

**IDA MAE CAMPBELL**

**WELLNESS &**

**RESOURCE**

**CENTER**

Based on the Mental Health Client Action Network manual in  
Santa Cruz, CA

# IDA MAE CAMPBELL WELLNESS & RESOURCE CENTER

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## **WHO WE ARE**

The Ida Mae Campbell Wellness & Resource Center is a low-barrier, consumer-run center that is open to all individuals needing per support, regardless of their participation in psychiatric treatment. The center will function on two levels: both as drop-in center and as a multi-service center. While the drop-in component of the center is vital to make all feel welcome, the primary goal of the Center is to provide consumer-run and determined activities, trainings, and events for guests.

## **OUR FOUNDATION**

- 1) Communication**
- 2) Educations**
- 3) Advocacy**
- 4) Work enhancement skills**
- 5) Wellness/recovery**

## **A TYPICAL DAY**

### **WHAT A GUEST CAN EXPECT AT THE WELLNESS & RESOURCE CENTER**

Two Peer-Specialists and a Receptionist will be on duty at all times.

All guests will check in with the receptionist and will be asked to answer a questionnaire. He she will ask guests if they are homeless so that we can assist with shelter referrals if needed. The receptionist will then point guests to the guest phone, where they can make calls at 15 minute increments and have messages saved on the voicemail for them. The receptionist explains a typical day at the center, such as activities, groups or meetings.

#### **GUESTS HAVE THE OPTION TO:**

- Read the newspaper, magazine, and or books.
- Use the computer lab, email, and training.
- Use the phone.
- Watch movies and self-help DVD's.
- Listen to music.
- Use arts and crafts material.
- Socialize with guest about concerns or fun stuff.
- Set up transportation to medical appointments or payee's office.
- Attend peer support groups scheduled each day.

## **BULLETIN BOARD**

Our three bulletin boards will be updated weekly with new activities and groups as they are added to the calendar. So keep looking, you might see something that looks interesting or strange. Come check it out. Sign up for groups that interest you or sign up to save yourself a seat in a group that has limited space. Some groups will become popular quickly don't get left out.

## **CLOSING OF THE CENTER**

The guests will be told thirty (30) minutes before the center closes, so they will have time to prepare and gather their things. Center hours are as follows:

**Tuesday-Friday from 12:00 pm to 8:00 pm**

**Saturday's 11:00 am to 3:00 pm.**

## **COMPUTER LAB**

Our computer lab consists of 6 computers on high-speed internet connected to a wireless printer. Periodically, the Peer Specialist will assist guests in the lab but we encourage you to take a basic computer workshop to gain skills to use the lab independently.

Due to the center's budget, printing is limited. Guests are limited to one resume of 2 pages daily, and 3 free copies of other materials daily any copies beyond this will cost 10 cent a copy to help defray cost of the printer. If guest need special they may bring their own stock for business cards or special flyers. Money collected from printing will be used to restock the paper.

Peer Specialist and volunteers will assist with constructing resumes as time allows, although we encourage taking workshops on employment enrichment skills to give you the skills to independently develop a resume from time to time, volunteers will teach special sessions on computer skills such as surfing the internet, using Microsoft Word, and making flyers. Otherwise, the Peer Specialist and knowledgeable computer lab users will help others as needed.

## **POLICY ON PORNOGRAPHY**

Accessing websites that display pornographic materials featuring men and women or children is strictly for bidden. Pornography exploits people as objects for another person's pleasure, abuse, and or obsession. Many pornographic websites also contain viruses which makes the computers unusable for everyone. This computer lab is financed with public city dollars. Any internet site that would be inaccessible by the DC Public Library is also banned here. There will be filtering software to block many obscene websites.

### **Penalties:**

Any individual who accesses pornographic web sites in the center's Computer lab will lose all computer lab privileges for six months. Any individual who knowingly fails to report individuals accessing pornographic websites in the computer lab will also lose computer lab privilege for three months.

## **WORKSHOPS/CERTIFICATE/VOLUNTEER/PROGRAMS/PEER SUPPORT/EMPLOYMENT**

### **Gardening**

Guest who has an interest in plants will have a chance to work on developing our budding garden.

THE IDA MAE CAMPBELL WELLNESS&RESOUCE CENTER Creed is: PLANTING SEEDS for TOMORROW.

All things need to be nurtured by the sun, water, and love, just as do plants. Do you have a green thumb? Can a flower grow in the inner-city? Only YOU, the gardener, know.

### **Creative Arts**

The Center has materials for writing classes, drawing, painting, and music activities. Creative expressing is essential to many guests for their well-being. In the future, we hope to publish journals of guest prose, poetry and graphics which will be sold to assist our guests with increasing their financial stability. Any guests who want to teach creative arts classes are encouraged to volunteer their services.

### **Peer Support**

The peer support program offers daily and weekly group meetings. We welcome feedback on other groups that could be beneficial to guest. Peer Counselors do keep a list of who comes to their group, but they do not keep Notes that are turned in to professional providers on the problems brought up in a group session nor render judgment on how an individual guest might be dealing with problems.

When a guest encounters another individual having an especially hard time, the guest should notify a Peer Specialist who will work with that individual to give peer support if a Peer Specialist feels that an individual needs assistance beyond their capacity, he/she will notify the Center Director, who will work with that individual to give more support and devise a plan to assist with getting his/her needs met.

### **Peer Support workshops, seminars, training programs offered through the Peer Support program:**

- Work Enhancement/Ticket to Work/Skilled Training
- Leadership Academy
- Wellness Recovery Action Plan (WARP)

- Speak Up – JHCHO Program

## **ADVOCACY**

Through the Center Director and Peer Specialists, we write letters to city council members, legislators, editors; sign petitions, and issue opinions on topics such as housing plans for the city, seclusion and restraint practices on inpatient units, involuntary commitment, electroshock treatments, Section 8 voucher practices, and the need for more primary care physicians and dentists who will accept Medicaid reimbursement.

We will also write letters to court asking for leniency in sentencing or to have an individual be assigned community service hours at the center.

Advocacy can be regarding the rights of an individual, involving suggested change in policy or practices that affect the community, concerning rights and opportunities of people with disabilities, or self-advocacy to enable persons to speak in their own behalf. In order for the center to advocate on a controversial subject, it will have to be cleared with the Board of Directors.

If you request the Center staff to advocate for you on a personal level or on a systemic issue, we ask that you complete the form provided below. If further assistance is needed we will refer you to the proper resources to help you complete the situation at hand. We have a time limit on advocacy case and can only assist you for on longer than 30 days.

***Please do not use our letterhead without permission.***

**Request for Advocacy**

I, \_\_\_\_\_, do hereby request the Ida Mae Campbell Wellness & Resource Center to represent me in discussions with my doctors, hospital staff, family, legal representatives, benefit providers, such as Social Security and Medicaid, and any other persons or organizations interested in my health and well being. This authorization will be limited by these restrictions:

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I release the Ida Mae Campbell Wellness & Resource Center and its staff from all liability and all claims pertaining to the services provided to me under this agreement. This request is good for 30 days from the date signed.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Witness Signature: \_\_\_\_\_ Date: \_\_\_\_\_

(This format is from PEOPLE. Inc. of Poughkeepsie, NY, (845) 452-2728)

## **STANDARDS OF PERSONAL CONDUCT FOR GUESTS**

Like all other peer run organizations, the center needs help from each individual to succeed and to promote **HOPE, EMPOWEMENT, RESPONSIBILITY AND SELF-DETERMINATION**. This will come from cooperation among guest. For this reason, it may be helpful to identify some examples of types of conduct that are unacceptable and that may lead to eviction.

A sign is posted in all rooms of the center which states that staff and other guests cannot tolerate behavior that makes others feel unsafe or disrespected. We require new guest to tour the center, read the rules, and sign them.

### **Guest Etiquette:**

There will be **NO**:

- 1) Name-calling, swearing, and/cursing at someone else, either in person or on the phone.
- 2) Excessive borrowing without returning, handling items belonging to someone else on a desk or chair, going through someone's book bag backpack or stealing.
- 3) Harassment (emotional, sexual, or physical), badgering, hounding, nagging someone to by or do something they don't want to do (such as dating, sharing housing, doing schoolwork).
- 4) Failing to leave another person alone when asked to do so.
- 5) Use of alcohol or illegal drugs before coming to the center. Staggering, sleeping, or passing out on couch or floor.
- 6) Pushing or shoving objects or people.
- 7) Refusal to take turns. Follow the time limits for phone and computers.
- 8) Leaving messes for someone else to clean up.
- 9) Badmouthing other guest behind their back to influence others to dislike them: malicious gossip.

- 10) Showing disrespect for another person's disability disabilities, gender, religious beliefs, interests, or chosen work.
- 11) Any show of force: firearms, weapons, fighting, or wielding influence.

### **Reasons for Eviction**

Depending on how serious the offense quest can be evicted for a day, week, month, three months, or a year. This list is not exhaustive:

- Smoking or using illegal drugs inside the center.
- Setting up falsified accounts using our phone number.
- Charging 900 number calls on center's phone.
- Continued pattern of mouthing off to staff and disobeying rules.
- Sexual harassment.
- Making inappropriate remarks and conversation with people about their gender, supposed diseases, or germs.
- Continually mooching cigarettes and money.
- Closing someone's computer files without saving them.
- Pushing products on others to buy.
- Getting in to a physical fight with another guest.
- Taking down signs and flyers posted on the walls.
- Repeatedly showing up to focus groups, then leaving without participating.
- Starting rumors about people that are erroneous and serious, i.e. that people are dead or convicted of a felony.
- Writing graffiti on the property.

- Bringing and hiding stolen goods on the property.
- Stealing prescribed medication.

### **Incident Log**

We will keep an incident log to keep track of facts concerning incidents. By keeping this log, if the time comes when a guest's behavior becomes in question and does not improve, the log book to provide evidence when we meet to discuss that incident or incidents. Some examples of information we may keep in the incident log will include any calls to 911, physical contact with another guest or a Peer Specialist and any other activity we may deem criminal or dangerous to staff and guest.

### **When you are asked to leave or told not to come back:**

In the event that someone is breaking the rules, we reserve the right to ask that person to leave and not come back for the rest of the day or other specified time period. If you are participating in that activity you may also be asked to leave at that time. Everyone who comes to the center needs to take the responsibility to be part of a trusting community.

### **Privacy – Family Members and Significant Others**

When parents significant others, or people on your support team call for information about you, we will not disclose any information unless you have given us written permission. Family members significant others, or professional staff will not be allowed to attend support groups with guests. Family members or significant others will be referred to support groups or other support from the National Alliance for the Mentally Ill (NAMI), Depression Bipolar Support Alliance (DBSA), or other local support groups.

Our staff is dedicated to giving you a special place to come to for privacy.

### **Telephones**

Our first station is the staff reception area located at the front desk. This phone is for the use of business calls related to the Center. Our second phone line is for Guest to use for local & long distance calls. Guests may use it at 15 minute intervals. If a guest continually argues over the phone or abuses the 15 minute rule, he/she will have his/her privileges taken away for a short period. Guests who call 900 numbers will lose all phone privileges until they pay

their part of the phone bill. If you have a special circumstance, speak to the receptionist or a Peer Specialist. The guest phone number is 202-506-7619.

Our third phone line is a fax line that also carries our DSL, for the Internet. The fax number for guest is 202-787-3889, we also have a toll free number just in case you are out there in the world without a quarter you can call us 866-851-4945.

### **Transportation**

Transportation assistance is offered to guests who attend support groups, have valid doctor appointments or job interviews and the Ticket to Work Program.

### **Drugs-Free Policy**

The manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited at the Center for all staff, Advisory Board members, guests, and volunteers. All guests must comply with the terms of this statement. Failure to adhere to this drug-free policy may result in eviction action and in referral to local authorities.

## WOULD YOU LIKE TO VOLUNTEER? LOOK BELOW FOR SUGGESTIONS:

**Master Weeder:** Keeping weeds off edges of parking lot, around trees, in flower beds, etc.

**Book Clerk:** Keep books sorted and neat on all bookshelves. Keep most books in the hall. Make an *Okay to Borrow* sign. Dust shelves. Keep are and poetry books, science-fiction, and self-help books separated. Put dictionaries, diagnostic, and statistical manuals near the receptionist desk.

**Outside Garden:** Prepare bed. Go shopping with check for seeds or already started plants. Water plants according to the weather. Keep weeds out of window beds, trim dead limbs or flowers.

**Game Coordinator:** Play Ping Pong with other guests. Look in game closet for games that will interest guests. Put out the chess board and pieces. Set up a puzzle on a card table and start putting it together.

**Bulletin Board Monitor:** Make labels for job opportunities or health information. Take off old flyers every month. Add new items. Keep boards neat. Make a joke and/or cartoon section.

**Art Cabinet Monitor:** Put out art materials and put them back at the end of the day. Keep watercolor sets with their brushes. Put loose crayons into one box. Stack up magazines for collage work.

**Office Supplies Clerk:** Straighten up supplies. Keep like things together. If a supply is running low, tell the receptionist to put that item on the "To Buy" list. Straighten up the First Aid Box and make list of supplies that are low also.

**Window Washer:** Windex windows weekly.

**Please see the next page for the Volunteer Interest Form.**

# Volunteer Interest Form:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Emergency Contact:

\_\_\_\_\_  
\_\_\_\_\_

I am interested in assisting/supporting other guest of mental health services by:

Facilitating/Co-Facilitating a group.

Doing one-one peer counseling.

Meeting with a peer who is in crisis.

Showing peers around the neighborhood.

Mediating between peers.

Helping out peers fill out forms for housing, food stamps, medication etc.

Helping peers understand important paper work.

Going to doctors appointment for peer support.

Go to church/synagogue for support.

My idea of what I would be good at:

\_\_\_\_\_  
\_\_\_\_\_

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My hobbies and special interest:

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Availability:

Hours per week available: \_\_TU \_\_W \_\_Th \_\_F \_\_Sat \_\_

Preferred days and times \_\_\_\_\_

Are you enrolled in College? \_\_\_\_\_

Do you speak Spanish? \_\_\_\_\_

Do you play a musical instrument? \_\_\_\_\_ What do you play? \_\_\_\_\_

Are you employed? \_\_\_\_\_

What paid or unpaid work have you done before?

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Highest grade completed: \_\_\_\_\_



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**You're Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Next Step**

Date Received: \_\_\_\_\_

Actions taken:

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Accepted: \_\_\_\_\_

**Appealed to Board of Director's:** \_\_\_\_\_

**Grievance/Complaint follow-up Date:** \_\_\_\_\_

**Actions Taken:**

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**Committee of the Board:** \_\_\_\_\_

**Communicated Decision on:** \_\_\_\_\_

**Accepted/Rejected decision:** \_\_\_\_\_

## **Celebrations**

From time to time we will have a cookouts/parties/lunch/dinner for all guests, volunteers, and the Board Members to reward the “Most Improved Guest” the “Most Creative Guest”, to give awards of merit and faithfulness, or to celebrate birthdays and other achievements.

## **Health and Safety**

Staff and volunteers receive annual training in contagious diseases and the necessity of wearing protective gloves in the presence of blood or vomit. Without constant reminders it is easy to forget about HEV, Hepatitis, and Staph when a client asks for a bandage. Vacuuming and mopping are not done until the center closers, so please pick up or wipe up after yourself.

Sharp objects that can be used as weapon such as knives and can openers are kept by the receptionist and will need to be checked out. The center does not stock analgesics such as aspirin, acetaminophen, or ibuprofen. We assist homeless guests with feminine hygiene products and condoms as our budget and donations allow.

## **Prescribed Medications**

We do not keep guest medications in file cabinets or desks, even if asked to. If someone wants a reminder to take their medication, we can assist on a short term basis, Large quantities of personal medications should be kept at home, with your treatment team, or somewhere else you feel safe keeping them.

## **Fire/Bomb Drills**

We have smoke detectors in each room and we will use one of them to have a fire drill about once a month. If you see anyone who is sleeping or is physically disabled, please assist them in getting up and out of the building. The Peer Specialist will observe how long it takes and work with guests in how to evacuate timely in the event of a real fire/bomb. We will also stock water and masks in the event of terrorist attack.

## **How we collect information**

We use questionnaires, surveys, checklist, interviews, observations and focus groups to collect information on how well the center and the staff are doing.

We will also utilize the Advisory Board and the Board of Directors to assist with collecting information.