

HIGH HOPES CLUBHOUSE

NEW MEMBER HANDBOOK



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(Sign off Sheet)



HIGH HOPES CLUBHOUSE

What is a Clubhouse?

A clubhouse is first and foremost a community of people. Much more than simply an employment or social service it is most importantly a community of people with mental health difficulties working together towards the common goal of recovery. As with all Clubhouses, participants are known as “members” as opposed to patient or client. Members are unique individuals who possess valuable talents, strengths, and abilities which when combined, assist in making the Clubhouse come alive. This sense of membership, support, and belonging are at the very heart of the Clubhouse way of working.



Clubhouse communities recognize, encourage and focus on the inherent value and potential of each person involved. They believe that each member can recover from the effects of mental health difficulties and lead personally satisfying and socially contributing lives



Welcome New High Hopes Clubhouse Member!

High Hopes Clubhouse is a program which provides its members the chance to be part of a rehabilitative community offering vocational, social, and educational opportunities and support.

High Hopes Clubhouse guarantees four basic rights to its members:

- A guaranteed right to a place to come
- A guaranteed right to meaningful work
- A guaranteed right to meaningful relationships
- A guaranteed right to a place to return

The Work units are the heart and soul of the daily activities at High Hopes Clubhouse. The length of time a member spends in a work unit is based upon personal choice and interests. Members join these units to learn new job skills, regain confidence in their ability to work, develop positive work habits, and develop job references. Many members use the work units as a step before returning to a job. All members are encouraged to stay connected to the Clubhouse while working.

Members and staff work together in all phases of clubhouse operation. The primary goals of the clubhouse are to provide a supportive environment where members can regain job skills, find employment, reduce hospitalizations, secure decent housing and develop meaningful relationships. The main emphasis is placed on reintegration into the community.

Members of the High Hopes Clubhouse have the opportunity to choose and pursue their individual goals and in the process foster the growth of the Clubhouse as a whole.

Membership Responsibilities/ Expectations:

- Join and participate in one of our Clubhouse units
- Complete an Individual Support Plan
- Be a positive part of the High Hopes Clubhouse
- Contribute to the operation and ongoing development of High Hopes Clubhouse to the best of your abilities

Policy and Guidelines

A full list of High Hopes guidelines are available in the information center located on the first floor of the Clubhouse and in the administration area of the Clubhouse. High Hopes guidelines are arrived at through consensus of members and staff. We hold regular meetings to discuss the guidelines, which all members are encouraged to attend, offer their ideas and possible solutions on any changes that may be needed. Our guidelines assist to provide a safe and positive environment, where members and staff are treated with dignity and respect. The guidelines help us to insure that all members and staff feel welcome and accepted for who they are. Any member may request a full copy of the guidelines at any time.

Philosophy

The Clubhouse is a place where members participate with dignity and respect. The members are wanted and needed by the Clubhouse Community. The participation by the members is essential to the functioning of the Clubhouse

Mission Statement

It is the mission of High Hopes Clubhouse to improve the quality of life for adults who experience mental illness by providing social, educational, and employment opportunities.

Vision Statement

Our vision is that people with mental illness everywhere achieve their potential and are respected as co-workers, neighbors and friends.

Four Guaranteed Rights

- *A guaranteed right to a place to come.
- *A guaranteed right to meaningful work.
- *A guaranteed right to meaningful relationships.
- *A guaranteed right to a place to return.

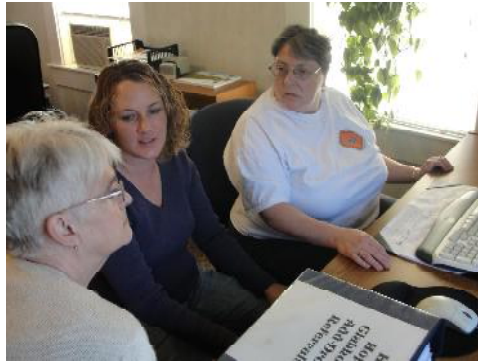
The International Center for Clubhouse Development (ICCD) Clubhouses powerfully demonstrates that people with mental illness can lead productive and satisfying lives. They offer members:

- a work-ordered day in which the talents and abilities of members are recognized and encouraged
- participation in consensus-based decision making regarding all important matters relating to the running of the Clubhouse
- opportunities to obtain paid employment in mainstream businesses and industries through a Clubhouse-created Transitional Employment program, as well as through Clubhouse Supported and Independent Employment programs
- assistance in accessing medical, psychological, substance abuse, wellness, and other community support resources
- access to crisis intervention services when needed
- evening/weekend social and recreational events
- assistance in securing and sustaining safe, decent and affordable housing

High Hopes Clubhouse Unit Descriptions

Business/Employment Unit

The Business/Employment Unit is responsible for all business administration and clerical functions of the Clubhouse including:



- * Quarterly Newsletter * Computer * Education * Clubhouse Statistics * Photocopying * Bulk Mailing
- * Faxing * Word Processing * Planning Events * Filing * Basic Accounting * Data Entry
- * Processing Payroll * Bookkeeping * Budgeting * Job Development * Referral for Services
- * Resume writing * Interviewing skills * Long term job support * Income Reports

Membership Services Unit

The Membership Services Unit provides the following services.

- * Outreach to all members * Café Operations * Receptionist * Cashier Skills * Clubhouse Research
- * Customer Service * Orientation * Waiting Tables * Tours of the Clubhouse * Bulk Food Ordering
- * Landscaping * Money Deposit * Building Maintenance * Stocking Merchandise
- * Clubhouse Inventory * Social Program * Van Maintenance * Dining Room Setup * Menu Planning
- * Commercial Equipment Maintenance * Stocking * Budgeting * Inventory * Food Preparation



Clubhouse Employment Programs: Brief Definitions

Transitional Employment (TE)

A TE job is a time-limited opportunity, usually 6-9 months in duration. TE positions belong to the Clubhouse. In TE the Clubhouse develops and maintains a relationship with the employer and provides onsite training and support. Absence coverage is a key feature of the model.

Group Placement

In Group Placements, a variation of Transitional Employment, the Clubhouse has a relationship with the employer, and the work and/or jobs are facilitated through the Clubhouse. Group placements are distinguished from “special projects” in that members commit to keep the group schedule. Members get support from the Clubhouse both on and off-site. As a defining characteristic the Clubhouse provides on-site staffing, allowing for the group’s productivity to be judged instead of the individual’s.

Supported Employment (SE)

An SE job is an employment opportunity that is not time-limited. The position belongs to the member. There is a competitive element to the interview process. In SE the Clubhouse develops and maintains a relationship with the employer and assist with job site development and sometimes training. SE jobs may be full or part-time. The Clubhouse does not provide absence coverage.

Independent Employment (IE)

Independent Employment positions may be full or part-time, and belong to the member, who has participated in fully competitive interview process. The Clubhouse does not commit to a formal relationship with the employer or provide absence coverage. The Clubhouse assists with career development, job search and job choice should the member wish it.



“At fifty years old, I thought that having a job had passed me by. But, I worked a TE job through High Hopes Clubhouse and earned my first ever paycheck! I am now starting my own business with the support of the Clubhouse. Clubhouse has really changed my life.” –Anita Anderson

International Standards for Clubhouse Programs

The International Standards for Clubhouse Programs, consensually agreed upon by the worldwide Clubhouse community, define the Clubhouse Model of rehabilitation. The principles expressed in these Standards are at the heart of the Clubhouse community's success in helping people with mental illness to stay out of hospitals while achieving social, financial, educational and vocational goals. The Standards also serve as a "bill of rights" for members and a code of ethics for staff, board and administrators. The Standards insist that a Clubhouse is a place that offers respect and opportunity to its members. The Standards provide the basis for assessing Clubhouse quality, through the International Center for Clubhouse Development (ICCD) certification process. Every two years the worldwide Clubhouse community reviews these Standards, and amends them as deemed necessary. The process is coordinated by the ICCD Standards Review Committee, made up of members and staff of ICCD-certified Clubhouses from around the world.

MEMBERSHIP

1. Membership is voluntary and without time limits.
2. The Clubhouse has control over its acceptance of new members. Membership is open to anyone with a history of mental illness, unless that person poses a significant and current threat to the general safety of the Clubhouse community.
3. Members choose the way they utilize the Clubhouse, and the staff with whom they work. There are no agreements, contracts, schedules, or rules intended to enforce participation of members.
4. All members have equal access to every Clubhouse opportunity with no differentiation based on diagnosis or level of functioning.
5. Members at their choice are involved in the writing of all records reflecting their participation in the Clubhouse. All such records are to be signed by both member and staff.
6. Members have a right to immediate re-entry into the Clubhouse community after any length of absence, unless their return poses a threat to the Clubhouse community.
7. The Clubhouse provides an effective reach out system to members who are not attending, becoming isolated in the community or hospitalized.

RELATIONSHIPS

8. All Clubhouse meetings are open to both members and staff. There are no formal member only meetings or formal staff only meetings where program decisions and member issues are discussed.
9. Clubhouse staff are sufficient to engage the membership, yet few enough to make carrying out their responsibilities impossible without member involvement.
10. Clubhouse staff have generalist roles. All staff share employment, housing, evening and weekend, holiday and unit responsibilities. Clubhouse staff do not divide their time between Clubhouse and other major work responsibilities.
11. Responsibility for the operation of the Clubhouse lies with the members and staff and ultimately with the Clubhouse director. Central to this responsibility is the engagement of members and staff in all aspects of Clubhouse operation.

SPACE

12. The Clubhouse has its own identity, including its own name, mailing address and telephone number.
13. The Clubhouse is located in its own physical space. It is separate from any mental health center or institutional settings, and is impermeable to other programs. The Clubhouse is designed to facilitate the work-ordered day and at the same time be attractive, adequate in size, and convey a sense of respect and dignity.
14. All Clubhouse space is member and staff accessible. There are no staff only or member only spaces.

WORK-ORDERED DAY

15. The work-ordered day engages members and staff together, side-by-side, in the running of the Clubhouse. The Clubhouse focuses on strengths, talents and abilities; therefore, the work-ordered day must not include medication clinics, day treatment or therapy programs within the Clubhouse.

16. The work done in the Clubhouse is exclusively the work generated by the Clubhouse in the operation and enhancement of the Clubhouse community. No work for outside individuals or agencies, whether for pay or not, is acceptable work in the Clubhouse. Members are not paid for any Clubhouse work, nor are there any artificial reward systems.

17. The Clubhouse is open at least five days a week. The work-ordered day parallels typical working hours.

18. The Clubhouse is organized into one or more work units, each of which has sufficient staff, members and meaningful work to sustain a full and engaging work-ordered day. Unit meetings are held to foster relationships as well as to organize and plan the work of the day.

19. All work in the Clubhouse is designed to help members regain self worth, purpose and confidence; it is not intended to be job specific training.

20. Members have the opportunity to participate in all the work of the Clubhouse, including administration, research, intake and orientation, reach out, hiring, training and evaluation of staff, public relation, advocacy and evaluation of Clubhouse effectiveness.

EMPLOYMENT

21. The Clubhouse enables its members to return to paid work through Transitional Employment, Supported Employment and Independent Employment; therefore, the Clubhouse does not provide employment to members through in-house businesses, segregated Clubhouse enterprises or sheltered workshops.

Transitional Employment

22. The Clubhouse offers its own Transitional Employment program, which provides as a right of membership opportunities for members to work on job placements in business and industry. As a defining characteristic of a Clubhouse Transitional Employment program, the Clubhouse guarantees coverage on all placements during member absences. In addition the Transitional Employment program meets the following basic criteria.

a. The desire to work is the single most important factor determining placement opportunity.

b. Placement opportunities will continue to be available regardless of success or failure in previous placements.

c. Members work at the employer's place of business.

d. Members are paid the prevailing wage rate, but at least minimum wage, directly by the employer.

e. Transitional Employment placements are drawn from a wide variety of job opportunities.

f. Transitional Employment placements are part-time and time-limited, generally 15 to 20 hours per week and from six to nine months in duration.

g. Selection and training of members on Transitional Employment is the responsibility of the Clubhouse, not the employer.

h. Clubhouse members and staff prepare reports on TE placements for all appropriate agencies dealing with members' benefits.

i. Transitional Employment placements are managed by Clubhouse staff and members and not by TE specialists.

j. There are no TE placements within the Clubhouse. Transitional Employment placements at an auspice agency must be off site from the Clubhouse and meet all of the above criteria.

Supported and Independent Employment

23. The Clubhouse offers its own Supported and Independent Employment programs to assist members to secure, sustain and subsequently, to better their employment. As a defining characteristic of Clubhouse Supported Employment, the Clubhouse maintains a relationship with the working member and the employer. Members and staff in partnership determine the type, frequency and location of desired supports.

24. Members who are working independently continue to have available all Clubhouse supports and opportunities including advocacy for entitlements, and assistance with housing, clinical, legal, financial and personal issues, as well as participation in evening and weekend programs.

EDUCATION

25. The Clubhouse assists members to further their vocational and educational goals by helping them take advantage of adult education opportunities in the community. When the Clubhouse also provides an in-house educational program, it significantly utilizes the teaching and tutoring skills of members.

FUNCTIONS OF THE HOUSE

26. The Clubhouse is located in an area where access to local transportation can be assured, both in terms of getting to and from the program and accessing TE opportunities. The Clubhouse provides or arranges for effective alternatives whenever access to public transportation is limited.
27. Community support services are provided by members and staff of the Clubhouse. Community support activities are centered in the work unit structure of the Clubhouse. They include helping with entitlements, housing and advocacy, promoting healthy lifestyles, as well as assistance in finding quality medical, psychological, pharmacological and substance abuse services in the community.
28. The Clubhouse is committed to securing a range of choices of safe, decent and affordable housing including independent living opportunities for all members. The Clubhouse has access to opportunities that meet these criteria, or if unavailable, the Clubhouse develops its own housing program. Clubhouse housing programs meet the following basic criteria.
 - a. Members and staff manage the program together.
 - b. Members who live there do so by choice.
 - c. Members choose the location of their housing and their roommates.
 - d. Policies and procedures are developed in a manner consistent with the rest of the Clubhouse culture.
 - e. The level of support increases or decreases in response to the changing needs of the member.
 - f. Members and staff actively reach out to help members keep their housing, especially during periods of hospitalization.
29. The Clubhouse conducts an objective evaluation of its effectiveness on a regular basis.
30. The Clubhouse director, members, staff and other appropriate persons participate in a three-week training program in the Clubhouse Model at a certified training base.
31. The Clubhouse has recreational and social programs during evenings and on weekends. Holidays are celebrated on the actual day they are observed.

FUNDING, GOVERNANCE AND ADMINISTRATION

32. The Clubhouse has an independent board of directors, or if it is affiliated with a sponsoring agency, has a separate advisory board comprised of individuals uniquely positioned to provide financial, legal, legislative, consumer and community support and advocacy for the Clubhouse.
33. The Clubhouse develops and maintains its own budget, approved by the board or advisory board prior to the beginning of the fiscal year and monitored routinely during the fiscal year.
34. Staff salaries are competitive with comparable positions in the mental health field.
35. The Clubhouse has the support of appropriate mental health authorities and all necessary licenses and accreditations. The Clubhouse collaborates with people and organizations that can increase its effectiveness in the broader community.
36. The Clubhouse holds open forums and has procedures which enable members and staff to actively participate in decision making, generally by consensus, regarding governance, policy making, and the future direction and development of the Clubhouse.

International Center for Clubhouse Development

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New York, New York 10036
USA
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Fax: 212 397 1649
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General Information

High Hopes Clubhouse
26 College Avenue,
Waterville, Maine 04901

Website

www.highhopesclubhouse.org

Phone and Fax Numbers

Reception: 207-877-0038
Fax: 207-877-0322
TTY / TDD: 1-800-437-1220

Transportation and Parking

High Hopes Clubhouse has onsite parking. We also provide Transportation services for members who do not qualify for KVCAP, some restrictions may apply. Please speak with Membership Services for more information.

KVCAP: 859-1500
G's taxi: 314-3887
Pine Tree Cab: 465-2304

Handicapped Accessible

High Hopes Clubhouse is handicapped accessible. A ramp and parking spaces are available.

Crisis Phone Number
1-888-568-1112

Maine Warm Line Number
1-866-771-WARM (9276)

Mid Maine Homeless Shelter
872-8082

High Hopes Clubhouse New Member Orientation Review

Welcome to High House Clubhouse! Enclosed in your orientation packet, you will find information about this unique opportunity. New members are provided with a thorough introduction to the Clubhouse Model and the many opportunities that Clubhouse offers. This process can be modified to meet the individual interests and needs of new members.

- My Service provider (Clubhouse Staff) has described the program hours of operation to me during the Clubhouse Orientation Tour and how I can access services after hours for crisis by calling the KSCRS at 1-888-568-1112.
- My Service provider (Clubhouse Staff) explained the services I will receive during the orientation tour, and can be found in detail in the orientation packet.
- I understand I can participate in my service planning and establishing my goals for treatment.
- My Service provider (Clubhouse Staff) has informed me how I can exit the building should an emergency need arise requiring evacuation of the building during the Clubhouse Orientation Tour and has shown me the detailed evacuation maps on each floor of the Clubhouse.
- My Service provider (Clubhouse Staff) has reviewed with me information regarding transition and or discharge criteria and procedures for High Hopes Clubhouse Day Support Services.
- My provider (Clubhouse Staff) has verbally reviewed with me instances where reporting may be required and which may be made without my consent or authorization.
- My Service provider (Clubhouse Staff) has reviewed with me and given me a copy of the Clubhouse Guidelines Summary to explain:
 - Any program restrictions that may be imposed on me.
 - Events, behaviors, or attitudes that may lead to the loss or restriction of rights or privileges while receiving services
 - How I may regain lost rights or privileges that may have been restricted.

The therapeutic interventions I will receive have been reviewed with me verbally and can be found in writing in the Orientation packet including:

- Program Guidelines/Rights and Responsibilities
- Interventions
- Incentives
- Administrative Discharge Criteria

I understand the above items and my signature below demonstrates that these Orientation Guidelines have been reviewed with me.

Printed Signature and Date

Witness and Date
Medical Record Number _____

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