Ozone House Quick Reference

Therapist’s Name: ____________________________

Business Hours:  
Mon-Thurs (9am-8pm)  
Friday (9am-5pm)

Phone #: (734) 662-2265

Emergency Non-Business Hours Phone #: (734) 662-2222

Address: 1705 Washtenaw Ave; Ann Arbor, MI 48104
White house with purple shutters @ the corner of Washtenaw Ave & Oxford

Scheduled Appointment(s):

Date:_____________  Time:_____________

Date:_____________  Time:_____________

Date:_____________  Time:_____________
Welcome to Ozone House. The goal of the Safe Stay program is to provide your child with a safe and supportive place to stay while your family works on the issues that brought you here. This handbook is intended to give you information about the Safe Stay program and answer some of the questions you may have. If you still have questions or concerns after reading this handbook, please feel free to talk with your child’s therapist.

**Safe Stay Program Rules**
Staff will work to ensure the safety of every young person staying at the Ozone House Safe Stay program. In order to keep everyone safe, the activities listed below are **not** allowed.

- Verbal or physical abuse or threats toward self, staff or other youth
- Racial slurs, insulting remarks or excessive profanity
- Use or possession of drugs or alcohol
- Possession of pornographic material
- Possession or use of weapons
- Possession of explosives, including fireworks
- Sexual activity
- Any physical contact with staff or other clients
- Use or possession of cigarettes, tobacco products, lighters, matches or candles
- Entering other residents’ bedrooms/bathrooms

If your child chooses not to follow these rules, they will receive consequences or may be asked to leave Ozone House. No physical punishment including hitting, slapping, spanking or physical restraint will ever be used by staff at Ozone House.

**Supervision & Support**
The SafeStay program is staffed twenty-four hours a day by trained workers called Youth Specialists. Youth Specialists have been extensively trained in skills required for working with youth. These skills include: listening, conflict resolution, de-escalation, setting limits, food safety, CPR, First Aid, and positive youth development. Overnight staff members do not sleep during the night, and are required to stay alert and complete bed checks at least once every hour.

**Visits**
Visiting your child while they are staying in the SafeStay program is encouraged. Because of the nature of the program, we have to maintain a structured schedule. All visits must be scheduled in advance with your child’s therapist. Your child will not be allowed to leave Ozone House with anyone other than Ozone House staff unless you approve of it in advance. Your child in some cases may be able to visit with friends or other family members, as long as this is planned and approved by you and discussed with your child’s therapist.
Daily Schedule

The following is an example of the weekday schedule for youth who are attending school:

6am    Wake-Up, Breakfast, Shower and off to school
4pm    Therapy Group
4-7pm  Individual and family therapy
5pm    Study Time/tutoring
6-7pm  Dinner and chores
5-7pm  Homework, Life Skills and Individual Therapy
7-10pm Phone time (20 minutes per youth)
7-9:30pm Evening activity and TV time (only if homework is done)
9:30pm-10pm Attend to hygiene, dispense medications, youth sign in
10-11pm Room time (extra homework time if needed)
11pm   Lights Out

The following is an example of the weekday schedule for youth who are not attending school:

9am    Wake-Up
9-10am Breakfast, Shower, Clean Room
10-11am Skills Group
11am-12pm Fit Time
12-1pm Lunch
1-2pm  Study time
2-3:30pm Free Time (no television or video games)
3:30-3:50pm Snack time
3:50-4:00pm 10 minutes to prepare for Therapy Group
4pm    Therapy Group
4-7pm  Individual and family therapy
5pm    Study Time/tutoring
6-7pm  Dinner and chores
5-7pm  Homework, Life Skills and Individual Therapy
7-10pm Phone time (20 minutes per youth)
7-9:30pm Evening activity and TV time (only if homework is done)
9:30pm-10pm Attend to hygiene, dispense medications, youth sign in
10-11pm Room time (extra homework time if needed)
11pm   Lights Out

The following is an example of the weekend/holiday/summer schedule:

10am    Wake-Up
10-11am Breakfast, Shower, Clean Room
11am-12pm Skills Group
12-1pm  Study time
1-2pm   Lunch
2-3pm   Free Time/TV time
3-4pm   Free time (no television or videogames)
4-5pm   Fit time
5-6pm   Study time
6-7pm   Dinner and chores
7-10pm  Phone time (20 minutes per youth)
7pm-10:15pm  Evening activity / TV time / Free time
10:15-10:45pm  Attend to hygiene, dispense medications, youth sign in
10:45pm-12am  Room time
12am  Lights Out (Friday and Saturday nights only)

**Groups**
Your child will participate in groups throughout the week: Skills Group and Therapy Group. Skills group is facilitated by the Education Coordinator. It is intended to help clients gain knowledge and life skills in areas such as health, nutrition, goal setting, diversity, time management, and substance abuse.

Therapy group is facilitated by Ozone House therapists. It is intended to offer youth the opportunity to explore their feelings, thoughts and behaviors with other group members on topics such as communication, family dynamics, coping skills and relationships.

**Therapy**
Each youth who stays in the Safe Stay program works with an Ozone House therapist during their stay. Your child will meet with their therapist daily during the week. By agreeing to allow your child to stay at Ozone House, you are also agreeing to take part in family therapy. Your child’s therapist will contact you within two business days of your child arriving at the Safe Stay program. Your child’s therapist can be reached during Ozone House business hours, and can answer any questions that might come up for you concerning your child’s stay.

**School and Homework**
We will work with you and your child to make the best decision on whether or not your youth will or will not attend their home school while at Ozone House. If your child decides that participating in the full program is best our Education Coordinator will work with your child’s school to have their work provided to them to complete while at Ozone House. As you can see from the schedule, time is set aside each day for school work. Also called “Constructive Time”, this is a quiet time for your child to complete schoolwork or counseling assignments. Staff is available for assistance during these time periods.

**Phone Use**
Ozone House business hours are Monday - Thursday, 9am - 8pm and Fridays 9am - 5pm. In order to reach your child, please ask for your child’s therapist when you call. For confidentiality purposes, the people who answer the phones are trained to say they can neither confirm nor deny who is staying in the Safe Stay program and they cannot give out any information about a client in the Safe Stay program. They are also unable to directly connect you to your child. If your child’s therapist is not available, you can leave a message for your child with the workers who answer the phones. They will take down a message for your child, and deliver it to Safe Stay staff.

Your child may make outgoing phone calls for 20 minutes every night between 7pm and 10pm, or while meeting with their therapist. These calls should be to you and to your child’s significant supports. Staff will keep a list of three people that you and your child agree that your child can call during their stay.

If there is an emergency after regular business hours and you need to speak with your child or with Ozone House staff immediately, you can call the crisis line at (734) 662-2222. You may leave a message for the Ozone House on-call staff worker.
Dress Code
Youth are expected to wear appropriate clothing at all times, including during sleeping hours. Shoes or socks must be worn at all times. Clothing that has vulgar or drug-related material on it is not allowed. Shirts must be worn at all times. Tank tops need to have straps that are at least one inch wide, and clothes may not be worn that show an excessive amount of skin. Clients are not permitted to share clothing. Laundry facilities are available, and your child will have a chance to wash his or her clothes with staff assistance. Limited quantities of staple items such as socks, underwear, and winter clothing are also available for clients.

Food
While in the Safe Stay program, your child will be provided with three nutritious meals a day along with snacks. Staff members will work with the clients to prepare all meals. We will do our best to provide foods that meet your child’s dietary needs, in cases such as allergies, religious restrictions on foods, etc. However, we cannot guarantee the absence of cross-contamination as we operate in a shared space. We also cannot permit youth in the Safe Stay program to “diet” for weight-loss purposes, unless a special diet is directed by a doctor.

With the exception of medically necessary food items, we ask that you and your child not bring any outside food or drinks into the program. Because Ozone House is a nut-safe environment, the elimination of outside food helps ensure everyone’s safety. This policy also promotes a sense of fairness and predictability among youth. If your child returns from a visit with leftover food, they may be asked to dispose of it, send it home with you, or consume it in the lobby before returning to Safe Stay.

Money
All activities and services sponsored by Ozone House are free. We prefer that youth do not bring money into the Safe Stay program, but if your child does, it may be kept locked in the office and returned to your child when they leave. Your child will not be allowed to spend any money while staying at Ozone House.

Personal Stereos, Cameras & Cell Phones
Your child may bring a personal radio/CD player/MP3 player with them, but may only play it during free time. Your child will be expected to play music which does not contain violent or sexually explicit language. Such music will be stored in the staff office and returned to your child when they leaves. In order to maintain the privacy and confidentiality of all youth here, tape recorders and cameras are not allowed. Cell phones are not allowed in the Safe Stay program, and will be locked up during your child’s stay. Your child will be permitted to take their cell phone to school, however, they will be expected to return it to Ozone House Staff when they return to Safe Stay.

Technology and Social Media Usage
SafeStay youth will be permitted to use their personal technology (including social media) while in the presence of their therapist for 15 minutes during their individual therapy session Monday through Friday. Youth can use their phones or an Ozone House-issued computer during these 15 minutes.

Youth will not be given wireless access to the Ozone House network. Youth must either have cellular connectivity or use in-house computers with internet accessibility.
After Your Child Leaves Safe Stay
When your child’s leaves the Safe Stay program, there are still many programs and services available to your family and your child. A few key services/programs are listed below.

*Therapeutic Services*
Once your child leaves Safe Stay, your child and your family can continue to receive free, confidential therapy with the same therapist your child worked with in the Safe Stay program.

**24-Hour Crisis Line (734) 662-2222**
This number is available to you and your child 24 hours a day. You or your child can call just to talk, to access support, or find help in dealing with a family crisis.

**Ypsilanti Ozone Drop-in Center**
102 N. Hamilton, Ypsilanti - (734) 485-2222
For youth who need a safe place to hang out afterschool. While at the Ypsilanti Ozone, youth may receive crisis intervention, homework help, meals, or participate in weekly activities such as open mic nights, movie nights, art programs and more. Open Monday – Friday 4-6PM.
CLIENT RIGHTS INFORMATION
Ozone House is dedicated to providing you with quality services, and believes that you should be aware of your rights in relation to the services you receive here. We also believe that it is important for you to understand how to make a complaint if you feel your rights have been violated.

YOU HAVE A RIGHT TO KNOW:
• that your involvement in Ozone House services is voluntary;
• that all of the services provided to you by Ozone House are free;
• that serious or frequent violations of Ozone House rules could lead to your discharge;
• if you, or information about you, will be used in any research or experiments.

YOU HAVE A RIGHT TO:
• all civil rights guaranteed by state and federal law;
• suggest changes in the way Ozone House delivers services;
• expect us to investigate complaints about our services or staff;
• help create your own goals and plan for services;
• refuse our services and be told what will happen if you do;
• obtain a copy or summary of your client record unless the Director of Programs recommends otherwise.

YOU HAVE THE RIGHT TO EXPECT THAT STAFF WILL NOT:
• abuse or neglect you;
• give out information about you without permission*;
  * There are three exceptions to this including: when you are being, or have been harmed by someone; when you are in danger of harming yourself; or when someone else is in danger of being harmed by you.
• require you to be a part of any research if you don’t want to be.

IF YOU ARE A RESIDENTIAL CLIENT YOU HAVE THE RIGHT TO:
• know the rules about having visitors;
• not be restrained, unless you are an immediate threat to another;
• refuse to work for us unless the work is part of your treatment plan, or program structure;
• have space to keep personal belongings;
• keep your money in your possession.

YOUR RESPONSIBILITIES INCLUDE:
• following the rules of our services and programs;
• providing clear and accurate information about yourself;
• being considerate of the rights of other clients and staff.

IF YOU HAVE A COMPLAINT ABOUT SERVICES OR STAFF:
You may complete an Ozone House Complaint Form and submit it to any staff person. All complaint forms will be submitted to the Director of Programs, who will proceed with an investigation into the complaint. In addition or instead of completing a complaint form yourself, you may ask to talk with the Director of Programs who will explain and assist you with the complaint process.