



Program of Care - Step One

Ramoth House
Signing Package

Table of Contents

| | |
|---|----|
| Welcome..... | 4 |
| How We Work Together | 4 |
| Together, we will: | 4 |
| Caring for Yourself (Self-Care)..... | 4 |
| Daily self-care can include: | 5 |
| Rest and recovery:..... | 5 |
| Nutrition and Movement | 5 |
| Ramoth House gift to you (first two weeks after birth): | 5 |
| Healthy Parenting Basics..... | 5 |
| Feeding..... | 5 |
| Safety..... | 6 |
| Sleep Routine..... | 6 |
| Diapering..... | 6 |
| Bathing | 6 |
| Play, Tummy Time, and Equipment | 6 |
| Equipment tips: | 6 |
| Home Management..... | 7 |
| Laundry Expectations:..... | 7 |
| Bedroom: Daily Check..... | 7 |
| What we look for:..... | 7 |
| Housekeeping: Shared Work..... | 8 |
| External motivation (to build habits): | 8 |
| Daily & Weekly House Routine | 8 |
| Storage and Avoiding Clutter | 8 |
| Meal Preparation Expectations..... | 9 |
| Personal food and snacks:..... | 9 |
| Schedule..... | 10 |
| Weekly Activity Schedule | 10 |
| Daily Schedule | 11 |
| Formula Preparation Time Slots..... | 11 |
| Program Support and Growth Meetings | 12 |
| Money Management Classes | 12 |

| | |
|--|----|
| Parenting Education Classes | 12 |
| General Meetings (weekly, 30 minutes): | 12 |
| Stepping Stones Meetings (bi-monthly, 45 minutes): | 12 |
| Areas we may work on: | 13 |
| Personal Development Workshops:..... | 13 |
| Ramoth Bucks and Store:..... | 13 |
| Education and Employment..... | 13 |
| Program Timeline..... | 14 |
| Month-by-month:..... | 14 |
| Introduction to House Guidelines | 16 |
| Personal Conduct..... | 16 |
| Security Check..... | 17 |
| Curfew Rules..... | 17 |
| Parenting and Child Safety..... | 17 |
| Monitoring and Supportive Services | 18 |
| Video and Audio Systems | 18 |
| Cell Phone Use Guidelines | 18 |
| Social Media Guidelines..... | 19 |
| Television, Videos, and Music | 19 |
| Smoking | 19 |
| Cannabis Policy..... | 20 |
| Day Visit Guidelines | 20 |
| Overnight Stay Rules | 20 |
| Medication Guidelines | 21 |
| Appointment Reporting & Tracking | 21 |
| Dress Code | 21 |
| Staff Reports and Confidentiality | 21 |
| Complaint Procedures | 21 |
| General Issues | 22 |
| Leaving the Program | 23 |
| Graduation | 23 |
| Unplanned Discharge & Dismissal | 23 |
| Belongings After Leaving..... | 23 |

Ramoth House Program of Care

You are strong and capable. We are here to support you.

Welcome

We are glad you are here. Joining this program shows courage and care as a parent. At Ramoth House, we focus on your strengths and work with you to build skills for healthy, independent living. Every family's path is different—some parent independently, some with family support, and some choose adoption. Whatever you choose, we will support you with your stepping stones to independence.

Every step you take is a step toward independence.

How We Work Together

To keep your baby safe and to support learning, staff supervise parenting at first. As you show safe choices, supervision will go down. Our shared goal is for you to parent without direct supervision.

Together, we will:

- Learn practical life skills.
- Build healthy routines and self-care.
- Practice safe, nurturing parenting.
- Grow confidence and motivation.

You are building a safe and loving future for your child.

Caring for Yourself (Self-Care)

Motherhood is busy. Planning time for yourself helps you stay strong. Caring for yourself is part of caring for your baby.

Your well-being matters—caring for yourself is caring for your baby.

Daily self-care can include:

- Wash your hands often.
- Brush your teeth daily.
- Comb and wash your hair.
- Use deodorant each morning.
- Wear clean clothes.
- Shower regularly.

Rest and recovery:

- Nap when your baby naps, especially after night feeds.
- Go to bed when your baby sleeps in the mid-evening to get extra rest.

Nutrition and Movement

- Aim for **balanced meals** that include fruits, vegetables, protein, and whole grains to support your energy and healing.
- Drink plenty of water throughout the day.
- Include **gentle exercise**, such as short walks or light stretching, when you feel ready and your doctor approves. Movement can boost mood and energy.

Ramoth House gift to you (first two weeks after birth):

- Housekeeping is limited to infant care, laundry, and your personal spaces (playpen, bedroom).
- You will not be expected to prepare supper meals.
- Housekeeping and meal prep will be added gradually at the Director of Programming's discretion.
-

Small steps lead to big changes—keep going!

Healthy Parenting Basics

Healthy parenting takes commitment and planning. You will learn about infant feeding, safety, diapering, clothing, bathing, play and tummy time, and social and emotional development.

Feeding

Use the Child Care Activity Chart each day. It helps you track feeding and health. □

Bottle Feeding: If you use bottles, staff will observe formula preparation and feeding to ensure safety and accuracy.

Breastfeeding: Staff will observe breastfeeding sessions for positioning, latch, length of time on breast and overall infant safety, but will not interfere.

Safety

- Hold your baby in your arms on stairs. Avoid shoulders holding on stairs.
- Support your baby's head and neck when you carry or lift.
- Never leave your baby alone on high surfaces.
- Always use a safety-approved car seat.
- Keep your baby away from the stove and food prep areas.
- Use a calm voice around your baby.
- If you feel frustrated or angry, speak to staff right away.
- Do not sleep with your baby in your bed.
- Limit phone use so you can safely watch and engage with your baby.
- If your baby spits up, clean the area right away.

Sleep Routine

Around three months, start a bedtime routine. After the mid-evening feed, take your sleepy baby to bed. As you show responsibility and safety, you may earn the privilege to go downstairs while your baby sleeps, using the house monitor.

Diapering

Change diapers often—at each feed and before bedtime. Use only the designated areas: the laundry room change table or the bathroom during bath time. Always use a change pad on the table. Staff will supervise first and then less over time.

Bathing

Day Support Staff will teach and support infant baths up to three times a week. Baths happen during the day on bath days. Babies do not need daily baths. Ages 0–3 months: use the infant tub on the bathroom counter. Older babies: use the regular tub with a bath rest. Only one bath at a time. Keep the bathroom door open during infant baths.

Play, Tummy Time, and Equipment

- Tummy time: 4–6 times a day. Slowly increase to 10–15 minutes each time. Talk with the Director of Programming before you start.
- Floor play: several times a day with toys and books.

Equipment tips:

- Change positions often (crib, playpen, infant seat, highchair).
- Babies under 2 months: car/infant seats for no more than 20 minutes at a time, up to 3 times a day.
- Never leave your baby in a car/infant seat unattended.
- Do not carry your baby using the infant seat.
- When not cuddling, feeding, or playing, place baby in the crib or playpen.
- We do not use exercise saucers or swings due to limited space.

A steady daily routine helps your baby feel safe and secure.

Home Management

You will learn safe home skills by doing laundry, cooking, and chores. Staff will show you and support you. Routines help you manage your home while meeting your child's needs and keeping appointments.

Laundry Expectations:

- Use your assigned laundry days.
- Plan for interruptions (appointments, feeds). If needed, speak with the Director of Programming to adjust.
- Laundry time slots: 8:00 a.m.–3:00 p.m. and 3:00 p.m.–10:00 p.m.
- Finish your load promptly so others can use the machines.
- Baby linens (towels, crib/playpen sheets, receiving blankets, quilts, tummy time blankets): wash weekly or sooner if soiled.
- Change and wash your bed sheets weekly.
- Wash personal towels and face cloths weekly.

Heavy blankets and bedspreads are hard to wash. Do not sleep with them against your skin. Sleep between your sheets.

Bedroom: Daily Check

Keep your bedroom tidy and safe. Staff assess your room daily and score it 0–10. The goal is to score 10 often. Checks happen no earlier than 12:00 p.m., Monday–Friday.

What we look for:

- General tidiness
- Safe and no hazards.
- Bed made neatly.
- Clothes put away in drawers
- Nothing on the floor.
- Wet towels hung to dry.
- Dirty clothes in the laundry basket.
- Garbage can empty.
- Storage shelf neat and tidy.
- Closet neat and organized

Housekeeping: Shared Work

You will not clean the house alone. Duties are shared and spread throughout the day so you can feed, change, and play with your baby. Job lists are posted in the kitchen and change weekly. If you have concerns, talk with the Director of Programming.

External motivation (to build habits):

- Staff check completion at set times.
- If a duty is not done on time or as expected, you receive a ‘not-complete’ (n/c).
- Three n/c’s in one week led to an extra chore the next week.
- If asked to finish a task, please complete it before 7:00 p.m.

A clean, organized space feels safer and calmer for you and your baby.

Daily & Weekly House Routine

- Entrance, garbage, recycling and dishes are maintained daily
- Parenting residents share emptying the diaper pail and sanitizing the change table and diaper pail daily
- Monday 8:00 a.m. and 2:00 p.m.: bedroom cleaning and shared spaces upstairs.
- Wednesday 8:00 a.m.–2:00 p.m.: downstairs storage spaces and playpens.
- Friday 8:00 a.m.–2:00 p.m.: shared spaces downstairs.

Storage and Avoiding Clutter

Clutter can be a safety risk. Use the storage areas below and put items away when not in use. Do not leave baby toys or equipment in high-traffic areas.

- Study room cupboard: schoolbooks, binders, books, file box, receiving blankets, tummy time blanket, extra quilt and sheet, infant clothes, toys, cell phone, headphones, ramoth laptop.
- Laundry room—shelf under change table: diaper cream, wipes, change pads, diapers, spare outfits, bag for soiled baby items, baby lotion.
- Laundry room—hooks: infant hat, coat, snowsuit.
- Porch Bin - stroller blankets.
- Porch: one coat, three pairs of shoes/boots per person, one umbrella, one sunscreen, one bug spray, one pack of cigarettes, one lighter, one vape and one charger, diaper bag
- Kitchen shelf: extra bottles, bibs, face cloths,
- Keep wallets, money, and valuables in your locked box or bedroom.

Don't put it down—put it away.

Meal Preparation Expectations

Everyone learns cooking at their own pace. Staff will help you read recipes, learn techniques, and follow hygiene. Supervision goes down as you follow the menu, recipe, and kitchen rules.

- If you miss a meal, use the scheduled snack times. Snack guidelines are posted in the kitchen.
- Prepare at least one supper each week. The number may change based on how many residents there are here. Staff make the menu; please follow it. On your night, you also set the table.
- On supper prep nights, be in the kitchen by 4:15 p.m. and stay until supper is done. Check the menu for any earlier starting times.
- Tell staff by noon if you will be away for supper. If it is your night for meal prep or dishes, you must be here unless the Director of Programming has approved otherwise.

Personal food and snacks:

- Eat perishable take-out (pizza, subs, ice cream, etc.) before you return to Ramoth House.
- Store and eat snack foods in your room. We will provide a sealed container to prevent bugs and mice.
- Keep only one small drink (500 ml) in the fridge.
- Do not leave drinks or food on the counter.
- Sit at the table and use a plate for all snacks and meals
- Do not store personal food in the freezer.

Schedule

Weekly Activity Schedule

Monday

- 8:00 a.m.–2:00 p.m. – Upstairs weekly cleaning.
- 9:00 a.m.–2:45 p.m. – Scheduled infant baths.
- 9:00 a.m.–4:00 p.m. – General client meetings.
- 8:00 a.m.–2:00 p.m. – Weekly bedroom cleaning.

Tuesday

- 9:00 a.m.–4:00 p.m. – Individual parenting education meetings.
- 2:15 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, counseling, etc.).

Thursday

- 9:30 a.m.–4:00 p.m. – Stepping Stones progress meetings.
- 9:30 a.m.–4:00 p.m. – Individual money management meetings.
- 2:00 p.m.–2:30 p.m. – Group money management class.

Friday

- 8:00 a.m.–2:00 p.m. – Downstairs weekly cleaning.

Daily Schedule

Morning

- **6:00** – Showers and breakfast may begin
- **8:30** – Kitchen closed for cleanup
- **8:30 – 8:50** – Mealtime housekeeping assignments
- **9:00** – Dressed for the day; daily activities begin
- **10:00 – 10:15** – Snack & coffee break

Midday

- **11:45** – Lunch prep & lunch
- **12:00** – Bedroom cleanliness assessment
- **12:30** – Kitchen closed for cleanup
- **12:30 – 12:50** – Mealtime housekeeping assignments

Afternoon

- **3:00 – 3:15** – Snack & coffee break, Laundry slot #1 completed
- **4:15** – Meal prep

Evening

- **5:30** – Supper
- **6:15** – Kitchen closed for cleanup
- **6:15 – 7:00** – Mealtime housekeeping assignments
- **7:00** – Daily housekeeping assignments & staff check
- **8:30 – 9:30** – Snack & coffee break
- **10:00** – Laundry slot #2 completed

Formula Preparation Time Slots

- 6:00–7:30 a.m. – Slot #1
- 8:50–10:15 a.m. – Slot #2
- 10:15–11:45 a.m. – Slot #3
- 12:50–2:15 p.m. – Slot #4
- 2:45–4:15 p.m. – Slot #5
- 7:00–8:30 p.m. – Slot #6

Program Support and Growth Meetings

The Director of Programming will mentor and coach you through weekly and bi-monthly meetings, classes and workshops. We keep the focus on progress, celebrate wins, and talk through challenges.

Money Management Classes

The Director of Programming teaches money skills in private and group sessions. These classes build confidence and teach everyday budgeting.

- Two private sessions each month.
- Four group sessions each month.
- Make a simple budget and follow it.
- Learn why saving matters.
- Menu plan and shop smart.
- Handle surprise costs and get back on track.
- Use online banking, file taxes, and manage benefits (Ontario Works or ODSP).
- Protect yourself from money risks.

You provide your personal needs and your baby's needs (diapers, wipes, diaper cream, clothes). Ramoth provides formula. If you choose other bottles or lose/damage bottles, you are responsible for replacing them.

Parenting Education Classes

The Director of Programming offers group and one-to-one sessions using demos, reading, writing, videos, and play/teaching models.

- Two private parenting classes each month.
- Four group classes each month.
- Healthy attachment using the 'Simple Gifts' series (Infant Mental Health Promotion, Hospital for Sick Children).
- Guidance from Ramoth House staff.
- Ages and Stages Questionnaire (ASQ) to support infant development.
- Comfort, Play, and Teach materials matched to your child's age.

General Meetings (weekly, 30 minutes):

Discuss complaints, challenges, changes, and celebrations from the week.

Stepping Stones Meetings (bi-monthly, 45 minutes):

Take a snapshot of your life now and plan where you want to go. We set goals and make plans for stuck areas.

Areas we may work on:

- Parenting
- Daycare
- Education
- Employment
- Community contributions
- Money management
- Personal development
- Communication skills
- Positive relationships
- Hobbies and recreation
- Home management
- Future planning

Personal Development Workshops:

Weekly workshops. You attend 4–6 mandatory workshops each month. Optional workshops are available too.

Topics include emotional awareness, coping, self-esteem, communication, healthy relationships, hobbies, decision making, problem solving, and social skills.

You will be encouraged to seek professional support when needed.

Ramoth Bucks and Store:

You can earn Ramoth Bucks in parenting and money classes and some workshops. Workshops with material or food (painting, baking, sewing) do not earn Bucks.

Use them in the Ramoth Store to save money. Items vary based on donations

Education and Employment

At Ramoth House, we believe education and work experience are important steps toward independence and confidence. Our goal is to support you in building skills that help you succeed.

- **Completing High School:**

If you are pregnant and have not completed high school, you will be encouraged to work toward your diploma. Options include:

- Full-time school attendance
- Correspondence courses

While completing home study, you should aim for a minimum of **10 hours per week**.

- **Volunteer Experience:**
To help build self-esteem and gain work experience, you will be expected to complete **at least 10 hours per week of volunteer work in the community**. This applies if you are attending school, working part-time, or parenting.
- **Step Two Focus:**
For those who have already given birth, the focus on education and employment begins in **Step Two** of the program.

Program Timeline

You can join during pregnancy or within 9 months after birth. The basic program takes at least 6 months. The graduate level takes 12 months. Eligibility ends when your child is 12 months old or walking.

Supervision moves from Level 1 to Level 5 over time. Case conferences with your social worker happen monthly.

Month-by-month:

- Month 1: Case conference.
- Month 2: ASQ, case conference, Supervision Level 2.
- Month 3: Case conference; discuss possible exit plan.
- Month 4: ASQ, case conference, Supervision Level 3.
- Month 5: Case conference.
- Month 6: ASQ; Step 2 interview #1 OR Step 3 discussion; Supervision Level 4.
- Month 7: Case conference; Step 2 interview #2 OR Step 3 discussion.
- Month 8: Case conference; Supervision Level 5.
- Month 9: ASQ; case conference.
- Month 10: Case conference.
- Month 11: Case conference; Step 2 orientation.
- Month 12: ASQ; case conference; move to Step 2 OR Step 3.



Resident Handbook - Step One

Ramoth House Signing Package

Resident Handbook

Introduction to House Guidelines

At Ramoth House, our programs are designed to support you in building on the strengths you already have while learning new skills for parenting and daily life. We aim to create an environment where you feel respected, safe, and supported as you work toward your goals.

During your time here, you'll have opportunities to develop strategies for parenting, self-care, home management, and healthy relationships. To help everyone feel secure and thrive together, we have House Guidelines that promote safety, respect, and consistency. These guidelines are in place to support your growth and ensure a positive experience for all.

Personal Conduct

1. While living at Ramoth House, you are asked to:
 - Follow the House guidelines and schedules.
 - Show respect to staff and other residents.
 - Take responsibility for your choices.
 - Join in programs and daily life at the Home.
2. Everyone deserves to feel safe and valued. Hurtful actions like put-downs, threats, name-calling, lying, or swearing can make others feel unsafe and uncomfortable.
3. Threats or intimidation are serious and may lead to leaving the program. Please pay attention to your voice, tone, and body language when speaking to others.
4. For safety, there is **zero tolerance** for:
 - Criminal activity
 - Violence or vandalism
 - Alcohol, drugs, drug items, or weaponsThese actions will result in leaving the program immediately.

Security Check

- Unannounced Checks: Security checks of bedrooms will occur without prior notice to ensure safety and compliance.
- Staff Presence: All checks will be conducted by two staff members for accountability.
- Resident Involvement: Whenever possible, you will be present during the check.
- Room Searches: Searches may be conducted at any time, including when you are not at home

Curfew Rules

Please be in the house by curfew and in your room by the times below.

- Sunday–Thursday: In the house by 10:00 p.m.; in your room by 11:00 p.m.
- Friday & Saturday: In the house by 11:00 p.m.; in your room by 11:00 p.m.

Parenting and Child Safety

You are responsible for your child’s care and safety. Staff support your parenting—they do not replace it.

- Feed your baby downstairs in the living room unless the Director or Programming gives permission for another location.
- If using formula, prepare a 24-hour daily supply following Ramoth House and Public Health instructions.
- Use the warming pitcher for bottles and food. Do not use the microwave or electric warmers.
- Do not share your baby’s supplies, toys, or equipment with other residents.
- Your baby must sleep in their own crib, not in your bed.
- Always buckle your baby in car seats, infant seats, highchairs, or strollers. If your baby is in the kitchen, you must be there too.
- Outside: Baby should be buckled in a car seat secured in the stroller. Do not use infant seats outside or place car seats on the ground.
- If you leave the room or cannot see your baby, place them in a crib or playpen. Stay on the same level unless you have monitoring privileges.
- Never leave your baby on the floor unattended.
- Crawling babies cannot crawl on the kitchen floor, upstairs hallway, your bedroom, or near stairs. Keep them away from unsafe items.
- Never leave your baby alone while you go outside.

Monitoring and Supportive Services

Staff are here to support you, but you are responsible for your child's care.

- For a quick task, place your child in the playpen and ask staff to listen.
- On rare occasions, the Director of Programming may approve staff to care for your child while you are away from Ramoth property.
- Do not change, dress, hold, or entertain another person's baby without the mother's permission.
- Do not leave the property while your baby is in the care of another resident.
- If another resident agrees to watch your baby while you smoke outside, staff will not interfere. Ramoth does not assume responsibility for this decision.
- Keep your bedroom door open a shoulder width at all times so staff can check on your baby.
- If your baby cries at night, go downstairs until your baby settles to respect others.
- Infant carriers cannot be used inside Ramoth House. You may use one outdoors, but staff cannot assist or instruct you in its use.

Video and Audio Systems

Ramoth House uses audio and video systems for safety and security.

- Audio monitors alert staff if an infant is in crisis, if aggression occurs, or if a resident goes into labor. Residents may use monitors to hear their infants.
- Monitors are not meant to overhear conversations, but loud voices may be heard. Do not share private information you do not want overheard.
- Video cameras are in the porch, kitchen, front entrance, study, hallways, garbage room, staircase, classroom, smoking area, playground, living room and outside parking areas.
- Camera footage may be given to authorities if police suspect or report criminal activity.
- There are no cameras or microphones in bedrooms or bathrooms.

Cell Phone Use Guidelines

Please follow these rules to keep the home safe and respectful.

- Keep your phone silent between 10:00 p.m. and 7:00 a.m.
- Do not answer your phone during meals, meal prep, or classes.
- Finish mealtime cleanup and bottle prep before making or accepting calls.
- The office or staff phone is not available to residents.
- Answer calls only in your bedroom or the study room. Do not use speakerphone. Use a quiet voice and headphones.

- Video chats can only happen in your bedroom. They are not allowed in other areas and cannot happen when someone is asleep or when your baby is napping.
- Do not use cell phones in the kitchen.
- Do not use cell phones during classes.
- Do not talk, text, or answer calls while feeding or changing your baby.
- Keep your phone ringer and sounds low.
- Ramoth House is not responsible for lost, damaged, or misused phones.
- All phone costs are your responsibility.
- If phone use interferes with the home's operations, your phone use may be restricted.
- Do not take pictures of staff or other residents.
- Charge your phone only in your bedroom.

Social Media Guidelines

- Do not post about other residents, their babies, or staff on social media (Instagram, Facebook, TikTok, etc.).
- Do not use hashtags about Ramoth House or staff.
- Bullying of any kind, including online bullying, is not allowed.

Television, Videos, and Music

- No TV shows or movies rated higher than PG or with sex, violence, or vulgar language.
- One Alexa, TV, and DVD player are in the living room. Only staff operate Alexa. Use items provided by Ramoth House.
- You may listen to music or watch videos on your own device in your bedroom with earphones and low volume. Do not invite others to watch in your bedroom.
- Store and charge personal devices only in your bedroom. We recommend not using devices after curfew, so you get enough sleep.
- If device use disrupts the home, restrictions will be added.
- Do not use music or earphones in the kitchen.
- No clock radios are allowed.
- No TVs, speakers, Alexa, or similar devices in bedrooms.

Smoking

- No smoking, vaping, or e-cigarettes inside the home.
- Use the designated smoking area and keep it clean. Dispose of cigarette butts in the container provided. Empty the container on garbage day.
- No smoking in or near the playground.
- No smoking near doors or windows, in the garage, in the porch, or under the fire escape.

- Do not exhale smoke inside the house or near doors. Stay outside for a few minutes after smoking to air out your clothes before coming in.
- Wash your hands in the entrance bathroom or laundry room right after smoking.
- Keep vape pens and e-cigarettes in your coat or stroller in the porch. Do not store them in your bedroom.
- Staff cannot watch your baby while you smoke.
- Do not smoke after curfew or before 6:30 a.m.

Cannabis Policy

- All forms of cannabis are strictly prohibited at all Ramoth properties.
- Using, selling, or growing cannabis will result in dismissal from the program.
- Any evidence of cannabis use found on Ramoth property will lead to dismissal from the program.

Day Visit Guidelines

- Family and friends are welcome to visit the community unless directed otherwise by Family and Children's Services.
- Visitors book visits with you, not Ramoth House.
- Inform the Director of Programming at least 24 hours before a visit. For weekend visits, notify by Thursday at 12:00 p.m.
- Plan visits around your program responsibilities.
- Meet visitors on the street in front of Ramoth House. The backyard and back entrance are off limits unless the Director of Programming gives special permission.
- Access to infants may be restricted by Family and Children's Services. Talk to your social worker about any restrictions.

Overnight Stay Rules

- You may have overnight stays after being in the program for at least 28 days.
- You are allowed up to 14 overnight stays per year while in Step One.
- Complete the Overnight Information Sheet and submit it two weeks before your visit. Late requests will be denied if you are scheduled for weekend meal prep.
- Overnight requests must be approved by the Director of Programming. Residents under 16 also need parent or guardian permission.
- Family and Children's Services may limit overnight stays. Talk to your social worker about any restrictions.

Medication Guidelines

Ramoth House is not a medical facility. You are responsible for your own and your baby's medication.

- Follow your doctor's instructions for all medications.
- All medications (prescription and non-prescription) for you and your baby are stored in the office, except birth control pills which stay in your bedroom.
- Ask staff for your medication. Staff will hand your bin to you in the kitchen at the table, watch you take it, and record it in the medication chart.
- Baby medication must be given in the kitchen while staff watch. Both you and staff must initial the Distribution Chart.
- Staff cannot sign the chart if they do not see you give the medication.

Appointment Reporting & Tracking

- Record all appointments on the Cozi app either on your phone or on the Kitchen Board. Ensure you include support staff, DOP and yourself on all appointments.
- Ramoth tracks all appointments to help keep everyone organized.
- If you want to meet a community service provider in the Ramoth private room, check with the Director of Programming for office availability, all outside service providers must sign agreement for use of space prior to first meeting.

Dress Code

- Wear clean clothes (not pajamas) between 9:00 a.m. and 9:00 p.m.
- Do not wear clothing with bad language or rude slogans.
- Clothing must cover your breasts, belly, and bottom and must not be see-through.
- Pajamas can be worn downstairs at night and early morning but must include bottoms that provide coverage.

Staff Reports and Confidentiality

- Staff report shift activity, interactions, concerns, and broken guidelines to the Director of Programming.
- Staff cannot keep information from the Director or Programming.
- If you want to share something confidential, you will be directed to a counselor.
- Information is only shared outside Ramoth if you sign a release form or if required by law for safety reasons.

Complaint Procedures

If you have any concern, complete a complaint form and submit it to the Director of Programming.

General Issues

- You will receive one bedroom key and one key fob for the back door. You will be responsible to replace them at a cost if lost.
- Keep your bedroom door locked when you are not in your room.
- Do not redecorate walls or move furniture. Use the bulletin board for pictures.
- Do not enter the office unless invited. Knock and wait for a response.
- If you are 16–18 years old, parents/guardians may set extra rules. These must be provided in writing and shared with you.
- Staff offer a prayer of thanks at meals. You do not need to participate, but please pause, stay quiet, and be respectful.
- Unless you notify staff by noon that you will be away, be on site and ready for supper by 5:30 p.m.
- The Director of Programming can help with Ontario Works faxing/photocopying during your first month only. After that, use community services at your expense.
- Personal faxes will not be sent/received by the office.
- No candles or incense. Ramoth is perfume-free.
- No white noise machines or infant video monitors.
- No tattooing or piercing yourself, babies, or other residents.
- No hair dying on property at Ramoth
- No sexual activity (kissing, touching, caressing, sex toys, intercourse) at Ramoth House or in the office.

Leaving the Program

Graduation

- The program lasts at least 6 months. You can stay until your child's first birthday; graduate materials are offered for the remaining months.
- Three months into the program, we begin planning your exit strategy.
- You may graduate from Step One to full independence or move to Step Two (up to 364 days in Ramoth Apartments).
- You may also move directly to Step Three: choose housing in the community and receive encouragement from the Ramoth Team.
- Your departure date will be set with you two months in advance.

Unplanned Discharge & Dismissal

- If you choose to leave early, give the Director of Programming two weeks' notice.
- The Director of Programming will tell you which day discharges happen; all discharges start at 10:00 a.m.
- Arrange your own move and contact your helpers. Staff will not contact movers or helpers for you.
- You may be dismissed without notice for: causing harm; repeated disrespect; creating a tense/unsafe environment; threats/violence/criminal activity; use/possession of drugs, alcohol, weapons or paraphernalia; not cooperating with the program; repeatedly breaking rules/schedules.

Belongings After Leaving

- When you leave, take all personal belongings with you that day.
- If dismissed and belongings remain, you may need O.P.P. to accompany you during office hours to collect them.
- Collect belongings within three days. Items left after three days will be disposed of.