



# HANDBOOK FOR FAMILIES OF YOUTH IN SHELTER AT BHYS

## How we keep your youth safe

### **28-4-127(e)(1)(A) Reporting of illnesses and/or injuries**

Bloom House Youth Service staff shall report any illnesses and/or injuries of youth enrolled in shelter or using the drop-in-center, immediately, to the youth's parent/guardian. If youth is in shelter at Bloom House Youth Services, in addition to contacting whatever family youth has on file, staff will act quickly to provide medical aid within ability such as bandaids and general first aid for minor illness/injury, or will act quickly to get youth to CareArc for minor to moderate illness/injury, or will contact 911 for an ambulance in case of severe illness/injury. A first aid kit must be kept at all times, easily accessible by staff, volunteers, or interns. This kit will be located in the project manager's desk or near it.

### **28-4-275(a)(1)and(2) General Health Policy**

- 1) Smoking is not allowed in the building by anyone at any time, staff, interns, volunteers, or visitors of youth residents. All youth residents are under the legal age to smoke and therefore smoking is not allowable by residents as well - in or outside of the building. If at any time any cigarettes, cigarillos, cigars, e-cigarettes, or other smokables are found in the building or resident rooms, they will be confiscated and disposed of immediately.
- 2) No alcohol or controlled substances are allowed to be consumed by anyone on duty or in the presence of residents.

### **28-4-275(b)(1)(A-G) Healthcare**

- A) Health examination for residents and staff: health concerns for residents will be determined individually at time of entry. Healthcare will be accessed at CareArc; resident must be given a statement of housing proof at BHYS and signed documentation from their guardian (retrieved at time of program enrollment into shelter) for BHYS to make healthcare and education determination in guardian's absence. Both documents will be taken to CareArc at first appointment. All staff will be responsible for upkeep of health and hygiene and to communicate need for time off due to illness to supervisor immediately. At all times, BHYS will maintain Covid-19 tests for any staff, intern, volunteer, or resident who shows symptoms of has been exposed to a person who tested positive.
- B) Healthcare needs will be assessed at time of enrollment into the shelter program and all health goals will be monitored by case manager and resident working together for the 21 days or less that the resident is in shelter at BHYS and in aftercare contacts.
- C) Dental care needs will be assessed at time of enrollment into the shelter program and all dental health goals will be monitored by case manager and resident working together for the 21 days or less that the resident is in shelter at BHYS and in aftercare contacts.
- D) Corrections of medical problems will be determined by the physician who sees the youth resident.
- E) Any special examination needed, such as vision, hearing, or neurological exam may require an appointment with a specialist. BHYS staff will make referrals as needed to specialists, and always inform family contacts

of the youth resident - guardian or other relation as specified by youth. Any other relative specified by youth will require a signed release of information signed by the guardian and witnessed by a staff member or intern.

F) Care of minor illnesses including use of non-prescription drugs will be recorded in youth resident's file and will be monitored by staff, such as use of cough drops, liquid cough medicine, cold and flu medication, etc. ALL medication will be stored in the project manager's office in order to prevent abuse of medication. Guardian must always be contacted with updates on the health of the resident.

G) Consultation of the individual child will occur when indicated.

#### **28-4-275(b)(3) Prescription Medication**

Each prescription medication shall have the name of the individual recipient and the prescribing physician, dosage, and time all on the bottle. A record shall be kept in the resident's file as to each time the medication was given to the resident as well as which staff member gave the medication. All prescription medication is to be kept in the safe located in the project manager's office.

**28-4-276(d) and 28-4-275(c)(4)** All staff, interns, and volunteers must complete training related to mental health, ethics, first aid, youth development, as well as issues pertaining to homelessness and youth, minority experience and youth homelessness, multicultural competencies, trauma informed care, trust based relational intervention, and other trainings determined by Bloom House Youth Services staff. All mental health policies will be made available to youth and youth's families at any time, especially parent-youth conferences.

#### **28-4-277(a)(2) and 28-4-277(b)(4) Environmental Standards**

- The building will always meet requirements of the community as to building codes, zoning, and fire protection. Any discrepancies must be addressed in a prompt manner to be brought into compliance.
- The maintenance policy is as follows: The in-house cleaning schedule for staff, interns, and volunteers will be posted clearly in the drop-in-center. Inside and outside must be clean and well maintained at all times. McKenzie pest control will continue to visit monthly for pest control and prevention. Garbage and outdoor trash containers will be covered. Outdoor landscaping will be maintained at all times.

#### **28-4-130(a)(b) Regarding Transportation**

At this time, Bloom House Youth Services does not have a facility owned vehicle. If such a time occurs that BHYS does have a facility owned vehicle it must meet all the following criteria: (a) Facility-owned or leased vehicles: (1) When a vehicle used for transportation of children is owned or leased by the facility, the driver shall be 18 years of age or older, and shall hold an operator's license of a type appropriate for the vehicle being used. Trailers pulled by another vehicle, camper shells or truck beds shall not be used for transportation of children. (2) (A) Each transporting vehicle shall be maintained in safe operating condition. (B) The transporting vehicle shall have a yearly mechanical safety check of tires, lights, windshield, wipers, horn, signal lights, steering, suspension, glass, brakes, tail lights, exhaust system, and outside mirror. A record of the date of the annual safety check and corrections made shall be kept on file at the facility. (3) The vehicle shall be covered by accident and liability insurance in amount of not less than \$100,000 for personal injury or death in any one accident, \$300,000 for injury or death to two or more persons in any one accident; and \$50,000 for loss to property of others. (4) (A) Emergency release forms and health assessment records shall be in the vehicle when children are transported. Residential facilities shall be exempt from K.A.R. 28-4-130(a)(4)(A) unless children are being transported more than 60 miles from the facility, or if children are in emergency care. (B) A first-aid

kit shall be in the transporting vehicle and shall include band-aids of all sizes; adhesive tape; a roll of gauze; scissors; one package of 4\*4 inch gauze squares; a cleansing agent; and one elastic bandage. (5) Each vehicle shall be equipped with an individual restraint for each child as follows: (A) An infant unable to sit up without support shall be provided with an infant car carrier which faces the rear. (B) A child able to sit up without support shall be provided with one of the following restraints: (i) A shield-type device; (ii) a car seat facing the front that is designed to hold a child weighing up to 40 pounds; or (iii) a safety harness. (C) A child four years of age or older, or weighing 40 pounds or more, shall have a lap belt. Shoulder straps shall be used if they do not cross the child's neck or face. (D) Not more than one child shall be restrained in each lap belt. (E) Buses of the type used by schools shall not be required to be equipped with individual restraints if the buses are used to transport only school-age children. (6) The safety of the children riding in the vehicle shall be protected as follows: (A) All doors except the front door on the driver's side shall be locked while the vehicle is in motion. (B) Discipline shall be maintained at all times. (C) All parts of the child's body shall remain inside the vehicle at all times. (D) Children shall neither enter nor exit the vehicle into a lane of traffic. (E) Children under 10 years of age shall not be left in a vehicle unattended by an adult. When the vehicle is vacated, the driver shall make certain no child is left in the vehicle. (F) Smoking in the vehicle shall be prohibited while children are being transported. (G)(i) Day care facilities defined by K.S.A. 65-517, K.A.R. 28-4-113 and K.A.R. 28-4-420 shall maintain applicable staff/child ratios.(ii) Residential facilities as defined by K.A.R. 28-4-268 and K.A.R. 28-4-311 shall maintain applicable staff/child ratios when children under six are being transported. (H) The driver shall transport the child to the intended location, person, agency or institution as designated by the child's parent or legal guardian, or by the agency person in charge.

**Vehicles owned by staff or volunteers may be used to transport youth, and must adhere to the following:**

- (1) When a vehicle used for transportation of children is owned by staff or volunteers the vehicle shall be covered by accident and liability insurance required by K.S.A. 40-3104 and 40-3118 and any amendments to it.
- (2) Each such vehicle shall meet the requirements of K.A.R. 28-4-130(a)(1); (a)(2)(A); (a)(4)(A); (a)(5); and (a)(6)(A) through (H). And (1) Each driver shall be informed of the provisions of K.A.R. 28-4-130. (3) Paragraphs (A) through (H) of subsection (a)(6) of K.A.R. 28-4-130 shall be posted in the vehicle or given to the driver.

**Additional policy regarding transportation of youth:** There should be two staff or a staff and a volunteer or intern when transporting a youth. See transportation policy further in this manual.

**28-4-272(b)(1-5) Regarding staff records.**

In addition to the records policies illustrated furthermore in this manual, a file shall be kept on all employees which will include:

1. Terms of employment and confidentiality statement
2. Resume which will include education and experience and references, annual training record, 6 month and yearly evaluations, and any disciplinary actions.
3. TB test results
4. Background check results
5. A statement signed by the employee that they have read all policies in this manual including discipline policy, child abuse reporting policy, and health related policies, and agrees to abide by these policies.

**Bloom House Youth Services Mission Statement**

The mission of Bloom House Youth Services is to be an inclusive refuge providing a culture of acceptance to vulnerable, at risk, and homeless youth. We use a common sense approach to those we serve, through our supportive services, which include case management, art therapy, and life skills education to ensure a stable and empowered future.

## **Non-Discrimination of Youth Guests**

Bloom House Youth Services does not discriminate against any youth based on any aspect of their identity. Bloom House Youth Services is a 501c3 non-profit organisation and does not discriminate on the basis of race, color, national or ethnic origin, ancestry, age, religion or religious creed, disability status, gender identity and/or expression, sexual orientation, military or veteran status, genetic information, and/or any other characteristic protected under applicable federal, state or local law.

MORE INFORMATION IS AVAILABLE TO YOU IN THE FULL EMPLOYEE, INTERN, AND VOLUNTEER MANUAL; YOU HAVE FULL ACCESS TO THIS MANUAL - A PHYSICAL COPY IS KEPT IN THE DROP-IN-CENTER AND YOU MAY REQUEST A COPY SENT TO YOU.

# **Rules for the youth in shelter**

## **I. Youth Guest Bedrooms**

- A. All rooms are furnished. You may move the furniture within the room as you please. If you need help, just ask. Furniture may not, however, be moved in or out of a room unless it is approved and documented by Bloom House Staff.
- B. DO NOT paint or structurally change your room without asking permission from the project manager.
- C. Keep your room in a neat and orderly fashion.
- D. NO burning candles or incense in Guest rooms. This is a fire hazard. If this is an important part of a meditative or religious practice, see staff and we will make accommodations for you.
- E. Each Guest will be provided a key to the back door and to their individual room. Guests may not loan or give keys to anyone including friends or relatives. This also goes for the key code to the front door - under NO circumstances can this be shared with anyone.
- F. NO drugs or alcohol use in this house. If any drugs (including cigarettes) or alcohol are found on the premises they will be confiscated and staff will address the issue with you and make referrals to substance use outpatient services as needed and assist you with attending those or with going to a sober living facility for youth if intensive services are needed.
- G. Pets are generally NOT allowed inside Bloom House; there are two cats who live in the building. Pets that live in a tank such as fish, lizards, etc can be addressed on a case by case basis. We do not want to put your pet or the cats at risk. We will work to find a short term foster home for your pet while you are here so you will be able to rest easy knowing your pet is safe. Any question regarding this policy and what pets may be allowed in the building can be directed to the project manager.

## **II. Shared/Public Rooms**

\*\*If you are the last person to leave a shared room, please turn off all lights and other shared electrical devices to conserve energy and reduce our carbon footprint.

## A. Kitchens

1. Kitchen spaces are shared. Be sure to clean up after yourself. Any snackfoods that you buy yourself and do not want to share should be kept in your room or you can request a locked cabinet. Any member of staff can help you with this, please ask us.
2. Keep fridge clean and tidy with all leftovers covered. Anything you refrigerate in the main floor fridge is assumed to be shared - all your food should have a name on it if it is not shared food. Any food donations we receive from area restaurants or leftovers from an all-house meal will be for anyone.
3. You are allowed to cook for yourself; we believe you should have all the autonomy appropriate for your age. We may have some meals together but everyone's schedule can look a little different depending on school enrollment, job scheduled, etc - so feel free to cook for yourself as you like. Cookware items (pots, pans, etc.) in the kitchens are to be shared. Please keep items in their respective kitchens and return them to where you got them.
4. Be considerate and clean up directly after finishing a meal. This includes washing and putting away all dishes so other Guests may use them. Be sure to wipe down the area used for prep and eating, such as countertops, table, etc.
5. Check the trash and empty it as needed. We all will do our part with keeping the house clean and orderly.
6. DO NOT leave the stovetop, oven, or microwave unattended while cooking. Be cautious about what you put in the microwave, we have learned that anything metallic looking - even if it's glaze on a ceramic dish, can cause severe burns!

## B. Ace's (Drop-In-Center on the ground floor) and Kay's (Hangout Space downstairs)

1. All Guests are to keep the area picked up and clean. See rule on shared spaces above.
2. The volume on the TV should be kept at a moderate level at all times and lowered after 10:00 p.m. We will not enforce a strict bedtime curfew, but general quiet times from 10pm to 6am are important in order to respect your fellow guests who are asleep. If you are having a hard time sleeping and the use of music or a comforting tv show helps, ask staff for headphones.

## C. Bathrooms

1. As mentioned already, be sure to clean up after yourself when using one of the bathrooms. Do not leave discarded clothing or use towels, etc on the floor or countertop. Dirty clothes should be in your hamper in your room until you're ready to do a load of laundry. Dirty towels should be left in the hamper in the bathroom. Please plan ahead and bring your change of clothes with you when showering.
2. DO NOT flush sanitary products. Put those in the trash can.
3. DO NOT use anything other than toilet paper. Paper towels, napkins, etc. will clog the pipes. If the bathroom is out of toilet paper, come to staff and let us know!

## III. Maintenance

1. If something is broken, do not try to fix it yourself, tell staff right away.

## IV. Grievances and Disciplinary Action

1. Grievances can be made to the Executive Director or project manager concerning other Guests,

house concerns, etc. These grievances may be shared with board members if necessary. Your privacy matters where there is an issue between youth guests. Staff mediation in arguments between youth guests may happen and if that is the case, it will be handled with care and involvement with the youth through the entire mediation process until common ground is reached.

2. If there has been a conflict or disturbance on the property, a staff member may request a meeting with the Guest to discuss what happened. This request may be given either verbally or in writing.
  3. Physically, verbally, emotionally, or otherwise harassing or assaulting another guest or staff member or intern or volunteer or animal is strictly not allowed and if this occurs other housing arrangements will be found for you where you can get the help you need while minimizing the risk to other's safety. Depending on what has happened, police may be called.
  4. Disciplinary actions will never include solitary confinement, physical restraints or corporal punishments. Bloom House Youth Services agrees with the philosophy of Trust Based Relational Intervention; you may at any point be asked to remove yourself from a situation and go to a calm down space such as sitting with a staff member, engaging in calming activities which you will identify such as going to the art therapy room, listening to music, stepping outside for fresh air, etc.
3. Grievances may also be addressed in writing to the Bloom House Board of Directors; staff will supply the appropriate chairperson's contact information, without question.

## **V. Office Hours**

Staff and intern hours will be posted. This schedule will be followed as closely as possible, though changes due to personal concerns, illness, etc may occur. If you want to leave a message for a particular staff member and see they are out of the office, (ie: case manager about a new goal you want to work on or news you have about housing opportunity with a family member) you may leave a note on the door or under the door to their office. Please feel free to share this information with whomever is available whether staff member or intern. If there is a house emergency after posted office hours then 1) alert the intern(s) working at the time, 2) alert the Project Manager who lives on site, 3) call the Executive Director's cell phone (918-457-9286) 4) skip all this and go straight to "911" if necessary and in immediate danger or the staff members or interns are incapacitated. See emergency plans further in this handbook.

## **VI. Friends Visiting You at Bloom House**

### **A. General Guests**

1. There are NO overnight guests. This is strictly prohibited. If a friend is inviting you to spend the night with them, that is allowed of course. Let us know ahead of time, and give us the contact information for your friend and friend's parents.
2. Visits from friends to the house for recreation should be between the hours of 6 am – 10:00 pm generally as these are the hours outside quiet time when others may be sleeping. If a friend wants to visit you, they must do so in the main floor drop-in center area and not in the bedrooms. This is to protect the privacy of other youth shelter guests. Adjustments can be made on a case by case basis for extenuating circumstances for visits outside the 6am-10pm hours as of course our program has 24/7 availability. See us and talk to us about why a friend may be coming to visit for recreation before 6am or after 10pm.

### **B. Children**

1. If you have children, you are not to leave your children unaccompanied; we will help you secure childcare or apply for a childcare facility, and attend parenting classes. It is crucial that the baby gates on the stairs be closed at all times to prevent injury. Parents are responsible for their children's safety - staff is here to help you. If you are a parent or a pregnant, your parenting goals and your children's needs will be included in your goal planning..

## VII. Other

- A. If there is reason to believe you may be in danger, a danger to others, or that there is reasonable use of illegal substances, self harm, damage to property, or to others then your room may be entered by staff at any point. Staff will always announce themselves before entering your room.
- B. All Guests will be fully clothed while outside the privacy of their own rooms.
- C. Safety directives by Bloom House staff must be complied with whether in written or oral form.
- D. Smoke detectors will be checked on a regular basis. Do not remove batteries from the smoke detectors - this is a fire hazard. If battery is low and it's beeping or if you need a battery, tell staff.
- E. Guests are living with each other and should maintain a civil environment within Bloom House. This means refraining from gossiping about other Guests and the spread of rumors. Do not bully each other. Just as staff will adhere to the non-discrimination statement toward guests, guests are expected to treat each other with kindness.

## VIII. EMERGENCY SITUATIONS

- Tornado: Stay away from the windows. If the sirens sound then go to the basement until the all clear is given by weather authorities over the radio.
- Fire: If you smell smoke or see flames then call 911 immediately and let staff know. Let as many Guests know to exit the building as you are exiting the building. All staff, interns, volunteers, and guests are to meet in the parking lot of the Congress St. Apartments across the street.
- Break-In: If there has been a break-in then do not search the house yourself, immediately call the police (911). Then call the Executive Director or other staff member. If you suspect that the person is still in the house then immediately leave the house and call 911 from outside.
- Severe Medical Situation: Do not move the person and immediately call 911 and call for a staff member.
- Stranger in the House: If there is an adult in the house you do not know and is not immediately introduced to you by staff or interns, and you do not see staff or interns nearby, call for staff and if no answer or you feel in danger call 911.
- Gas Leak: If you think you smell gas immediately tell a staff member or intern or volunteer. Staff will call 911. Staff and youth guest will alert as many Guests as possible before leaving the house. All staff, interns, volunteers, and guests are to meet in the parking lot of the Congress St. Apartments across the street.
- Psychiatric Emergency Situation: Get a staff member first who will contact emergency services if needed. DO NOT confront the person, wait for staff and/or emergency personnel.
- Bomb Threat: Bomb threats are usually reported via telephone. If you receive a bomb threat via telephone:
  - a. Take the caller seriously.
  - b. Ask a lot of questions, (see list below).
  - c. Take notes on everything said and heard, including background noise, voice characteristics, etc.
  - d. Keep the caller on the line as long as possible by asking questions
  - e. If the caller hangs up do not use the telephone on which the threat was received.
  - f. Call police immediately after call from another telephone, or ask another person call the police immediately and notify staff.
  - g. Unless police say it is dangerous to do so, we will evacuate the building and meet in the Congress St. Apartments parking lot across the street. Do not re-enter the building until instructed to do so. Do not search for the explosive device or touch any unusual or suspicious objects.

## Questions to Ask the Caller

- When will the bomb explode?
- Where is it?
- What does it look like?
- What kind of bomb is it?
- What will cause it to explode?
- Why was it placed in the building?
- Did you place the bomb?
- What is your name?

Observe the Caller: Pay close attention to potentially identify the caller:

- Caller's gender / Approximate age if noted or possible to discern
- Voice characteristics, accents, etc. Is the voice familiar?
- Background noises
- Threat language - educated, incoherent, foul, taped, read, etc.

## **IX. All About Eligibility and RHY (Runaway and Homeless Youth) in BCP (Basic Center Program) and Procedures and Laws Regarding Runaway Youth.**

### **How does the FYSB define "runaway youth" and "homeless youth"?**

RHY Act [34 U.S.C. § 11279(3-4)]/RHY Rule (45 CFR § 1351.1) Runaway youth: An individual under 18 years of age who absents himself or herself from home or place of legal residence without the permission of a parent or legal guardian. Homeless youth: An individual who cannot live safely with a parent, legal guardian, or relative, and who has no other safe alternative living arrangement. For the purposes of basic center eligibility, a homeless youth must be less than 18 years of age (or higher if allowed by a state or local law or regulation that applies to licensing requirements for child- or youth-serving facilities). For purposes of Transitional Living Program eligibility, a homeless youth cannot be less than 16 years of age and must be less than 22 years of age (unless the individual commenced his or her stay before age 22, and the maximum service period has not ended).

### **How does the FYSB expect programs to determine if a youth is "away from home without parental permission"? How does the FYSB want this determination documented?**

Pursuant to guidance set forth in the RHY Act [34 U.S.C. §11212(b)(3)], specific to a Basic Center Program (BCP), grantees must, "develop adequate plans for contacting the parents or other relatives of the youth and ensuring the safe return of the youth according to the best interests of the youth." RHY Rule [45 CFR § 1351.24(e)]: BCP grantees shall, as soon as feasible and no later than 72 hours of the youth entering the program, contact the parents, legal guardians, or other relatives of each youth, according to the best interests of the youth. If a grantee determines that it is not in the best interest of the client to contact the parents, legal guardian or other relatives of the client, they must (i) inform another adult identified by the child, (ii) document why it is not in the client's best interest to contact the parent, legal guardian or other relative and (iii) send a copy of the documentation to the regional program specialist for review.

### **Bloom House will abide by FYSB best practices above and Kansas Law. Pursuant to Kansas 2019 Statute, Chapter 38, Article 22, Section 32 subsection C parts 1 and 2, regarding runaway youth:**

(c) (1) "If a person provides shelter to a child whom the person knows is a runaway, such person shall promptly report the child's location either to a law enforcement agency *or* to the child's parent or other custodian."

(c) (2) "If a person reports a runaway's location to a law enforcement agency pursuant to this section and a law enforcement officer of the agency has reasonable grounds to believe that it is in the child's best interests, the child may be allowed to remain in the place where shelter is being provided, subject to subsection (b), in the absence of a court order to the contrary. If the child is allowed to so remain, the law enforcement agency shall promptly notify the secretary of the child's location and circumstances."