



# *Anchor House Ministries, Inc.*

PO Box 625  
Auburndale FL 33823-0625

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## **PART III**

### **Policies and Rules for residents**



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## **POLICIES FOR RESIDENTS**

### **RESIDENT DISCHARGE POLICY**

Residents may be discharged from Anchor House for the following reasons:

- ❖ Completion of the Anchor House Program
- ❖ Official Adoption
- ❖ Family reconciliation
- ❖ Court Order
- ❖ HRS alternate placement and/or removal
- ❖ Pattern of running away
- ❖ Violation of Anchor House contract
- ❖ Violation of any applicable Florida State laws and/or statutes

This agreement will be reviewed every six months and revised as needed by addendum.

A copy of this agreement will be provided to the resident's parents, guardian, the court, resident and persons previously approved to receive a copy by Anchor House.

Residential care is temporary but long-term for the best possible recovery of residents. Whenever it is not practical for residents to return home, and discharge is imminent, alternate placement will be arranged per agreement between parents, guardian and Anchor House.

If, in the judgment of the resident's parents, guardian, or Anchor House, the resident's needs are not being adequately met per the placement agreement, the agreement becomes null and void. The resident may then be removed for alternate placement. Prior to this step, all aforementioned parties should agree to discuss any proposed termination and/or alternate placement.

In case of an emergency discharge, hospitals, mental health units or detention facilities may be used as interim placement, if appropriate, to stabilize resident.

If or whenever the provisions of the financial contract with Anchor House are not met, this will be grounds for discharge of residents, however, only with the express approval of the Executive Director. *No other Anchor House personnel have been delegated this responsibility.*

**THIS RESIDENT DISCHARGE POLICY CONSTITUTES A LEGALLY BINDING DOCUMENT WITH THE SIGNATURES AND NOTARIZATION BELOW.**



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## **Joint Procedural Discharge Step Plan**

*This plan is designed to provide a deterrent to expulsion; a preventative measure to insure every feasible consideration is given to retaining the resident in the program to avoid mandatory expulsion.*

1. As early as the situation indicates that a resident is experiencing difficulties in complying with the rules signed by him at entry, a telephone/written message will be conveyed to the legal custodian of this fact. The written statement will include the nature of the rule infraction, it will be signed and dated by the Anchor House Resident Manager and sent to the legal custodian with a copy to the resident of such notification. This letter will request the legal custodian to contact the resident within one week of receiving said letter to discuss the issue.
2. In the event that the above action described fails to produce the desired demonstration of rule compliance, a written Behavior Report will be submitted to the Behavior Management Team describing the resident's negative behavior for review and determination.

It is expected that this action steps will result in successful correction of the problem at hand. If non-conformance continues it will be expected that the legal custodian takes action to have the resident removed from the Anchor House program by the contact expulsion date.

3. The above steps will be followed as a matter of course unless an exception arises where the resident requires immediate discharge consideration due to (1) his endangering himself or other clients, or (2) he engages in behavior which clearly jeopardizes the care and treatment of other residents. In the event either of the conditions described above apply, Action by the Executive Director is required for immediate removal of the resident from the program by the legal custodian.



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## **GRIEVANCE POLICY**

Anytime you or your parent(s)/guardian think that an action taken by one of the staff of Anchor House Ministries is unjust, or you believe that you are being treated unfairly, you can make a complaint. This complaint is called a *grievance*. To file a grievance, this is the procedure to follow:

1. Try to work out your difference with the staff. If you cannot do this to your satisfaction, your staff will refer you to his/her supervisor.
2. Write your complaint on a plain sheet of paper, sign and date it, then give the paper to your staff supervisor. (Use the Grievance Form)
3. Within 5 days after you have given your complaint to the supervisor, he/she will discuss the complaint with you and the Resident Manager as the second step. On the third step the Executive Director will try to reach a solution. The supervisor will write in the "comment" section of the grievance report what, if any action that will be taken on your complaint. It will be stated in this section whether you agreed with the decision and will be sent to your parent(s)/guardian if necessary.
4. If you are not satisfied with the supervisor's decision, you may request a meeting with your parent(s)/guardian, resident's manager and the Executive Director by stating in the grievance request that you want to proceed with the grievance procedure within 15 days. Upon the conclusion of the discussion, the decision and/or action decided upon will be put in writing. You will state whether you and your parent(s)/guardian agree with the decision or action.
5. If you or your parent(s)/guardian are not satisfied with the Executive Director's decision, you can request the executive Director to investigate your complaint.. Once this request has been made a meeting will be scheduled between you, your parent(s)/guardian, supervisor, resident manager and the Executive Director.

*NOTE: No action will be taken against you for filing a grievance! However, you should understand that you can not file a grievance when you have violated Anchor House rules, court orders and/or the law. Such violations will be dealt with accordingly.*



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## **VISITATION POLICY**

### **PURPOSE:**

Visitation is an integral part of Anchor House normalization and therapeutic program. Residents will be actively involved in visitation as stipulated in their placement agreement and goals.

### **PROCEDURE:**

1. Follow visitation plan for each resident.
  2. Residents will be eligible for visitation after four (4) weeks from date of admission.
  3. Administrator, Executive Director and the resident's individual goals will determine length of time of visitation.
  4. Residents will return from visits no later than 10:00 p.m.
  5. Violation of visitation agreement will terminate visit and resident will be asked to return to the facility at once.
  6. Visitation privileges are not necessarily based on resident's good behavior.
  7. Only parent(s), guardians, designated and authorized persons and approved volunteers/sponsors are allowed to have Anchor House residents for visitations. Approved volunteers/sponsors have completed:
    - a. Abuse Registry Form;
    - b. Affidavit of Good Moral Character;
    - c. Fingerprint Card; and
    - d. Local Law Enforcement Check.
1. All visitors to this facility will first report to the office where they will check in.
  2. In order for a boy to be transported from this facility, the responsible individual the child is leaving with must have Anchor House staff sign them out in the Visitor's Log Book. The following information must be available:
    - a.



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## **RESTRICTION CRITERIA**

1. *Restriction* is a behavior management designed to limit the child's activities in order to prevent him from attending enjoyable activities as a consequence for displaying inappropriate behavior. His right to gain positive points is temporarily withheld.
2. A child may be placed on *Restriction* for one day or a week, but not to exceed two weeks for an infraction committed at a given time.
3. A child on *Restriction* will not be deprived of meals or regularly scheduled activities at Anchor House. Family visitations will be conducted on the grounds.
4. A child placed repeatedly on *Restriction* (more than 3 times) will be scheduled for behavior review for further determination.

## **DISMISSAL CRITERIA**

1. *Only the Executive Director has the authority to dismiss a resident from the program!*
2. Violations of rules as indicated on the *Anchor House Rules for Residents* may be a reasonable cause for dismissal. Nevertheless, dismissal criteria is not limited or subjected to these items. The administration will make a careful study of the given case assessing all of the factors and variables for final decisions.

## **WHEN PROGRAM IS NOT EFFECTIVE TO TREAT RESIDENT**



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## **RESIDENT'S RULES**

1. **I will properly represent Anchor House in the community. I will:**
  - \* Use no obscene language or gestures;
  - \* Follow all instructions given by staff;
  - \* Not display negative or disruptive behavior;
  - \* Not take property belonging to others; and
  - \* Respect others' space.
  
2. **I will wear appropriate clothing at all times.**
  - \* Shoes will be worn anytime you are moving in the residential or administrative buildings;
  - \* Proper clothing in the hallway include pants or shorts (not boxers), shirt and shoes; even when going to and from the shower;
  - \* Pants or shorts will not be worn in any manner which allows buttocks or underwear to be visible.
  
3. **I will maintain good personal hygiene and grooming habits at all times. This includes:**
  - \* Shower daily, using soap; wash hair daily with shampoo;
  - \* Brush teeth at least twice daily;
  - \* Use deodorant daily;
  - \* Comb hair daily; and
  - \* Observe assigned laundry nights, keeping clothes clean.
  
4. **I will respect the property of others. I will not:**
  - \* Touch other resident's property without that resident's consent;
  - \* Steal another resident's property; and
  - \* Destroy or misuse another resident's property.
  
5. **I will not destroy or abuse Anchor House property including:**
  - \* Furniture, walls, doors, windows or vehicles belonging to Anchor House
  
6. **I will sleep in my assigned bed only.**
  - \* I will not lie or sit on another resident's bed.
  
7. **I will keep my room and living area clean and neat. I understand I must:**
  - \* Clean my room daily
  - \* Make my bed daily
  - \* Clear trash and other items from floor before it is vacuumed
  - \* Dust furniture, window sills, bed headboards, desks, air conditioning vents, stereos daily
  - \* Closets are straightened daily.
  
8. **I will observe my assigned bedtime, which is based on my current level.**
  - \* I will be in bed on time, unless prior staff permission has been given
  - \* I will not leave my bed after my bedtime without staff permission to do so.



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- ★ I will not disturb the other residents after bedtime.
- 9. I will not take food or drinks to my room at any time.**
- 10. I will attend school daily and complete all assigned class work and homework.**
- ★ I will not skip classes.
  - ★ I will make every attempt to observe the school rules of conduct.
  - ★ I am responsible for being at my bus stop on time-both leaving Anchor House in the morning and leaving school in the afternoon, returning to Anchor House. I understand that if I miss the bus because of my own negligence, I will be charged for Anchor House to pick me up.
- 11. I will not go into another resident's room unless I have been directed to do so by staff.**
- 12. I will complete my assigned chore on time, without complaint or being prompted by staff.**
- ★ My chore is my responsibility unless excused by staff.
  - ★ I am not allowed to switch chores with another resident unless prior staff approval has been received.
  - ★ Upon request, I will do extra chores as are necessary to keep Anchor House clean and presentable.
- 13. I will attend and participate I all house activities to include:**
- ★ Daily meetings
  - ★ Weekly Chapel Services.
  - ★ Assigned group sessions.
  - ★ Church on Sunday.
  - ★ Any other meeting called by staff.
- 14. I will follow all staff instructions.**
- ★ I have the right to ask for explanation or clarification.
  - ★ If I do not agree with the instruction or feel instructions are unfair, I will follow the instruction first and then file a grievance.
- 15. I will not leave house property unless I am with a staff or on an approved pass.**
- 16. I will not use obscene language or unauthorized slang in Anchor Hose or on Anchor House outings.**
- ★ No slamming or cracking on other residents.
  - ★ No comments meant to deliberately hurt other residents.
  - ★ No racial or ethnic comments of any kind will be tolerated.
- 17. I will not horseplay. This can cause injury to self and others. It may also lead to arguments and fights.**
- 18. I will not fight or cause physical injury to myself or to others.**
- 19. I will stay away from all "off-limits" areas as determined by staff, including Sun**



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## Acres Community.

- 20. I will observe all fire code rules.**
  - ★ I will respond promptly when the fire alarm bell rings.
  - ★ I will not light matches or lighters inside the Anchor House residential area.
- 21. I will not smoke, dip, or use any other tobacco product.**
  - ★ I will not bring tobacco products onto Anchor House property at any time.
- 22. I will not drink alcoholic beverages at any time while I am in the Anchor House program.**
  - ★ I will not bring alcoholic beverages onto Anchor House premises.
  - ★ I will not use alcoholic beverages while on any Anchor House outing.
- 23. I will not use illegal drugs, inhalants, or mood altering chemicals at any time while I am in the Anchor House program.**
  - ★ I will not bring illegal drugs onto Anchor House premises.
  - ★ I will not use alcoholic beverages while on any Anchor House outing.
- 24. Anchor House is not responsible for lost or stolen property or money during your stay.**
  - ★ At residents' request, staff will keep money in the staff office. It will be available at resident's request.
- 25. I will treat and respond to all staff with respect, this includes all Anchor House personnel and volunteers.**

**Continuous infractions of these rules will be cause for restriction and/or consideration for dismissal from the Anchor House program. Serious offenses could result in charges being filed, investigation and/or arrest.**

**I have read and understand the above rules given and explained to me by the staff of Anchor House Ministries, Inc.**

**I realize that I am responsible for my observance of the rules, and I also understand that I am responsible for the consequences of having broken these rules.**

**I realize that I have the right to have any of these rules explained further, should I desire.**

**I agree to follow and abide by these rules.**

**I understand that failure to do so could result I my dismissal from the Anchor House Ministries program.**

**Resident's Signature: \_\_\_\_\_ Date: \_\_\_\_\_**

**Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_**



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## **PERSONAL POSSESSIONS POLICY**

The security of having and keeping possessions of one's own contributes to a sense of autonomy and identity.

There should be no rules about the exchange of possessions, which is usual at times especially among adolescents. It should be dealt with on an individual basis if it is necessary to protect any child from being coerced by others.

Children should have a safe place for their belongings. Individual storage space should be provided for their personal toys, play equipment and other "treasures."

Each child should be able to feel, insofar as possible, that his bedroom is his "own room" It should afford some degree of privacy and a place to keep his personal possessions. He should have opportunity to participate in its decoration and in arrangement of furniture and his own possessions.

### **RULES:**

1. Air guns, firearms, archery equipment, knives or other objects that may be used as weapons are not allowed under any circumstances.
2. Pets are not to be brought to Anchor House
3. Children should bring a sufficient amount of acceptable clothing and footwear when being placed at Anchor House. The child's parent(s) should provide additional clothing needed after placement.
4. Anchor House has provided a place for each child to have his clothing and other items.

### **THE FOLLOWING ITEMS ARE ACCEPTABLE FOR CHILDREN TO BRING:**

1. A box to fit under the bed or on the floor when space is available.
2. Musical instruments - guitars, amplifiers for guitar use only, radio, stereos, appropriate tapes and CD's. At no time are musical instruments to be distracting to others at the Anchor House. Musical instruments must fit on or in furniture assigned to the child.
3. Posters, pictures or other framed items that may be brought providing space is available in the child's assigned furniture.
4. Recreational and hobby items may be brought providing space is available in the child's assigned bedroom.



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## SIGNATURE PAGE

In addition, I/We have received the Anchor House Policies, which included the following:

1. Resident's termination
2. Joint procedural discharged
3. Grievance policy
4. Visitation
5. Restriction criteria
6. Dismissal criteria
7. When program treatment is not effective
8. Resident's rules
9. Personal belongings
10. Discipline policies.
11. Statement of Faith

Parent/Legal guardian signature: \_\_\_\_\_ date \_\_\_\_\_

Parent/Legal guardian signature: \_\_\_\_\_ date \_\_\_\_\_

Resident signature: \_\_\_\_\_ date \_\_\_\_\_

Staff/Witness \_\_\_\_\_ date \_\_\_\_\_



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## Anchor House Agrees to provide:

Within (7) days from admission, an Initial Assessment will be conducted by our and within 30 days from the day of arrival, the resident will receive and Initial Service Plan.

In order to correct or eliminate the reasons for residential placement, and to accomplish the above stated goals, each party will take the following specific actions described in the Service Plan and within the time frames indicated.

- a) Anchor House Ministries may terminate service in accordance with discharge policy.
- b) Parents will be notified of any changes for the child such as other placements or termination of service.
- c) A copy of this plan will be given to all members of the service team, including the parents.
- d) Regular and frequent visitation is critical to keep family members and significant others in a growing positive relationship.
- e) If the parent wishes to include anyone other than those listed below, plans should be discussed with the child's counselor before the visit.
- f) Include type of contact, i.e., letter, telephone, face to face, dates/frequency, location, duration and transportation arrangements.

Parents: As designated above.

Brothers and sisters: \_\_\_\_\_

Relatives/Significant Others: \_\_\_\_\_

Visitation will be: Unsupervised [  ]

Supervised [  ]

Supervision Provided by Whom: \_\_\_\_\_

\_\_\_\_\_  
Parent/Guardian

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent/Guardian

\_\_\_\_\_  
Date

\_\_\_\_\_  
Child

\_\_\_\_\_  
Date

\_\_\_\_\_  
Anchor House Staff

\_\_\_\_\_  
Date