



## **Resident Handbook**

The programs at Ramoth House are designed to assist you in learning how to parent well and build on the strengths you already possess. During your time at Ramoth House, you will be encouraged to develop new life strategies as you seek to grow and manage your parenting, self-care, home management, and relationships. To do this, there are House Guidelines that need to be followed so everyone can learn and live in a safe environment.

### Personal Conduct

1. While living at Ramoth House, you are responsible to:
  - Follow all Ramoth House guidelines and schedules.
  - Respect the rights of both staff and other residents.
  - Accept the consequences of your actions.
  - Participate cooperatively in the programming and in the life of the Home.
2. You will control your actions and respect the feelings of others. Put downs, threats, name calling, lying, and swearing hurt people and make them feel unsafe and uncomfortable.
3. Threats of violence/intimidation may result in immediate dismissal from the program. You will consider your voice level, tone and body language when addressing other residents and staff.
4. There is zero tolerance for criminal activity, violence, acts of vandalism, and the use/possession of alcohol, drugs, drug paraphernalia, or weapons. Such incidents will result in immediate dismissal from the program.

### Security Checks

**Security checks of bedrooms will occur without prior notification.** Security checks will be completed by two staff members and when possible, with you 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.

3. You will be in the house by the curfew, as follows:
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|-------------------------|-------------------------|
| Sunday - Thursday 10 pm | In own room by 11:00 pm |
| Friday & Saturday 11 pm | In own room by 11:00 pm |

<p align="center"><b>Parenting and Child Safety Issues</b></p>
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1. You are responsible for the total care and wellbeing of 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 choose to feed your child formula, you will prepare a 24-hour supply of formula daily according to Ramoth House instructions (as guided by Public Health).
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 with other residents in the home.
6. Your baby may not sleep/lay/sit with you in your bed but must be in his/her own crib.
7. When your baby is in a car seat, infant seat, highchair, or stroller, they must always be securely buckled in. 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, your bedroom 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 solely responsible for your child's care. Ramoth House staff are available to assist with childcare issues, not to take over responsibility for your child. If a mother needs to complete a quick task, she can place her child in the play pen and ask the Staff to listen for the child. On rare occasions, the Director of Programming can approve staff to care for your child while you are away from the Ramoth property.

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. If a mother chose to ask another resident to watch her baby while she goes outside to smoke and the other resident agrees, Ramoth Staff will not interfere with the decision. Neither will Ramoth assume responsibility for the mother's decision or the other resident's choices in care of the child.

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.

18. Infant carriers cannot be used inside Ramoth House; however, you are welcome to use one when you take a walk outdoors. Please note that staff are not permitted to assist you in using your carrier and will not instruct you in its use.

#### **Phone**

1. There is a phone available to residents in the study. You are expected to limit calls on this landline 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 mealtime clean up and bottle preparations before making/accepting calls.
3. The office phone is not available to residents.

#### **Video and Audio Systems**

1. There is an audio monitoring system in various locations throughout Ramoth House. The monitors alert staff should a crisis arise with an infant, if aggression occurs between residents, or if a resident goes into labor. Some monitors are used by residents to hear their infants. Please be aware that, while the purpose of the monitors is not to overhear personal conversations, if a person is speaking loudly the conversation may be overheard. Any information that you do not want to be overheard by another resident or Staff, should not be shared in the building.

2. For security and safety purposes, Ramoth House has a video camera system operating in the following locations: porch, kitchen, front entrance, study, upstairs hallway, smoking area, playground and outside parking areas.
3. There are no cameras or microphones in the bedrooms or bathrooms.

<b>Cell Phone Protocol</b>
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1. Cell phones can be used upstairs, as long you're not video chatting or on speaker when someone is asleep or when baby is napping. We suggest that you always use a quiet voice and headphones so not to disturb the other residents.
2. Cell phones cannot be used in the kitchen.
3. Cell phones cannot be used during classes.
4. We recommend that you do not answer/talk/text on the phone while feeding your baby.
5. We recommend that you do not answer/talk/text on the phone while changing your baby.
6. The ringer/sounds on cell phones must be kept low so as not to disturb others.
7. Ramoth House is not responsible for the loss, damage, or misuse of cell phones.
8. All costs incurred for cell phone use are your responsibility.
9. If cell phone use interferes with the operations of the Home your cell phone use will be restricted.
10. Cell phones cannot be used to take pictures of staff or other residents.
11. Cell phones may only be charged in your bedroom.
12. You may not use the video chat or speaker function on your phone in any common/shared spaces in the home.

<b>Social Media</b>
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1. Ramoth prohibits posts to any social media platform (Tik Tok, Snap Chat, Facebook) that involve another resident, someone else's babies or staff.
2. Ramoth prohibits hash tags regarding Ramoth House or Ramoth staff.
3. Ramoth prohibits all forms of bullying including cyber bullying.

<b>Television, Videos and Music</b>
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1. TV programs and movies over a PG (American) rating or that contain sex, violence, or vulgarity are not watched at Ramoth House.
2. There is one Alexa, TV, and DVD player in the living room; items played must be chosen from the selection provided by Ramoth House. The Alexa is operated by staff only.
3. You are free to listen to personal selections of music on low volume. You are free to watch your personal selection of videos on portable devices in your bedroom but must use earphones and keep the volume low. No other resident may join you in your bedroom to watch a movie or listen to music. All portable devices must be stored and charged in your bedroom. We strongly recommend that you do not use these devices after curfew so that you get adequate sleep. If your use of these devices disrupts the home restrictions will be added.
4. Personal music/earphones cannot be used in the kitchen at any time.
5. No clock radios are permitted at Ramoth House.
6. Televisions, speakers, Alexa's or other similar devices are not permitted in resident bedrooms.

<b>Smoking</b>
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1. Smoking in any form (including vaping, E- cigarettes) is **not** allowed in any part of the Home.
2. There is a designated smoking area that is available to residents. If you smoke, you are responsible for keeping the area clean by using only the butt container to dispose of cigarette butts. Residents who smoke are responsible for emptying the butt container on garbage day.
3. There is no smoking in or near the Playground.
4. There is no smoking near doors or windows, in the garage, in the porch or under the fire escape.

5. 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.
6. After smoking, you are expected to wash your hands in the entrance bathroom or laundry room immediately.
7. Vape and E-cigarettes must be kept in your coat or stroller in the porch. They cannot be stored in your bedroom.
8. Staff cannot watch your baby while you smoke.
9. You cannot smoke after curfew or before 6:30 a.m.

<b>Cannabis</b>
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1. Although the use of cannabis is legal, all forms of cannabis are strictly prohibited at all Ramoth properties.
2. If you are found using, selling, or growing cannabis you will be subject to dismissal from the Program.
3. Any evidence of cannabis use found on the Ramoth House Property will lead to dismissal from the Program.

<b>Day Visits</b>
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1. Your family and friends are encouraged to visit with you in the community unless formally directed otherwise by Family and Children's Services. Your visitors book visits with you, not Ramoth House.
2. You are responsible to tell the Director of Programming about your plans for community visits one week in advance of the visit. The Director of Programming is only available to receive your visit plans during her office hours.
3. You are expected to ensure that your visits are organized around the program and your responsibilities at Ramoth House.
4. 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.
5. **Access to infants may be restricted by the Family and Children's Services. We recommend that you discuss possible restrictions regarding who can have visits with your child with your social worker.**

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<b>Overnights Away</b>
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1. Overnights away from Ramoth House may occur after you have been in the program for a minimum of 28 days.
2. You are allowed a total of 14 overnights per year while in the Ramoth House Step One Program.
3. 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.
4. Requests for an overnight must be approved by the Director of Programming. Residents under 16 will also need permission from a parent or guardian.
5. **Please also note that overnight stays may be limited by Family and Children’s Services. We advise you to discuss possible limitations with your social worker.**

<b>Medication</b>
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1. Ramoth House is **not** a medical facility therefore you are responsible for purchasing and administering any medication to yourself and to your baby.
2. You are advised to follow your physician’s orders concerning medications.
3. All medication for you and your baby (prescription and non-prescription) will be stored in the office except for birth control pills which will be stored in your bedroom.
4. You will ask staff for your medication. Staff will hand you the medications for you to measure out and consume. This will be witnessed by staff then staff will record that the medication was consumed in the Ramoth medication chart.
5. 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 cannot sign the chart if they do not see you give the medication.

<b>Appointments</b>
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1. You are responsible to report all your appointments to the staff as soon as you book an appointment.
2. Ramoth tracks all appointments (medical, clinical, visits, etc.) on the main office calendar to help us to all stay organized.



3. You also need to keep track of your appointments. We suggest using your phone calendar or the calendar on your board.
4. If you want to meet with a community service provider in the Ramoth House office, you will need to consult with the Director of Programming regarding office availability.

### **Dress Code**

You must be dressed in clean clothes (not pjs) between 9 a.m. and 9 p.m. Clothing with bad language or rude slogans are not worn at Ramoth House. All clothing must adequately cover your breasts, belly, and bottom. Your clothes must not be see-through. Pajamas can be worn downstairs at night and in the early morning but must include bottoms that provide adequate coverage.

### **Staff Reports and Confidentiality**

All Ramoth House Staff are required to report to the Director of Programming regarding 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. 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 which you must replace 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. Please knock on the office door and wait for a response.

4. If you are between 16-18 years of age, additional guidelines may be set by your parent(s) and/or guardian. Ramoth will require those additions to be submitted in writing and shared with you.
5. Staff offer a prayer of thanks at meals. You are not required to participate in the prayer, but you are requested to stop activity, remain quiet and be respectful.
6. Unless you have notified staff by noon that you will be away for supper, you are expected to be on site and prepared to eat supper by 5:30 pm.
7. The Director of Programming will help you with faxing or photocopying items requested by Ontario Works for the first month of your stay only. After this time, you will be responsible for these tasks, 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.
8. You may not burn candles or incense at Ramoth House.
9. Ramoth House is a perfume-free facility.
10. You may not tattoo or pierce yourself, a baby or other residents while at Ramoth House.
11. You cannot dye your hair at Ramoth but are welcome to do so when on a visit or at a salon.
12. Sexual activity (kissing, touching, caressing, sex toys, intercourse) is not permitted at Ramoth House or in the Ramoth House office.

<b>Leaving the Program</b>
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### **Graduating from the Program**

1. The program is a minimum of 6 month, but you can stay up until the time of your children's first birthday with graduate material offered for the remaining months.
2. Three months into the program we start to build a strategy for your exit plan. You can graduate from Ramoth Program of Care Step One and move to complete independence and end your involvement with the Ramoth Team. Or you have the option of:
  - entering Step Two of the Ramoth Program of Care which offers you up to 364 days living in the Ramoth Apartments.
  - or moving directly to Step Three which involves selecting a housing option in the community and receiving ongoing encouragement from the Ramoth Team.
3. A-date for your departure will be established with you, 2 months in advance.

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### **Unplanned Discharge**

1. If you choose, of your own accord, to leave the early program you are required to give the Director of Programming 2 weeks advanced notice.
2. The Director of Programming will advise you of what day of the week a discharge will be accommodated. Please note that all discharges begin at 10 a.m.
3. Arrangements for leaving the program and moving your personal is your responsibility. All communication to outside parties is your responsibility. Ramoth Staff will not communicate directly with the individuals who will be moving you and your belongings.

### **Dismissal:**

It is possible for a resident to be prematurely dismissed from the program. Such a dismissal can take place, without advanced notice, under the following circumstances:

1. Causing harm to yourself, a child, a resident, or staff.
2. An escalating pattern of willfully disrespecting the Ramoth staff and volunteers.
3. A pattern of creating a tense, stressful, and uncomfortable home environment.
4. Threatening and/or violent behavior, and/or criminal activity.
5. Use/possession of drugs or drug paraphernalia, alcohol, and/or weapons.
6. A continued pattern of not cooperatively participating in the program.
7. Repeatedly choosing not to abide by the Ramoth House guidelines and schedules.

### **Leaving the Program:**

When you leave Ramoth House, you must take all your personal belongings with you on the day of departure. If you are dismissed from the program and do not take all your belongings with you at the time of dismissal, you may be required to arrange for the O.P.P. to accompany you to Ramoth House during office hours to collect your belongings. You must collect your belongings within three days. Ramoth House will dispose of all personal items left behind after three days.