

RAMOTH HOUSE

Resident Handbook

Adapted March 2021

Security Checks

Security checks of bedrooms will occur without prior notification. Security checks will be completed by two staff members and when possible, with the resident present. **Room searches can be done at any time, even if you are not in the Home.**

Curfews, Signing-in and Answering the Door

1. When leaving the property, you are expected **to notify staff** and complete the Sign-out Book. When you return to the property you need to sign-in and notify staff that you have returned.
2. For your own safety, the doors will be locked by the staff at curfew times and only staff will answer the door.

Parenting Issues

Parenting and Child Safety:

1. You are responsible for caring for your child while at Ramoth House. The staff are here to support and encourage you in your parenting, not to do it for you.
2. All infant feedings take place downstairs in the living room, unless special permission is granted by the Director of Programming.
3. If you who choose to feed your child formula, you will prepare a 24-hour supply of formula daily according to Ramoth House instructions (as specified by Public Health). Immediately after each bottle feeding, rinse the bottle well, separate nipples from rings and rinse. Place all items in the designated container.
4. You will have a warming pitcher to use to heat bottles & food. The microwave and electric bottle warmers cannot be used to heat/warm baby food or bottles.
5. Your baby supplies, toys and equipment should not be shared.
6. Your baby may not sleep/lay/sit with you in your bed but must be in his/her own crib. Please be advised that staff do conduct bedroom checks at night to ensure your baby is sleeping safely.
7. When your baby is in a car seat, infant seat, high chair or stroller, they must be securely buckled in at **all** times. If your baby is in the kitchen, you must also be in the kitchen.
8. You are to place your baby in your stroller while we are outside. The Ramoth House infant seats and your car seat are not to be used outside on the ground.
9. Your baby is to be in the crib or play pen if you need to move to a location where you are out of arms reach or when you cannot see your child. You are responsible to go and check on your baby if

you cannot see him/her. You must remain on the same level of the building as your child unless you have been granted monitoring privileges by the Director of Programming.

10. Do not ever leave your baby on the floor unattended.
11. Crawling babies are not allowed to crawl on the kitchen floor, in the upstairs hallway, or near stairs. You are responsible to ensure your crawling infant does not touch things that would be unsafe.
12. You must never leave your baby alone while you go outside.
13. Monitoring and supportive services are offered to mothers who live at Ramoth House with their baby, however you are responsible for your child's care. Ramoth House staff are available to assist with child care issues. Only when approved by the Director of Programming, can staff provide care for your child while you are away from the building.
14. We recommend that you do not change, dress, hold or entertain a baby that is not your own child. You are not to care for another person's baby without permission from the mother. You are not to leave the property while your baby is in the care of another resident.
15. You need to purchase insulated bags and ice packs for safe storage of formula when travelling.
16. Your bedroom door needs to be partly open so staff can check on your baby during the night without waking you up. If your baby is crying during the night you need to show consideration for other residents who are sleeping and go downstairs until your baby settles.
17. We recommend only swaddling your baby until two months of age. This limitation allows your little one to move around as he/she grows and develops.
18. At Ramoth infant carriers cannot be used in the house for safety reasons. You are welcome to use one when you take a walk outdoors and off-property. Please note that staff are not permitted to assist you in using your carrier and will not instruct you in its use.

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| Phone |
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1. One resident phone is available for all calls. You are expected to limit calls to 20 minutes per hour to allow all residents equal access.
2. Phone calls are not permitted before 7 am or after 10 pm, during meals, during meal preparation or during classes. You are expected to finish meal time clean up and bottle preparations before making calls.
3. The office phone is not available to residents.

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| Cameras |
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Please note that Ramoth House has a camera system operating only in the porch, front entrance, and upstairs hallway. This system is used for your security and safety.

Cell Phone Protocol

1. Cell phones cannot be used upstairs if someone is asleep.
2. Cell phones must be turned off upstairs by 10 pm, even if no one is sleeping.
3. Cell phones cannot be used in the kitchen.
4. Cell phones cannot be used during classes.
5. We recommend that you do not answer/talk/text on the phone while feeding your baby.
6. We recommend that you do not answer/talk/text on the phone while changing your baby.
7. The ringer/sounds on cell phones must be kept low so as not to disturb others.
8. Ramoth House is not responsible for the loss, damage or misuse of cell phones.
9. All costs incurred for cell phone use are your responsibility.
10. If cell phone use interferes with the operations of the Home your cell phone use will be restricted.
11. If you do not abide by the cell phone protocol, you risk losing the privilege of using your cell phone in the Home.
12. Cell phones cannot be used to take pictures of staff or other residents.
13. Cell phones may only be charged in your bedroom.
14. Video chat/Facetime/speaker phone cannot be used in any common/shared spaces in the home.

Television, Videos and Music

1. TV programs and movies over a PG (American) rating or that contain sex, violence or swearing are not watched at Ramoth House.
2. There is one iPod, TV, and DVD player in the living room; items played must be chosen from the selection provided by Ramoth House.
3. You are free to listen to personal selections of music on portable listening devices but must use ear phones only and keep the volume low.
4. Personal music/headphones cannot be used in the kitchen at any time.
5. Portable video devices may only be used in your own bedroom, using ear phones with volume kept low. No other resident may join you in your room while you are using a portable video device. All portable video devices and personal music or video selections must be stored in your

bedroom. We strongly recommend that you do not use these devices after curfew so that you get adequate sleep. If you breach any of the above guidelines your portable devices may be confiscated until you leave the program.

6. No clock radios are permitted at Ramoth House.
7. Televisions are not permitted in resident bedrooms.

Smoking

1. Smoking is **not** allowed in any part of the Home.
2. There is a designated smoking area available to residents. If you smoke, you are responsible to keep the area clean by using only the butt container to dispose of cigarette butts and by emptying the butt container.
3. There is no smoking near doors or windows, in the garage/porch or under the fire escape.
4. You are not to exhale in the house or near the door. Please remain outside for a few minutes after exhaling to air out your clothes before returning inside.
5. After smoking, you are expected to wash your hands immediately.
6. Staff cannot watch your baby while you smoke.
7. You cannot smoke after curfew or before 6:30 a.m.

Visiting at Ramoth House

Family and friends are encouraged to visit with you in the community. Community visits do not have to be arranged with Ramoth House. Unless formally directed otherwise by Family and Children's Services, you are to meet your visitors at an arranged time on the street in front of the Ramoth House property. The backyard and back entrance are off limits to all visitors and their vehicles unless special permission is granted by the Director of Programming. **It is your responsibility to plan your visits around the program and your responsibilities.**

All day visits must be arranged one week in advance. Arrangements must be made during office hours. **Access to infants may be restricted by the Family and Children's Services. We recommend that you discuss possible restrictions on access with your social worker.**

Overnights Away

Overnights away from Ramoth House may occur after you have been in the program for a minimum of 28 days. You are allowed a total of 14 overnights per year at Ramoth. When planning an overnight visit, you will need to complete the "Overnight Information Sheet" and submit it two weeks in advance. Late requests will be denied if you are on meal preparation over the weekend. Requests for an overnight must be approved by the Director of Programming. Residents under 16 will also need permission from parent or guardian. **Please also note that overnights may be limited by Family and Children's Services. We advise you to discuss possible limitations with your social worker.**

Medication

Ramoth House is **not** a medical facility therefore you are responsible for purchasing and administering any medication to yourself and to your baby. You are advised to follow your physician's orders concerning medications. All medication (prescription and non-prescription) will be stored in the office. Measurement and administration of baby medication will be observed by Ramoth House staff in the kitchen area. The Distribution Chart must be initialed by you and the staff. Staff can not sign the chart if they do not see you give the medication.

Appointments

You are responsible to report all your appointments to the staff as soon as they are scheduled. All appointments (medical, clinical, etc.) will be recorded on the main office calendar to help us to all stay on track. You must also keep your own record of your appointments, using the calendar on your board to help with this. Check with the Director of Programming before scheduling an appointment in the Ramoth House office to ensure availability.

Dress Code

You must be dressed in clean clothes between 9 a.m. and 9 p.m. Clothing with bad language or rude slogans is not worn at Ramoth House. All clothing must completely cover your breasts, belly, and bottom. Your clothes must not be see-through. Pajamas must include bottoms if worn downstairs.

Staff Reports and Confidentiality

All Ramoth House Staff are required to report general shift activity, interaction between residents, interaction between mom and baby, concerns and the breaking of house guidelines. Ramoth House Staff cannot withhold information from the Director of Programming. These reports are made to the Director of Programming. If you wish to share information that you desire to remain completely confidential, you will be directed to contact a counsellor. Your information is only released to individuals outside of Ramoth Staff when you have signed a release of confidentiality. In cases where a safety concern arises or the information shared requires reporting by law, the Director of Programming will contact the appropriate authorities.

Complaint Procedures

If you have a problem or a concern about a Ramoth House guideline, the weekly or daily schedule, another resident or a staff member or volunteer, or any other issue then you should complete a complaint form and submit it to the Director of Programming.

General Issues

1. You will receive one key for your bedroom door and will be responsible for replacement costs if lost. We recommend that you keep your bedroom door locked when you are not in your room.
2. You cannot redecorate the walls or rearrange the furniture in your bedroom. A bulletin board is available to post pictures of family or friends.
3. You are not to enter the office unless invited by staff. If you need someone from the office, please knock on the door and wait for a response.
4. If appropriate, we encourage you to be with family on special holidays.
5. You will have regular scheduled access to the Ramoth House Store. In money management and parenting classes, you will earn Ramoth Bucks to use in the store. Items in the store are new and may include personal care products, infant care products, and infant clothing. Availability of items is strictly based on donations made to Ramoth House.
6. If you are under 16 years of age, additional guidelines may be set by your parent(s) and/or guardian. Ramoth will notify you of any of these additions in writing.
7. Ramoth House is a Christian Ministry, therefore the staff will say a prayer at meals.
8. You are expected to be at Ramoth House and prepared to eat by 5:30 pm. If you plan to be away for supper, you must notify the staff by noon.
9. During your first month, you will be permitted to have the Director of Programming send faxes to or prepare photocopies for Ontario Works. After the first month you will demonstrate your independence skills by arranging for all faxing and photocopying to be completed, at your expense, at a business in the community. Faxes of a personal nature will not be sent from or received by the Ramoth House office.
10. Ramoth House permits essential oils, however diffusers may not be used in your room. Please be aware that some oils can affect baby and other individuals and use only what is beneficial to all.

RAMOTH HOUSE DAILY SCHEDULE

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| 6:00 | showers and breakfast may begin |
| 8:30 | kitchen will be closed for cleanup |
| 8:30 – 8:50 | meal time housekeeping assignments completed |
| 9:00 | dressed for the day daily activities begin (school, work, meetings, etc.) |
| 10:00 – 10:15 | kitchen open for snack & coffee break |
| 11:45 | lunch preparation & lunch |
| 12:00 | bedroom cleanliness assessment may begin |
| 12:30 | kitchen will be closed for cleanup |
| 12:30 - 12:50 | meal time housekeeping assignments completed |
| 3:00 – 3:15 | kitchen open for snack & coffee break |
| 4:00 | meal preparation (unless menu or staff indicate otherwise) laundry time slot #1 completed & in bedroom |
| 5:30 | supper |
| 6:15 | kitchen will be closed for cleanup |
| 6:15 – 7:00 | meal time housekeeping assignments completed |
| 7:00 | daily and weekly housekeeping assignments completed & staff check |
| 8:30 – 9:30 | kitchen open for snack & coffee break |
| 10:00 | laundry time slot # 2 completed & in bedroom |

Ramoth House Formula Preparation Schedule

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| 6:00 a.m. - 7:30 a.m. | formula prep time slot #1 |
| 9:00 a.m. - 10:15 a.m. | formula prep time slot #2 |
| 10:15 a.m. - 11:30 a.m. | formula prep time slot #3 |
| 1:00 p.m. - 2:30 p.m. | formula prep time slot #4 |
| 2:30 p.m. - 4:00 p.m. | formula prep time slot #5 |
| 7:00 p.m. - 8:30 p.m. | formula prep time slot #6 |

Ramoth House Weekly Activity Schedule

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| Monday | 8:00 a.m. – 2:00 p.m. upstairs weekly cleaning 9:00 a.m. – 2:45 p.m. scheduled infant baths 10:00 a.m. – 2:50 p.m. general client meetings 8:00 a.m. – 3:00 p.m. weekly bedroom cleaning |
| Tuesday | 9:30 a.m. – 11:30 p.m. individual parenting education meetings 9:30 a.m. – 1:45 p.m. stepping stones progress meetings 2:00 p.m. – 2:45 p.m. group parenting education class |
| Wednesday | 9:00 a.m. – 2:45 p.m. scheduled infant baths 8:00 a.m. – 2:00 p.m. baby-related and storage space cleaning a good day to book appointments (medical, counselling, etc.) |
| Thursday | 9:30 a.m. – 1:30 p.m. individual personal development meetings 9:30 a.m. – 11:30 a.m. individual money management meetings 2:00 p.m. – 2:45 p.m. group money management class |
| Friday | 8:00 a.m. – 2:00 p.m. downstairs weekly cleaning 9:00 a.m. – 2:45 p.m. scheduled infant baths |

YOUR RIGHTS UNDER THE OFFICE OF CHILD AND FAMILY SERVICE ADVOCACY

The staff at Ramoth House abide by the Office of Child and Family Advocacy document of rights of children, which applies to all residents under the age of 18 and their children. Certain restrictions do apply. Because our goal is not to control but to teach and guide, these rights are extended to all residents.

You have the right to:

1.speak and visit with members of your family as well as advocate, lawyers, social workers or other counsellors, ombudsman, or members of parliament.
2.send and receive mail that is not read, examined or censored by the staff of Ramoth House unless it is believed that prohibited articles are within it or that the contents could be dangerous. In that case, it will be opened by Ramoth Life Centre's staff in your presence.
3.privacy and possession of your own property subject to the House Guidelines.
4.to receive further religious instruction from the denomination of your choice besides that received at Ramoth House
5.the development of a plan of care based on your needs; to participate in the development of this plan.
6.nutritious meals, appropriate clothing as available, receive medical and dental care, pursue an education, and participate in recreational activities.
7.give input and feedback in regards to significant decisions and Home activities that affect you and to file complaints for violations of these rights in accordance to our internal complaint procedures. The office of the Child and Family Services Advocacy are available for consultation in these matters. (1-800-263-2841)
8.sensitivity to your cultural needs and an effort to accommodate those needs when possible.

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| <p style="text-align: center;">RAMOTH HOUSE RESIDENT'S PERSONAL RIGHTS</p> |
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Each young woman shall have personal rights which include but are not limited to:

1. be accorded dignity in her personal relationships with staff and other persons.
2. be accorded safe, healthful and comfortable accommodations, furnishings and equipment to meet her needs.
3. be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, or other actions of a punitive nature, including but not limited to interference with the daily living functions, including eating, sleeping, or toileting, or withholding of shelter, clothing, medication, or aids to physical functioning.
4. be informed and to have her parent(s) or authorized representative, if any, informed by the licensee of the provisions of law regarding complaints including, but not limited to, the address and telephone number of the complaint receiving unit of the licensing agency and of information regarding confidentiality.
5. participate in religious activities and services in the community and to have visits from her pastor.
6. not be locked in any room or building.
7. not be placed in any restraining device.
8. visit the Home before her placement.
9. have the Home inform her parent(s) or authorized representative of her progress in the Home.
10. file a complaint with the Home.
11. communicate with her parents or authorized representative.