



Rising Phoenix
ORIENTATION

Welcome, you have been accepted to *The Journey: Rising Phoenix Residential Treatment Program* for high school age males. We would like to inform you about the program and what you can expect to experience. Our mission is to use work, education, and outdoor activities therapeutically to instill and enhance a true sense of direction in each resident's life.

This program is a holistic approach to improving many areas of your life. When you complete this program successfully you will be able to better govern yourself as part of a healthy community. Among other things, you will want to be self-directed in your education, vocation, personal management, and drug abstinence.

Please realize that the program presents opportunities for you to address your impulses and behaviors but does not determine your progress. The effort that you put into your goals will also be determined through Your progress within **program expectations, positive peer relations, and therapy** depend on the effort that you put into it.

Program Expectations

This handbook explains the Rising Phoenix rules, guidelines, and level assignments. You will work through the levels with an assigned guide and your therapist. Your guide is an assigned staff member who will help you make goals and work by your side as you engage in learning life lessons from service, education, outdoor challenges, animal care, therapy, and family support.

Your therapist will help you better understand yourself and your goals. Your guide communicates regularly with other staff, Parent(s), and your therapists about progress with your goals and the program. Remember that all these people are here to help. Please make use of all treatment team members and staff to help you reach your goals and achieve graduation.

The program becomes a microcosm of life outside of the program - your life's challenges are magnified. You will want to earn the trust and confidence of your peers and staff in order to get through them. Like gears working together, everyone's progress depends on how the rules are lived, how they interact with others, and how they face personal issues in therapy. Discover yourself.

Orientation is the time to learn the rules and your purpose for being here. At the completion of two weeks you will automatically move into Ground Crew, the first of six levels.

Resident Rights

1. A student may not be discriminated against because of race, color, religious creed, disability, handicap, ancestry, national origin, age or sex.
2. A student may not be abused, mistreated, threatened, harassed or subjected to corporal punishment. A student has the right to free from potential harm or acts of violence.
3. A student has the right to be treated with fairness, dignity and respect.
4. A student has the right to be informed of the rules of the facility.
5. A student has the right to communicate with others by telephone subject to reasonable facility policy and written instructions from the contracting agency or court, if applicable, regarding circumstances, frequency, time, payment and privacy. The minimum of one weekly ten minute phone call to family will be at no cost to the student. The student will also have the right to communicate by telephone or in writing with attorney, physician, clergyman, and counselor or case manager except when contraindicated by professional or supervisory personnel.
6. A student shall have the right to visit with family at least once every 2 weeks, at the facility, unless visits are restricted by court order. This right does not restrict more frequent family visits.
7. A student has the right to receive and send mail to his parents.
8. Outgoing mail may not be opened or read by instructors, although instructors may scan mail if suspicious.
9. Oncoming mail from Federal, State or county officials, or from the student's attorney, may not be opened or read by instructors.
10. Incoming mail from parents may not be opened or read by instructor unless there is reasonable suspicion that contraband, or other information or material that may jeopardize the student's health, safety or well being, may be enclosed. Otherwise incoming mail may be opened by the student in the presence of an instructor, and the instructor may scan the mail.
11. A student has the right to communicate and visit privately with his attorney and clergy.
12. A student has the right to be protected from unreasonable search and seizure. A facility may conduct search and seizure procedures, subject to established program policy.
13. A student has the right to practice the religion or faith of choice, or not to practice any religion or faith.
14. A student has the right to appropriate medical, behavioral health and dental treatment. Medical treatment will be provided by the doctor or clinic which is identified by the legally responsible person per individual student. Payment for these services will be made by the legally responsible person.
15. A student has the right to rehabilitation, treatment, and special needs requests.
16. A student has the right to be free from excessive medication.
17. A student may not be subjected to unusual or extreme methods of discipline which may cause psychological or physical harm to the student.
18. The student and his legal guardian will have the right to be informed of any service fees and other costs of the program before agreeing to participate.
19. A student has the right to file a grievance at any time.

I _____, have read and I understand my rights as a student of Impact Ranch. I understand my responsibilities, the rules & guidelines and the program expectations for me as a student. By signing this I agree to follow and respect all guidelines and procedures. I also understand that the consequences of breaking these expectations. File a grievance when your rights have been violated.

Community Behaviors

Base your actions on Honesty, Respect, and Integrity

1. All visits must be approved by your therapist
2. All personal belongings must be approved by your guide and the program director
3. Calls to case managers will be done at a supervisor's discretion
4. Participate in all groups, service, and activities
5. Eat menu items only, in your assigned house, at scheduled meal and snacks times
6. Ask permission to use program property
7. You are responsible for chores and upkeep of the facility (see chore board)
8. Always obtain permission before entering or exiting house
9. CD players and musical instruments must stay in bedrooms
10. Turn off all lights before leaving the facility
11. Be in bed with lights out at 10:00 nightly
12. Change only behind closed bathroom door
13. Always wear appropriate clothing
14. Do not leave out personal belongings
15. Program issued hats only – to be worn while working or on trek – never indoors.
16. Follow all posted policies
17. Respect the property of others
18. Keep hygiene products in your basket on your dresser.
19. Take one 5-minute shower daily
20. Develop good grooming habits (ask staff for hygiene products as needed)
21. Do laundry (bedding included) on assigned day only
22. Line up at all exits or entrances
23. Immediately put your shoes in the closet upon entering the house
24. Keep beds made and rooms tidy
25. Tank tops or sleeveless shirts allowed for sleeping only
26. Clothing must fit appropriately not too tight or baggy
27. Wear a seatbelt and sit upright whenever traveling
28. Make clothing requests to your guide only if you have inventory needs
29. Obey the law - Charges will be pressed for illegal behavior (Drug abuse, vandalism, assault, theft, etc.)
30. Guides will send and receive resident mail from one parent's address only.
31. Residents may choose to attend one local religious congregation with a guide. No "singles" groups. Up to 2 visits before submitting membership
32. Religious cannons and approved commentary allowed otherwise program library only
33. Any resident that cooks must have a food-handlers permit.
34. No CD's from outside of the program's library
35. No phone calls to parents/family unless approved by guide, supervisors, directors, or therapist
36. No contraband (anything illegal or not on your inventory list)
37. No clothing in disrepair, No band or concert shirts/clothing
38. No body piercing or jewelry of any kind – Keep any piercing closed
39. No gang related tagging, or apparel
40. No drug and alcohol paraphernalia
41. No closing bedroom doors
42. No opening facility windows
43. No racial comments, slurs, jokes, etc....
44. No access to pantries or fridge without staff
45. No Gambling
46. No borrowing, trading, or giving others your belongings or level privileges
47. No sharing or trading beds
48. No socializing with others outside of the program
49. No "rubber-necking," flirting or "checking out" others
50. No pornography or questionable pictures/drawings, clothing, books/magazines
51. No swearing, inappropriate comments, gestures, or verbal abuse
52. No inappropriate conversation (perversions, war stories, gang affiliated talk, etc.)
53. No rough housing or physical contact
54. No food or drink anywhere except in kitchen and dining areas
55. No crossing set boundaries or going into staff work areas ever
56. No sleeping in the nude or just boxers
57. No hair longer than the upper neck and must be above the ears. No hair shorter than a trimmer #2 on the sides of the head, and #3 on the top. No Dye.
58. No bare feet
59. No television
60. No music in program vehicles
61. The Journey has the right to do personal searches, belongings searches, and facility searches with reasonable cause.

I, _____ understand and agree to follow the behaviors above. _____ (date)

Memorize and pass off the following levels and aphorisms

Ground Crew: THE JOURNEY BEGINS WITH PREPAREDNESS

Without thinking ahead your plane will never see the sky and attempting a journey without preparation is a plan to fail. Your Journey won't begin without the end in mind. Dream about where an undistracted, clean, and focused life can take you. You will find this only if you know how to load the plane, de-ice your wings, and fuel up. At this point in the program a guide you will help you implement you plan, however you're the only one who can clear the runway.

Mechanic: NO FLIGHT WITHOUT MAINTENANCE

Mechanics will work for a lifetime and still only know only a little about a few kinds of engines. Upkeep is possibly a lifelong job and many people don't ever experience life otherwise. Yes, tools are available for you and using them will only come if you can learn to diagnose a myriad of problems. It's easy to watch experienced people but what's it like to be in their plane? They too are reevaluating their tools and constantly fixing and maintaining their plane. As a person of integrity you will want to locate and work on the steering mechanisms, internal controls, landing gear, communication devices, even the body of the plane.

Navigator: CHART YOUR COURSE

For much of your career as a navigator you will stay grounded in a control tower. After heavy schooling and training, navigators are relied on by pilots for direction and clearance. Specifically, mathematics are for navigators, what your internal beliefs are for you, in recovery. Communication or the lack of it is crucial and could easily spell catastrophe. Responsibility and self-discipline are the name of the game. With your guide figure out the proper and right times for your possible changes in course, weather forecast, the amount of fuel you'll need and how to understand radar to maintain traffic control.

Co-pilot: ASSIST OTHERS IN THEIR FLIGHT

A taste of flying promotes desires to share the same experiences with others. The flight zone can be inspiring and liberating. Assisting others as a Co-pilot means you must sustain positive relationships with other pilots; relationships that function as back-up, support, and practice. Choosing differently could hinder or frustrate a flight, and most people don't come back from plane wrecks. Your goals should reflect loyalty and respect for others in flight.

5. Aviator: FLY OTHERS TO SAFETY

To be an aviator means leadership of a crew and the security of passengers. Responsibility for a flight entails years of training, much of it in simulation. Your work to transition back into the community should entail a clear reading of your gauges and a clear view from the window. Because your future flights won't be simulations you'll want to manifest the pay load: if those on board are balanced, if more fuel is needed for the amount of weight, if everyone else (ground crew, mechanics, navigators, and co-pilots) have done their job. Once take-off is cleared and you're in the air, you'll need to make regular corrections. These are the corrections to identify with your guide and therapist if you want to get to your destination. Keep in mind that if a runway-landing is difficult for new pilots, then transitioning home will be more like landing on a *Flight deck* (level 6), like that of an aircraft carrier.

6. Flight Deck: The Phoenix flies from the ashes. Certificate of completion/graduation.

Rating & Consequences

You will be given a score in the middle of the day and a final score at night. Ratings are based on your behavior. Consistently scoring a three or higher is required for advancement and graduation from the program (see ratings below).

1 Behaviors:

- Belligerent, refusal to work, defiant, swearing, aggressive either verbally or physically, and noncompliant.

Consequence:

- With this as a final score, you'll receive 4 Journey hours and possibly charges and possibly structure.

2 Behaviors:

- Prompted numerous times, does little or poor work, bad attitude, swearing, noncompliant and rough housing. (If you give a 2 rating anytime during the day, that final score can only be worked up to a 3.)

Consequence:

- With this as a final score, you'll receive 2 Journey hours

Other 1&2 Consequences

Journey hours

Structure

Extreme Trek

Solo on Site (SOS)

Other Loss of Privileges:

Lights, furniture, hot water, washing machines, Movies, visits, music, seating arrangement, walk instead of ride, level suspension, etc....

3 Behaviors:

Behavior:

- Being pro-active, prompted rarely, responsible, good attitude, mature

Consequence: (positive)

- If a resident chooses this rating they have only done what is expected of them and no more.

4 Behaviors:

Behavior:

- Motivated, shows leadership, works hard, amazing attitude, helps out staff and other peers. A 4 may be earned only if the student hasn't been disciplined during the day.

Consequence: (positive)

- Residents who receive this score receive the trust of instructors, privileges, and increase their chance of leaving in the expected time frame.

Other 3&4 Consequences

Phoenix Bucks

Store Purchases

Guide Activities

Phoenix squadron

Your final score is a combination of your morning score and reflects the entire day's behavior. Depending on your actions in the morning, if given a 1 or 2, staff will tell you whether it can or can't be "**worked up**" in the evening or whether it is final "**for the day**" (meaning it can't be worked up). If a score can be worked up, it can only be worked up one point.

You are responsible for the group

Each night you will have the opportunity to give and take feedback from peers. This group is called “**COMMUNITY GROUP.**” In community staff facilitate while you discuss what others have done well the community and what they can do better the next day. From time to time you may be asked to hold a group in order to give feedback to others. Please take into consideration yours/their physical, emotional, social, educational and spiritual feelings.

Guide Time

Activities with guides is an earned privilege and limited on each level (see level earnings). The activity must be approved by your Guide and the Program Director. Only Guides can take up to three residents on approved activities, but they cannot take you on an activity if it is unsafe, too costly, or when your guide doesn't have safety training. Swimming or water sports are examples of activities that staff may not be qualified to lead.

Sunday Visit Guidelines

(Parents and residents must not associate outside of program)

- Guides arrange for parents to come at approved times (Sunday's 3-6 PM).
- Residents may not go to family vehicles.
- On campus visits must be supervised by staff.
- Off-Site and Home-Visit contracts must be signed and given to staff by visit. A Parent must call staff half way through the visit
- Bringing in clothing or other personal items must be approved before a visit.
- No contraband
- No friends allowed
- Therapist approved family only (see level privileges).

Structure Guidelines

The purpose of putting a student on structure is because of **AWOL watch** and/or "one" behaviors (see ratings). Structure is a 24-hour duration with a review after each 24 hour period and does not last more than three consecutive days. The resident drops a level and is reviewed by his therapist and the program director for re-advancement two weeks later. The resident loses access to bedroom and personal items and level privileges. While on structure residents are expected to:

- Wear a designated Structure suit at ALL TIMES.
- Sleep in Structure room on designated bed.
- No access to other bedrooms.
- Light always stays on.
- Write an assigned essay given by guide, supervisor, director, or therapist.
- Must carry a Hula Hoop throughout the day (representing boundaries)
- Cooks and eats trek food separate from other residents.
- Be the first one to have shoes in the closet and last to get shoes from closet.
- May be requested to stay with staff at all times or to stay in one place.
- Resident may not socialize with peers.

Possible Misbehavior Consequences:

Structure
Charges
SOS
Extreme Trek
Low score and Journey hours
Any level privilege suspension
No lights
No hot water
Hand-wash clothing
Early wake up and/or early to bed
Confiscated belongings are ½ Journey hr. per item
No couches
No Library
No Store
No Sunday movie
No socializing with peers
Ride in front of van, loss of vehicle
Loss of family visits

Journey Hours:

Youth who act out inappropriately may receive extra hours that they will work for The Journey. These hours do not go towards restitution and must be done before a resident may graduate and leave the program. If a resident has any Journey hours at all, they will miss out on the groups afternoon recreation and possibly visit privileges (see level earnings).

Service Hours:

Service hours are a part of the regularly scheduled program and are not negotiable. They are recorded on a daily basis and do go towards restitution, if needed. They do not count as Journey Hours because ultimately it is through service to others that we find ourselves and a place in the community.

Paid Hours:

In the case of property damage, theft, or vandalism where a resident could be charged and pay for the damage. Chris will sometimes pay residents to do work projects that improve property value. In case a resident wants to earn money, that money will be kept in an account for him.

Instructors can and will make up new and creative consequences to fit the inappropriate behavior. Watch out, we make up some pretty interesting stuff!

Grievances/Comments box

We want you to feel safe and productive during your stay. At any time you have a concern, please approach staff or your therapist to resolve this. If it does not become resolved, contact the Program Director or the Clinical Director for further help. If staff consider it an appropriate time, you may be allowed to call your Case Manager.

You are welcome to complete a Grievance Form when you believe your legal rights have been violated. Please turn this form into the Program Director. You can expect that it will be interviewed and be investigated. If a response is not made to your Grievance within one working day for urgent matters, or two days for non-urgent matters, please contact the Clinical Director immediately.

We provide a locked suggestion box for your use. This is only opened by the Program Director, Clinical Director, or Program Administrator. Your suggestions will be kept confidential. Suggestions will be responded to during the staff meeting and results will be reported at the next Resident Group.

Should you have any other suggestions for improvement or better programming, please discuss it with a staff member. We appreciate your feedback.

Security and Safety

Security

Students will be monitored at all times. Security will consist of 24 hour instructor supervision, video surveillance and motion sensors alarms. All of our security systems are in compliance with state laws. Police assistance is available for immediate response to our security system alarms and upon request.

Fire Drills

Students will be informed at orientation how to respond to fire warnings or other life threatening situations. A map will be posted in each house showing the quickest emergency escape route and meeting locations of each group. Fire drills will be held regularly.

Student Searches

Instructors at the Phoenix have the right to search any student if the instructor has reasonable suspicion that the student has contraband, information or material that may jeopardize the student's safety, health or well being. Searches will be done upon initial arrival at Rising Phoenix, and on return from any off-site privileges & work projects.

Drug Testing

Instructors at the Phoenix have the right to search and/or perform a urine analysis of any student if the instructor has reasonable suspicion of illegal drug use.