



**FAMILY YOUTH
INTERVENTIONS**

*BASIC CENTER / EMERGENCY SHELTER
CLIENT HANDBOOK*



WHAT IS FAMILY YOUTH INTERVENTIONS (FYI)?

Safe Shelter

- For many youth experiencing problems at home, running away may seem like the only solution. We strongly believe running away is not the answer!
- We are a 21-day residential program that provides a safe alternative to running away.
- Even if you have never run away, FYI gives you a chance to think about problems you may be having at home or school.
- We provide time and resources that can help you find better ways to deal with issues such as family conflict, school problems, behavior problems, etc.

Counseling

- You will be involved in individual and family counseling.
- Counseling is based on the idea that all family members share responsibility for the family's well-being, and everyone must work together to improve family relationships.

Life Skills

- You will have the opportunity to learn techniques in conflict resolution, problem solving, anger management, communication, decision making and other important tools necessary for being successful in life.
- You will be involved in activities that will get you thinking and planning for your future.
- Our goal is to help you learn the skills needed to become a successful adult.

Voluntary

- We want to make sure you are willing to enter FYI.
- No one can force you to enter our program. If at any point you feel FYI is not the right place for you and you desire to leave, the staff will help you decide if this is the best option. If the best decision is to leave the program, staff will contact your parents / legal guardian and they will be required to come and get you.
- If you leave without contacting your parents, we will notify them immediately and inform them you have run from the program and a missing person's report will be filed with the police.

Whatever you make it!

- The effort and focus you apply to your experience at FYI will determine the skills and progress you leave with at the end of your stay.
- Your motivation is the key to being successful at FYI.



Rules, expectation, guidelines, laws and regulations are a part of life and the same applies while you are at Family Youth Interventions (also known as FYI).

While some of our rules may be new or different from the ones you have at home or past programs you were in, you are expected to follow our rules during your stay.

These rules have been developed through experience, for safety, or because of various licensing regulations. If you do not understand a rule or think it is unfair, we will explain the reason behind the rule. Rather than break a rule because you do not agree with it, please ask about it.

It is important that you become familiar with these rules before entering the program.

Failure to follow rules can result in loss of privileges, additional chore assignments, or other results decided by staff and/or your parent/guardian.

Exceptional behavior can result in additional privileges!

FYI is intended to be a safe and educational environment. The following rules are in place to ensure that everyone gets the most out of their stay and no one feels threatened or unsafe.

FYI RULES

Rule #1: Do not harm or hurt yourself or anyone else.

THIS MEANS ...

- Do not possess or use drugs, alcohol, vaping devices or cigarettes.
- Do not possess weapons. Please give any sharp objects (knife, razor, etc.) to staff. 4
- Do not damage the building or its contents (including other client's possessions). You will be held responsible for any damages, whether intentional or accidental.
- No physical contact with staff or other clients that is seen as harassing, intimate, playful, harmful, aggressive or otherwise inappropriate.
- Do not swear, make threats towards others, or make comments or use words that can be seen as racial, sexual, or insulting. Verbal and physical threats of any nature are taken very seriously and you probably will be sent home from the program.
- No teasing, bullying or making fun of other clients.

Your full participation is expected in all activities

We would like you to...



- Participate fully in all counseling, recreational, life skills, and educational activities.
- Be on time and be prepared for each activity.
- Be prepared for the day by bringing everything needed for the day downstairs with you in the morning.
- Do your best to make positive contributions.
- We know some days will be tough. Try and let the staff and clients know if you're having a hard day.

Rules Continued...

Maintain a clean, healthy environment.

It is your responsibility to...

- Make your bed neatly each day and keep your room clean.
- Shower at least once in a 24-hour period and keep the bathroom area clean.
- Put all personal belongings in your assigned cubby before the start of scheduled activities. Clean your own messes and put away items you are done using. Wear your shoes at all times and keep feet off of couches and other sitting areas.
- Wash your own laundry with staff guidance as well as help with house laundry (towels, sheets, dish rags, etc.). 5
- Wash hands often during meal preparation and after using the bathroom.
- Consume all food in the dining room during specified times. (meal and snack guidelines are posted on the kitchen fridge). There is no eating or drinking in the kitchen!
- Participate in housecleaning chores with other clients.



Visits and outings need to be scheduled at least a day ahead of time.

- Staff needs to be notified by guardians/parents at least a day ahead of time for outings and visits to be approved.
- Visits by guardians/parents are generally welcome at any time, as long as a day's notice is given. Other visitors need to have prior approval by both parents and FYI staff.
- Friends are not allowed to visit.
- Family outings are meant to be spent with family, not friends.
- Outings are permitted on a limited basis.

Some items are monitored or prohibited at FYI.

Monitored Items:

Monitored items will be kept in staff possession. Clients may ask staff for these items as needed, but they must be returned to staff immediately after use. Monitored items are not restricted to the list below, and staff determines whether or not an item needs to be monitored.

- *Perfumes *Colognes *Body Sprays
- *Mouthwash *Razors *Flammables
- *Items w/ child warning labels *Nail Clippers
- *Rubbing alcohol or any products containing alcohol
- *Client laptops *for school work only.*

Medication:

Staff members lock up ALL medication and dispense them as needed or prescribed.

Prohibited items:

The following items are **not allowed** to be brought into FYI. Other items may be restricted based on staff discretion.

- *Nail products (polish, polish remover, glue, metal files etc.)
- *Scissors *Lighters *White out *Cameras
- *Sharpies *Vaping devices
- *Handheld video games *Skateboards *Bikes
- *Smart watches
- *Cell phones (unless the guardian ok's use for going to school only)



Searches:

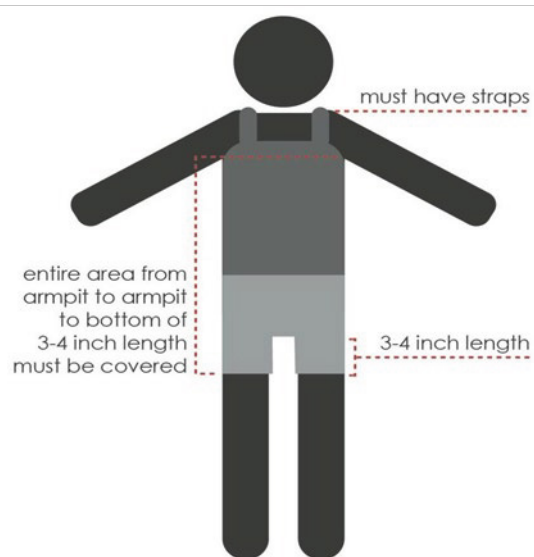
Staff can do random searches any time there are suspicions of food in bedrooms, drugs, weapons, or any other inappropriate items on program grounds. We ask to look in belongings and pockets upon entrance to the program, return from family outings and school, going upstairs for the night, and discharge from the program. Staff also uses a hand held metal detector. Staff members DO NOT do strip searches.

Personal Belongings

- Do not loan or borrow belongings such as clothes or personal care items. FYI is not responsible for items if they get ruined or aren't returned by another client that you have loaned them to.
- Remember to take all of your belongings with you when you leave the program. Any items left behind will be kept for 2 weeks and then disposed of if not picked up.

Clothing should be appropriate and meet the guidelines listed below.

Clothing must cover areas from one armpit across to the other armpit, down to approximately 3-4 inches in length to the upper thigh area.



- Sleeveless shirts/dresses must have straps equal to at least the width of 3 fingers. Cami's and tank tops with spaghetti straps are not allowed unless another shirt covering the shoulder area, is worn over top.
- Cropped shirts are not allowed. There cannot be skin visible between the bottom of the shirt and the top of the pants, shorts or skirt.
- Pants, shorts and skirts must fit around the waist and not fall to show underwear and boxers.
- See-through or mesh garments must not be worn without appropriate coverage underneath that meet the minimum requirement of the dress code.
- During bed prep, sleep time and morning prep time, all the same clothing guidelines apply.
- Pajamas, flannel pants, lounge pants and slippers are not allowed to be worn during the day, on the main floor.
- Shoes (not slippers) must be worn from the time clients come downstairs for the day until going upstairs for the night. During upstairs bed and morning preparation, socks or slippers must be worn.
- Hats and other headwear must allow the face to be visible and not interfere with the line of sight to any clients or staff. Hoodies must allow the face & ears to be visible to others.
- Clothing cannot contain picture or words that show the following: drugs, alcohol, swear words, inappropriate or offensive language, or hate images or speech targeting groups based on race, ethnicity, gender, sexual orientation, gender identity, religious affiliation or other protected groups.

Rules Continued...

Follow privacy and safety guidelines.



Please **do not**...

- Release information about current or past residents to anyone.
- Talk to non-residents except approved contacts on staff phone.
- Unlock or answer any doors or allow anyone into the building.
- Share private information regarding other clients, their family members and friends, etc. to others (this includes telling your family, friends, previous or current clients).
- Pressure other clients to share personal information they are not comfortable talking about.
- Enter an office or use the agency phone without asking staff permission first.
- Enter the bedroom or stand in the doorway of the bedroom opposite your own.
- Change clothes in your bedrooms. All clothing changes should take place in the bathroom.
- Exchange addresses and phone numbers with other clients.
- Leave the main floor without a staff member.
- Cut or dye your hair or anyone else's hair.
- Pierce any body part.

Please **do**...

- Let staff know if you are concerned about your safety or the safety of another client.
- Let staff know if you are having a problem with a staff member or another resident.
- Respect the privacy, confidentiality, and personal space of other clients and staff.
- Remain on the main floor during daytime activities (except for housecleaning with staff).
- Remain on agency grounds unless accompanied by staff.

Staff **will not**...

- Share personal information about you with other clients.
- Confirm your presence in the program to anyone other than those people on your pre-approved contact list.

As our confidentiality policy states...

"No staff shall release any information regarding a client of our agency to their family without expressed written consent and permission. This includes confirming the client's presence in the program. The exception to this is if the client breaks a law while in the program, threatens to do bodily harm to someone, or in the case of a life-threatening emergency to the client."

DAILY SCHEDULE & ACTIVITIES

Typical Daily Schedule

Weekday	Weekend/ School Breaks	
6:30-8:00	7:30-9:00	Wake, bathe, dress, and clean room.
8:00-8:30	9:00-9:30	Go downstairs. Breakfast.
8:30-9:00	9:30-10:00	Make schedule for the day
9:00-11:30	10:00-11:30	*Scheduled activities
11:30-12:00	11:30-12:00	Prepare lunch.
12:00-1:00	12:00-1:00	Eat lunch and clean up.
1:00-2:30	1:00-2:30	*Scheduled activities.
2:30-3:30	2:30-3:30	Free hour
3:30-5:00	3:30-5:00	*Scheduled activities
5:00-6:00	5:00-6:00	Dinner preparation
6:00-7:00	6:00-7:00	Eat dinner and clean up.
7:00-9:00	7:00-9:30	*Scheduled activities.
9:00-9:30	9:30-10:00	Last break and snack. Clean common areas & put away dinner dishes.
9:30-10:30	10:00-11:00	Go upstairs and prepare for bed.
	(Friday/Saturday only)	
10:30 pm	11:00 pm	Go to bed and lights out. Staff do bed checks throughout the night.
	(Friday/Saturday only)	



Schedule & Activities Continued

Scheduled Activities:

- Life skills
- Interpersonal Life Skills
- Study Hour/Quiet Hour
- Speakers from agencies in the community
- Recreational activities
- Meal Preparation
- Housecleaning
- Hands-On
- Group outings

Breaks

- Breaks are scheduled throughout the day and vary in frequency and time depending on when scheduled activities are planned.
- Breaks are an opportunity to use the bathroom, get a drink or snack, watch TV, listen to the radio, make phone calls, go outside, enjoy recreation activities or relax.
- Breaks may also be used to finish activities that did not start on time were not finished during their scheduled time.



Free Hour

During free hour clients can do the same things as on break. They can also play XBOX One and watch movies. XBOX games and movies are provided by FYI; *clients are not allowed to bring their own video games or movies.*

Phone Calls

- Phone calls can only be made/accepted during scheduled break times and free hour (unless there is an emergency or urgent situation).
- The staff phone can be used to call your guardians/parents and approved contacts on your contact list. Staff must be available to monitor these calls.



Client Rights

Your rights as a client of Family Youth Interventions can be summarized into the three main areas listed below.

- **Civil Rights**—the right to be treated with dignity and respect and retention of all rights, benefits, and privileges guaranteed by law. 11
- **Treatment Rights**—the right to have your current and complete record of treatment kept confidential except when state law requires disclosure or when release of information is duly authorized.
- **Personal Rights**—to be protected from abuse and not to be physically, sexually, or otherwise abused, and the right to report or speak to someone about rights violation.

Your Rights When Receiving Mental Health Services in Michigan- These are included in the Client Handbook binder and offer a more detailed description of your rights.

If you feel your rights have been violated and you have not received adequate response by staff, you or your parent may contact the Client Rights Advisor, at any time during your stay.

Jeff Oldham, CEO, Comprehensive Youth Services, Inc. Client Rights Advisor

(586) 463-7079 joldham@comprehensiveservice.org

Making a Complaint/Filing a Grievance

If a client or parent/legal guardian feels they have been treated unfairly, a situation was not handled appropriately or there are concerns as to why a client was discharged by the program before the 21st day, we urge the client and/or the parent or legal guardian to speak directly to the staff member (s) who were involved and try and resolve the situation. If the issue cannot be resolved, the client or parent/legal guardian can request a Grievance Form (a grievance means an official statement of a complaint over something believed to be wrong or unfair) which will be forwarded to the Program Manager who will respond in writing within 3 weekdays. If the grievance is with the Program Manager, or the Program Manager does not resolve the situation, the matter will be forwarded the Director of Runaway and Homeless Youth (RHY) Programs who will respond in 5 weekdays. If the situation remains unresolved, the matter will go to the CEO of Comprehensive Youth Services, Inc. The CEO will either 1) provide a written response within 5 weekdays which would be the final decision, or 2) Call a meeting for the parties involved in the incident and the final decision would be put in writing within 5 weekdays. A Grievance Form must be filed within 30 days of an incident.

We want to hear from you!

If you have questions about any program or staff decisions, rules or guidelines, please talk to staff members! If you have ideas about how we can better help the clients or improve the program 1) Bring up your ideas with staff. 2) Write out your ideas and put them in the black comment box in the living room. 3) Attend a staff meeting. Each group of clients has the right and responsibility to elect a client representative, to serve as a spokesperson who will communicate any group concerns at staff meetings, which are held at 2:30 p.m. on Tuesdays. 4) Give us your honest feedback when you fill out your Post/Exit Evaluation at the end of your stay at FYI.

Client Handbook

Now that you have read the Client Handbook, you should have a better understanding of what FYI is all about. It is your responsibility to make an educated decision about entering the program and agreeing to follow the rules. By signing this form, you are stating you agree with the statement below:

I have read or had the Client Handbook of Family Youth Interventions read to me. I have had any questions about the rules, activities, procedures and expectations of the program answered. I understand my rights, how to handle a complaint, and file a grievance if necessary. I understand the requirements and responsibilities associated with entering Family Youth Interventions. If I meet eligibility requirements set by Family Youth Interventions and agree to participate in the program, I also I agree to follow the rules and expectations presented in this handbook, and those presented by staff during my stay. I agree to approach staff with any questions or disagreement about rules in an appropriate and productive manner.

Client Signature: _____

Date: _____

Staff Signature: _____

Date: _____