

*The Journey: Blazing New Trails, LLC*

# Rising Phoenix

## Residential Treatment Program

# Resident Handbook

(A Working Document: May 2005 Edition)

# Rising Phoenix Residential Treatment Program

Welcome. This program is a holistic approach to improving many areas of your life in order to be able to govern yourself while living as part of your community. When you complete this program successfully, you will be able to move forward with your life as a person who can make healthy decisions for your self-direction, including your education, vocation, personal management, drug abstinence, and many other areas.

Please read through the following guidelines for your stay at Rising Phoenix. We ask that you work with us in these areas, as the sooner you progress, the sooner you graduate from our program. You will be assigned a therapist who will help you better understand yourself and your goals. You will work side by side with staff as you engage in work, education, outdoor activities, and therapeutic treatment to instill and enhance a true sense of direction in your life.

During your stay with Rising Phoenix, you will move through a series of levels. The first, and most important level is Ground Control. During this level you will become oriented to the program. This level is also one where your behavior, attitude, and participation in programming are noted as a factor in your advancement. As you move forward in the following levels, through obtaining a set of goals, you will begin to fulfill your potential.

Enjoy your stay. You will be involved in many activities. You will find yourself in service to others and your community. You will learn from animals and the earth as you help things to live and grow. You will become educated and learn much, both from books and from people. You will experience the outdoors as never before and take lessons from the wilderness. You will recreate in ways formerly unknown. You will find ways to stay sober and healthy. You will become part of a therapeutic milieu. You will learn from those around you. And you will discover yourself.

Use this handbook to help you on your journey. Included here are guidelines and rules, as well as direction to help you move forward. Goals are an important part of transitioning to your graduation from our program. Please make use of all treatment team members and staff to help you reach your goals and achieve graduation. Welcome.

## Programming

You have been accepted to *The Journey: Blazing New Trails* **Rising Phoenix Residential Treatment Program** for high school age males. We welcome you into the program, and would like to inform you more about the program and what you will experience. Our mission is to use work, education, and outdoor activities to instill and enhance a true sense of direction in each resident's life.

Elements of work and outdoor activities will be combined to provide a unique educational experience for you. The work element of our program combines community service with hands-on work experience. You will learn outdoor wilderness skills and will build confidence, set goals, and focus your life. Residents will take part in recreational activities, and during the school year a full school program. Additionally, substance abuse treatment and therapy are a large component of the programming.

# Schedules

## WEEKDAY SUMMER SCHEDULE

**6:00 AM**        **SHIFT CHANGE**  
6:30 AM        GROUP A        WAKE UP  
7:00 AM        GROUP A        BREAKFAST  
                  GROUP B        WAKE UP  
7:30 AM        GROUP A        CHORES  
                  GROUP B        BREAKFAST/CLEAN UP  
8:00 AM        SERVICE PROJECTS/WORK  
  
1:00 PM        LUNCH/ CLEAN UP  
2:00 PM        EXPERIENTIAL (HIKING, GYM, REC. ACTIVITY)  
**2:00 PM**        **SHIFT CHANGE**  
5:00 PM        DINNER/CLEAN UP  
6:00 PM        THERAPEUTIC PROGRAMMING  
  
9:00 PM        RATING GROUP  
**10:00 PM**       **SHIFT CHANGE**  
10:00 PM       LIGHTS OUT

## WEEKDAY SCHOOL SCHEDULE

5:30 AM        GROUP A        WAKE UP  
6:00 AM        GROUP A        BREAKFAST  
                  GROUP B        WAKE UP  
**6:00 AM**        **SHIFT CHANGE**  
6:30 AM        GROUP A        CHORES  
7:00 AM        LEAVE FOR SCHOOL  
8:00 AM        SCHOOL- MONA  
2:30 PM        LEAVE SCHOOL  
3:15 PM        SNACK  
**3:30 PM**        **SHIFT CHANGE**  
4:00 PM        VOCATIONAL/WORK EXPERIENCE  
5:00 PM        DINNER/ CLEAN UP  
6:00 PM        THERAPEUTIC PROGRAMMING  
9:00 PM        RATING GROUP  
**10:00 PM**       **SHIFT CHANGE**  
10:00 PM       LIGHTS OUT

SATURDAY SCHEDULE

**6:00 AM**        **SHIFT CHANGE**  
7:30 AM        GROUP A        WAKE UP  
8:00 AM        GROUP A        BREAKFAST  
                  GROUP B        WAKE UP  
8:30 AM        GROUP A        CHORES  
                  GROUP B        BREAKFAST/CLEAN UP  
8:00 AM        SERVICE PROJECTS/WORK  
  
1:00 PM        LUNCH/ CLEAN UP  
2:00 PM        EXPERIENTIAL (HIKING, GYM, REC. ACTIVITY)  
**3:30 PM**        **SHIFT CHANGE**  
5:00 PM        DINNER/CLEAN UP  
6:00 PM        THERAPEUTIC PROGRAMMING  
9:00 PM        RATING GROUP  
**9:00 PM**        **SHIFT CHANGE**  
10:00 PM       LIGHTS OUT

SUNDAY SCHEDULE

**6:00 AM**        **SHIFT CHANGE**  
6:30 AM        GROUP A        WAKE UP  
7:00 AM        GROUP A        BREAKFAST  
                  GROUP B        WAKE UP  
7:30 AM        GROUP A        CHORES  
                  GROUP B        BREAKFAST/CLEAN UP  
8:00 AM        SERVICE PROJECTS/WORK  
  
1:00 PM        LUNCH/ CLEAN UP  
2:00 PM        SCHEDULED FAMILY VISITATION(S)  
**3:30 PM**        **SHIFT CHANGE**  
6:00 PM        DINNER/ DEEP CLEAN UP  
8:00 PM        SDS  
9:00 PM        RATING GROUP  
**9:00 PM**        **SHIFT CHANGE**  
10:00 PM       LIGHTS OUT

# Levels

The Level System is based directly on your behavior, effort, and attitude. You choose your level by your own actions. Different privileges and restrictions will be given based on your level. You will be staffed weekly to consider a level change. You will need to be on the highest level to graduate from the program. Following are the requirements to exit each Level:

1. **Ground Crew**: Find out where you are and what you did to get here. Start taking responsibility for thoughts and behaviors. (Get Grounded)
2. **Mechanic**: Start fixing what does work too well. (Fix What's Broken)
3. **Navigator**: Improve responsibility and self-discipline. Start setting short and long term goals. (Chart a Clear Path)
4. **Co-pilot**: Receive more freedom as responsibility is demonstrated, work on goals, help others to be successful, show leadership. (Start to Fly)
5. **Aviator**: Demonstrate leadership and responsibility. Work on goals, refine goals, transition back into the community. (On Your Way and Help Others Too)

On each level, the each youth will have specific requirements individualized to his needs and monitored by his therapist and a mentor staff.

# Resident Rights

1. A student may not be discriminated against because of race, color, religious creed, disability, handicap, ancestry, national origin, age or sex.
2. A student may not be abused, mistreated, threatened, harassed or subjected to corporal punishment. A student has the right to free from potential harm or acts of violence.
3. A student has the right to be treated with fairness, dignity and respect.
4. A student has the right to be informed of the rules of the facility.
5. A student has the right to communicate with others by telephone subject to reasonable facility policy and written instructions from the contracting agency or court, if applicable, regarding circumstances, frequency, time, payment and privacy. The minimum of one weekly fifteen minute phone call to family will be at no cost to the student. The student will also have the right to communicate by telephone or in writing with attorney, physician, clergyman, and counselor or probation officer except when contraindicated by professional or supervisory personnel.
6. A student shall have the right to visit with family at least once every 2 weeks, at the facility, unless visits are restricted by court order. This right does not restrict more frequent family visits.
7. A student has the right to receive and send mail.
  - a. Outgoing mail may not be opened or read by instructors.
  - b. Incoming mail from Federal, State or county officials, or from the student's attorney, may not be opened or read by instructors.
  - c. Incoming mail from parents may not be opened or read by instructor unless there is reasonable suspicion that contraband, or other information or material that may jeopardize the student's health, safety or well being, may be enclosed. If there is reasonable suspicion that contraband, or other information that may jeopardize the student's health or safety may be enclosed, mail may be opened by the student in the presence of an instructor.
8. A student has the right to communicate and visit privately with his attorney and clergy.
9. A student has the right to be protected from unreasonable search and seizure. A facility may conduct search and seizure procedures, subject to established program policy.
10. A student has the right to practice the religion or faith of choice, or not to practice any religion or faith.
11. A student has the right to appropriate medical, behavioral health and dental treatment. Medical treatment will be provided by the doctor or clinic which is identified by the legally responsible person per individual student. Payment for these services will be made by the legally responsible person.
12. A student has the right to rehabilitation, treatment, and special needs requests.
13. A student has the right to be free from excessive medication.
14. A student may not be subjected to unusual or extreme methods of discipline which may cause psychological or physical harm to the student.
15. The student and his legal guardian will have the right to be informed of any service fees and other costs of the program before agreeing to participate.
16. A student has the right to file a grievance at any time.

I \_\_\_\_\_, have read and I understand my rights as a student of Impact Ranch. I understand my responsibilities, the rules & guidelines and the program expectations for me as a student. By signing this I agree to follow and respect all guidelines and procedures. I also understand that the consequences of breaking these expectations.

## Journal Assignments

You will be provided with a journal that you will be **required to write in daily**. You **must write one page** in your journal each day in order to progress to the next level. In your journal you will be recording different emotions, experiences and the progress you are making in your life. All journal entries may be private and your therapist will check to see if you have written in your journal. We welcome you to share your experiences and feelings recorded in your journal with the instructors. Journal entries will not be read unless you choose to share them with staff members.

# Daily Rating

Once a day you will rate yourself on how you did in your school, work and chore activities. Group members will also have the opportunity to give you feed back. You will rate yourself on a ranking system from 1-4, one being the lowest score and four being the highest possible score. When rating yourself or group members, you will take into consideration yours/their physical, emotional, social, educational and spiritual attitudes. Consistently scoring a three or higher is required for advancement and graduation from the program. The following are the scores that correlate with a behavior.

## 1 Rating

### Behavior:

- Belligerent, refusal to work, defiant, swearing, aggressive either verbally or physically & non compliance.

### Consequence:

- If a student receives a 1, the student has chosen to work both Saturday & Sunday and possibly prolong their stay.

## 2 Rating

### Behavior:

Prompted numerous times, does little or poor work, bad attitude, swearing, noncompliant and rough housing. (If you receive a 2 rating anytime during the day your final score cannot be worked up to a 4.)

### Consequence:

- If a student behavior reflects this criterion the student chooses to work 4 hours on Saturday.

## 3 Rating

### Behavior:

- Prompted rarely, responsible, good attitude, mature

### Consequence: ( positive)

- If a student chooses this rating they have only done what is expected of them and no more, but has earned a Saturday activity.

## 4 Rating

### Behavior:

- Motivated, shows leadership, works hard, amazing attitude, helps out staff and other peers.

### Consequence: (positive)

Students who receive this score receive the trust of instructors, privileges, possible opportunity to become Sherpa and increase their chance of leaving at 45 days.

## Checks and Privileges

We would like to reward those who work *extra* hard and put forth *extra* effort in work and school activities. The reward system that we have created consists of giving Phoenix Checks to those individuals who:

- Excel in positive leadership skills
- Hard work
- Accomplish tasks with out being asked and with a good attitude
- Avoiding conflict and negative interactions
- Exhibit self-control
- Being punctual to work, school, group, chores and all activities
- Going the extra mile to help staff and peers
- Portraying self motivation

Phoenix Checks can be given at any time during the day by any instructor who catches you doing the above state behaviors. These Phoenix Checks are redeemable for:

Treats (soda, candy, etc.)

Special activities

Buying lost or destroyed items (journal, pencil, left out clothing)

If a student saves 60 checks they have earned the opportunity to go on a special activity with their therapist or other instructors. The activity can be chosen by staff and student.

# Behavioral Expectations

You are expected to actively and appropriately participate in the daily programming:

- School and work programs
- Group meetings & Discussions
- Guest presentations, recreational activities, tours, meals and other assigned activities
- Daily work chores and other work as assigned

You are responsible to:

- Cooperate with all instructors and students
- Behave maturely and responsibly and keep an appropriate energy level
- Respect all instructors, students, volunteers, visitors verbally and physically
- Maintain and improve respect for self
- Strive to calm down before interacting when angry and accepting feed back from staff during processing

## Behavior Guidelines

1. No swearing, inappropriate comments or verbal abuse
2. No Gambling
3. No borrowing, taking, trading or giving others your belongings
4. No destruction or vandalism of property/animals
5. You are expected to obey the law. What is illegal outside the facility is illegal inside the facility. Charges can be pressed for any illegal behavior
6. No conversations of inappropriate topics (war stories or gang affiliated talk)
7. No inappropriate touching or gestures of any kind to peers or instructors
8. Students must eat at scheduled meal and snacks times
9. Students must ask before using or taking anything from the home
10. No food or drink anywhere except in kitchen or dining area
11. Students will have the responsibility to participate in the general upkeep of the facility and will be assigned a chore schedule
12. Students must ask before going or doing anything (go to room, bathroom, privileges)
13. Students may not get into pantries or fridge without permission
14. All lights must be turned off before leaving the facility. Lights will be lost for 24 hours if student chooses to leave them on.
15. No contraband may be taken into the facility! If it is found student will lose their belongings and will be assigned a jump suit for a chosen period of time.
16. Students must go to bed at assigned times or they will be woken up early.
17. Students may not rough house or play fight with peers or instructors. No physical contact of any kind! A student who does this will receive a 2 than cannot be worked up.
18. Student may not leave out personal belongings. If they are found left out students must use their ranch tokens to buy them back.
19. Only two people in the kitchen a time.
20. Students may not cross set boundaries or go into staff work area ever!!!
21. Beanies or hoody may be worn while working but cannot be worn in the house or at school.

## Cleanliness and Hygiene

1. Showers may only be 5 minutes long
2. Pajamas must be worn while sleeping, no sleeping in the nude or boxers
3. Students must have good grooming habits and use hygiene products (if you run out or need any products just ask!)
4. Each student is required to do their own laundry once a week and only on their assigned washing day (no trading or doing laundry on someone else's day)
5. Shoes or socks must be worn at all times
6. Students must wash their sheets every two weeks on their assigned washing days
7. Students must keep their dirty clothes in the laundry bag provided

# Dress Code

## Unacceptable Clothing:

- No tank tops/sleeveless shirts(may be worn underclothes)
- Clothing must fit appropriately not too tight or baggy
- No brand name labels, gang apparel, drug and alcohol advertisements or sexually degrading images or clothing of any kind
- **No baggy or low rider pants or jeans. Suspenders or jump suits will be provided if you cannot keep your pants up!!!**
- No grungy clothes for off campus work & Activities
- No body piercing or jewelry of any kind. Objects may not be used to keep the holes open!!
- No hats, one may be provided

At intake we will determine which clothes are appropriate and take any inappropriate clothes and return them before leaving the program.

## Transportation Rules

1. No food or drink in vans (except water bottles)
2. Students must wear seatbelts at all times
3. Students may not enter van without permission
4. Students may not talk, yell or communicate with anyone out of the van windows
5. NO rubbernecking or catcalling at cute girls!!! Be Respectful!
6. Staff chooses whether or not to listen to the radio and chooses the station
7. No making gestures or obscene signs out the windows
8. No laying down on the seats

If a student chooses to break the van rules, they will have to walk along side of the van.

## Community Rules

1. Students are required to make bed, clean & vacuum houses. Students must have staff inspect their rooms before leaving the room each morning.
2. No fighting, assaultive behavior or rough housing; you will receive a 2 rating
3. No sharing or switching beds
4. Clothing must be worn at all times except to change or bathe. Must change in bathroom.
5. **No food or drink out of kitchen!** It is contraband!
6. Doors must always remain open!!!
7. Students may not open windows; it may be interpreted as trying to run away!
8. No contraband of any kind. Room checks are done frequently and randomly
9. No shoes in the house

# Consequences

## Possibilities

No dish washer  
No hot showers  
No use of launder machines (hand wash)  
Early wake up and early bed  
Rock pile moving  
Small towels (if you leave towels lying around)  
No couches (if you put feet on couch)  
No movies  
Lose Phoenix Checks buying privileges  
No conversing with other student (structure)  
Ride in front of van  
Shorter visits  
Structure

## **Journey Hours:**

Youth who act out inappropriately may receive extra hours that they will work for The Journey. These hours do not go towards restitution and must be done before student may graduate and leave the program.

\*\*\*Instructors can and will make up new and creative consequences to fit the inappropriate behavior. Watch out, we make up some pretty interesting stuff!\*\*\*

# Grievances

We want you to feel safe and productive during your stay. At any time you have a concern, please approach staff or your therapist to resolve this. If it does not become resolved, contact the Program Director or the Clinical Director for further help.

You are welcome to complete a Grievance Form when you believe you have been wronged by the staff or the program. Please turn this form into the Program Director. You will be interviewed for follow-up. If a response is not made to your Grievance Form within one working day for urgent matters, or two days for non-urgent matters, please contact the Clinical Director immediately.

You are allowed to call your Case Manager for concerns or questions. However, please understand if you are acting out, swearing, or appearing dangerous, you will be asked to wait until you are calm, for safety reasons.

Should you have any suggestions for improvement or better programming, please let a staff member know. We appreciate your feedback.

# Security and Safety

## Security

Students will be monitored at all times. Security will consist of 24 hour instructor supervision, video surveillance and motion sensors alarms. All of our security systems are in compliance with state laws. Police assistance is available for immediate response to our security system alarms and upon request.

## Fire Drills

Students will be informed at orientation how to respond to fire warnings or other life threatening situations. A map will be posted in each room showing the quickest emergency escape route and meeting locations of each group. Fire drills will be held.

## Student Searches

Instructors at the Impact Ranch have the right to search any student if the instructor has reasonable suspicion that the student has contraband, information or material that may jeopardize the students safety, health or well being. Searches will be done upon initial arrival at Rising Phoenix, and on return from any off-site privileges & work projects.

# Resident Searches

Under the following guidelines a search of the residents may be conducted if reasonable concern for the safety of the student and staff is in question. The primary intent of these searches is to provide a safe environment for both resident and staff and to avoid the presence of contraband and/or potential weapons in the facility. In the case that there is reason to believe that there is concern for the safety of student and staff, the following process is to be followed:

## Personal Searches:

1. Staff will provide adequate supervision for the resident in question and the other youth in the facility until a search is completed.
2. Personal search may be done at admission, or at any time staff has a concern for the welfare and safety of residents and staff.
3. Staff shall explain the reason for the search being conducted and request the resident's cooperation.
4. All personal searches will be done in the presence of two staff who are of the same sex as the resident.

## Belongings Searches:

1. Belongings of all students may be searched on admission and upon return from off-site visits.
2. Belongings may be searched at any time the staff has a concern for the welfare and safety of residents and staff.
3. Staff shall explain the reason for the search being conducted and request the resident's cooperation.
4. All items visitors bring to the residents may be searched.

## Facility Searches:

1. Facility searches may occur as deemed necessary by staff.
2. Residents are hereby warned that facility searches may occur at any given time due to safety concerns, even though the resident may not be present.
3. Facility searches may include the bedrooms, bathrooms, and any part of the living facilities, as well as the residents' lockers.
4. Residents will be notified of the search within a reasonable period of time.

Items confiscated will be logged in the resident's file and either sent home, given to the case manager, or given to the police, depending on severity of the item confiscated. If a confiscated item sent home reappears at the facility, it will be given to the case manager.

I understand my rights as a resident concerning searches and what is to be expected.

Resident: \_\_\_\_\_ Date: \_\_\_\_\_

\_\_\_\_\_

# Contraband

The following is considered contraband:

- Any illegal substance, alcohol, tobacco, medications not prescribed to you, or any potential chemical to be used as a mind-altering substance is prohibited.
- Any OTC medications in your possession (must be kept in the locked medication drawer) are prohibited.
- Bleach or other agents used to contaminate drug testing is prohibited.
- Tobacco and tobacco paraphernalia (papers, lighters, matches) are prohibited.
- Any items not belonging to you without explicit permission by the owner is prohibited.
- Any weapon or item created/altered to be used as such is prohibited.
- Any pornography, in any form or like unto it (as deemed by staff) is prohibited.
- Any pictures depicting violence, drugs, or gangs are prohibited.
- Any clothing or other items that are gang or drug related, or are derogatory, are prohibited.
- Any media of a violent, pornographic or degrading nature is prohibited (this includes games, music, movies, posters, etc.)
- Cell phone, pager and other electronic communication devices are not allowed.
- Cash in any amount is not allowed. Please turn in any money to staff to document.

The staff have the final say on what items may be contraband. Should you have an item not listed here, and the staff members feel it is inappropriate, you will be asked to remove it from your possession.

Please note...Contraband Items will be returned to you immediately prior to your home visit so you may take them home. Should the contraband item return to the facility, it will be given to your Case Manager.

Dangerous or illegal contraband items will not be returned to you. You may be charged for illegal items.