistracted from driving:

1. No vaping, smoking, or use of any tobacco products
2. No food. All drinks must have a secure lid.
3. No inappropriate language comments or gestures including: sexually related comments or gestures, derogatory remarks, bullying, picking on others, and name calling
4. Keep your hands to yourself
5. No verbal/physical aggression
6. No music (including the van radio) - you may use your headphones
7. Clean clothes and no body odor. Refusal may prevent you from riding in the van.

Riders with physical needs get priority to the front two seats. Remaining riders: First one to enter the van goes to the back of the van.

Consequences of not following set van rules:

1st offense: Warning-(physical or verbal aggression and bullying will automatically move to 2nd offense.

2nd offense: Staff will stop van and pull over. You will be asked to leave the van immediately. Staff will ensure that you are not in danger prior to leaving.

7. BE ENGAGED IN YOUR RECOVERY AND PERSONAL GROWTH:

- Take personal responsibility in my own program as defined by:
 - Engaging in developing my goals.
 - Work daily on my goals to build my independence.
 - Learn and understand your diagnosis and how it impacts your recovery.

- o Providing for own financial / personal needs (ex: borrowing/giving items).
- Take accountability for my actions. Refusal to participate can result in eviction or nonrenewal of your lease. Behaviors that reflect a lack of personal responsibility include, but are not limited to:
 - o Behaviors that interrupt another member's participation is considered program disruption.
 - o A continued lack of working toward goals.
 - o Stealing or continually taking things/food that do not belong to you.
 - o Refusal to follow program expectations as outlined in the Member Orientation manual.
- Complete personal assignments as given by staff related to my personal needs. Staff may provide workbooks or materials to dig deeper on topics that classes are not able to address at a level I need.
- Follow and be engaged in the established daily routine.
- Be engaged in activities that provide meaningful purpose. These might include:
 - o Employment
 - o Volunteering
 - o School (high school, college course, trade school, etc)
 - o Attend Next Wise Choice classes and outings are 6 days a week. These are part of the program and provide a strong foundation for your recovery. We expect that everyone attends these. Exceptions are made for school and work hours that conflict with the scheduled class/activities.

NEXT WISE CHOICE EXPECTATIONS:

- o Attend classes Monday, Wednesday and Friday and at least 3 scheduled outings weekly.
- o Follow group established guidelines (outlined in the classroom).
- Participate in the meal plan. The meal plan includes:
 - o Engaging in the weekly menu planning and grocery list preparation.
 - o Grocery shopping weekly.
 - o Dividing the tasks of supper meal preparation, cooking, and clean up between all roommates and participate everyday.

We want to support healthy decision making and encourage everyone to engage in their recovery. Everyone has the opportunity to earn up to 3 hours of internet daily.

- Each member will be responsible for ensuring that they have completed their checklist everyday. After completing each of the following areas staff will sign off that they task has been completed.

AM/PM Medications	Chore
Bedroom	Exercise (5 days a week)
Personal Care	Meal Plan
1:1 with staff	Attend day hab

- The following morning the staff will provide an internet voucher if the checklist was completed for the prior day.

8. GENERAL EXPECTATIONS:

- Office/Home phone is for appointments and calls with your IDT. If no alternative phone is available you can use the phone to contact your family. We do ask that you answer any incoming calls as this phone is used for business purposes.
- Absolutely **NO SMOKING OR VAPING** inside any of the residences and/or vehicles.
- No tampering with smoke detectors or fire extinguishers.

9. BE ACCOUNTABLE FOR YOUR ACTIONS

In order to help you learn and adopt new skills and to keep all staff and members safe, there are specific expectations that are outlined in this manual. When your actions interfere with your recovery or the recovery of those around you we will intervene. When this intervention is required we will follow the process outlined below. Each step is designed to assist you in growing toward healthy engagement in relationships and/or to learn healthy skills that will align your actions with your recovery goal.

Types of actions/behaviors that require intervention include but are not limited to: AWOL, assault, threats, bullying, stealing, police involvement, sexual inappropriateness, refusal of medication, blatant refusal to participate in the routine, refusal to attend NWC class/activity, destroying property, and smoking/vaping in the house.

Level 1: One-on-one discussion with the staff observing the incident

Level 2: One-on-one discussion with the day staff.

Level 3: One-on-one with the Assistant Team Leader

Level 4: One-on-one with the Team Leader

Level 5: Meeting with your team to develop a Behavior Support Plan (this may include but is not limited to: your family member/guardian, integrated health home, and Mainstream Team Leader)

Level 6: Meeting with Team Leader and Program Coordinator

Level 7: Final meeting with your team during which discharge plans will be arranged.

Termination of Lease: Locations owned or operated by Mainstream:

Mainstream Living may terminate a lease for reasons outlined in the Iowa Code: Chapter 562A.

It's important that you understand there are non-negotiable expectations regarding behavior for the safety of all. Engaging in these behaviors constitutes a clear and present danger and will result in the immediate removal from the TAY program. A clear and present danger is defined as behaviors that risk the health or safety of other tenants, the landlord, the landlord's employees or agents, or other persons on or within one thousand feet of the landlord's property includes, but is not limited to, any of the following activities of the tenant or of any person on the premises with the consent of the tenant:

- Physical assault/harm or the threat of physical assault/harm.
- Illegal use of a firearm or other weapon, the threat to use a firearm or other weapon illegally, or possession of an illegal firearm.
- Possession of a controlled substance unless the controlled substance was obtained directly from or pursuant to a valid prescription or order by a licensed medical practitioner while acting in the course of the practitioner's professional practice. This paragraph applies to any other person on the premises with the consent of the tenant, but only if the tenant knew

of the possession by the other person of a controlled substance.

- Clear and present danger.
- Tampering with smoke detectors
- Smoking/vaping in the home
- Non-payment of rent
- Non-compliance with the rental agreement, rules or law
- Failure to move after receipt of 30-day termination notice

Mainstream Living will provide the notice to terminate tenancy in accordance with Iowa Code: Chapter 562A if any of these behaviors occur.

Member Orientation Manual: TAY Program
Verification of Receipt and Comprehension

I have been given a copy of the Member Orientation Manual. I have had an opportunity to review this information with staff and to ask questions. I understand how this information applies to residing at Mainstream Living, Inc.

Member Signature

Date

Member Printed Name

Guardian Signature

Date

Guardian Printed Name

Mainstream Living Staff Signature

Date

Mainstream Living Staff Printed Name