



*a program of Catholic Family Services...
serving people of all faiths in southwest Michigan*

Welcome to

The Ark Shelter Services

We are here to serve you 24/7/365.

We will help you prepare a plan to work toward your goals for positive youth and family development.

We will help reunite your family or help youth find a safe living environment after a stay at The Ark shelter.

We will help you achieve your goals and will follow-up with you after you leave the shelter.



CONTENTS OF THIS BOOKLET

Welcome &	
Eligibility for Services	4
Services Available	5
Voluntary and Confidential Services	6
Rights and Responsibilities	7
Shelter Residence Rules.....	8
• Safe environment for all	
• Physicals	
• Supervision and Group Support	
• Behavior Expectations and Consequences	
• Room Care and Chores	
• Meals and Recreation	
• Visiting, Telephone Use, Mail	
• School and Jobs	
• Illness or Medical Emergency	
• Typical Daily Schedules	
• Discharge from The Ark	
• Aftercare	
• Clothes, Personal Belongings, Valuables	
• Medicine	
• What to Bring/Not to Bring to The Ark	
Ways to Contribute to The Ark.....	18
Thanks to Funders	19
About Catholic Family Services.....	20

Contacting The Ark20
More Information20



Being
a welcoming community
to runaway and homeless youth
and all youth in crisis
requires some guidelines...

WELCOME

The mission of Catholic Family Services includes concern for all people, for equal opportunity to employment, services, and volunteering. Persons are employed, provided services and accepted as volunteers without regard to:

- race or color
- ethnicity, descent, nationality or national origin
- religious background or philosophy/religion
- gender or gender identification
- disability, physical and/or mental abilities/ characteristics
- marital status
- age
- height or weight
- sexual orientation
- citizenship
- parental status
- membership in any labor organization
- political affiliation
- record of arrest without conviction
- economic circumstance
- any other discriminatory reason.

ELIGIBILITY FOR SERVICES

-Youth ages 10 through 17 may stay at the shelter for up to 14 days, following an assessment which indicates this service is appropriate for the youth.

-Youth and families may receive counseling services for 90 days, whether or not youth are residing at the shelter.

**SERVICES AVAILABLE
at NO CHARGE TO PARENTS OR YOUTH**

Service	Description
Contacts	By phone or in person 24/7
Crisis Management	By phone or in person 24/7
Assessments	At request for services and during counseling
Shelter up to 14 days	Includes food, bed, laundry recreation, etc.,
Counseling with Person Centered Plan	By professional counselors for families and youth in shelter or as out-client
Support Groups	Daily opportunities for youth while in shelter
Referrals	To needed community resources
Aftercare	Counseling available for a total of 90 days following shelter services.
Follow-up	Contacts from staff at 30, 90 and 180 days after services end.
Re-admission	Shelter and/or counseling are available, if need arises again. Youth must be age eligible.
Fee placement	Placement at the shelter for youth needing temporary care, arranged through a third party or agency. Length of stay varies.

VOLUNTARY AND CONFIDENTIAL SERVICES

All Ark services are provided on a voluntary basis to youth and families. Parents retain their custody, rights and responsibilities to their child while the child is at The Ark. Youth who come to The Ark without their parents will be admitted for shelter, but a parent must be contacted within 24 hours and must give permission for the child to stay. Likewise, a youth who does not want to be in the shelter may leave. Staff will assist youth who want to leave to find a safe environment. Youth who leave without notice to staff risk denial of readmission to The Ark in the future. Parents and the police are notified if a youth runs away from The Ark.

Residents and parents will be given a Notice of Privacy Policy on the agency's privacy practices regarding protected health information (PHI).

In order to provide competent services to you, we may need to receive or give some PHI to/from others. Staff may ask you to give permission to share some of this information. This will be clearly stated on a form that you will sign if you give permission.

Note: All Ark staff members are mandated reporters of suspicion of child abuse and neglect and are obligated to report information to authorities without consent of the parties involved.

RIGHTS AND RESPONSIBILITIES

Client Rights and Obligations are clearly outlined and will be given to you in a one page document. These rules are formed to help everyone involved follow paths of relationship that are based on honesty, mutual agreement and respect for others.

We are here to help you. If the help is not to your satisfaction, please let us know. We want to improve our services whenever possible and correct errors. You are encouraged to take your complaint to the service provider and/or the supervisor at The Ark.

If you are not satisfied with the response of The Ark staff or you do not want to discuss your concern with The Ark staff or supervisor, you may file a written grievance with the Executive Director at 1819 Gull Rd., Kalamazoo, MI 49048. You will be given a document about how to do this.

The Ark also complies with Recipient Rights Administrative rule of the State of Michigan, when applicable to our client. More information is available in our lobby/waiting room or by contacting our Recipient Rights Advisor, Catholic Family Services, 1819 Gull Road, Kalamazoo, MI 49048. Phone (269) 381-9800 or the Office of Substance Abuse Services, Recipient Rights Coordinator, P.O. Box 30035, 3500 N. Logan, Lansing, MI 48909.

SHELTER RESIDENCE RULES

Safe Environment for All:

Our top priority is keeping everyone at the shelter safe, youth, staff and visitors. We take the following actions to reduce risks of harm and keep The Ark a safe place to be:

- there is a locked security door at the entry to the shelter, to control who comes into the shelter
- the assessment before admission to the shelter includes information that helps staff determine if the shelter environment would be safe for that particular youth and remain safe for the other youth and staff if the youth were admitted
- there are security alarms on the windows
- youth are checked when they arrive from any outing, including school or work, to remove dangerous items or items not allowed. These are then held in a safe place in staff offices.
- background criminal, driving and child abuse registry checks and random drug testing are done on our staff
- and there are many other precautions we take

Physical:

Bring in proof of a physical or medical examination of youth. State regulations require documentation of a recent physical within a few days of admission.

SHELTER RESIDENCE RULES

Supervision and Group Support:

Youth at The Ark are supervised by Crisis Workers, who work shifts 24/7. There are two or more staff present at the shelter at all times. The purpose of the crisis worker position is to assure safety; promote health and welfare; model, teach, and encourage honesty, caring, respect, and responsibility at the ARK shelter.

Crisis Workers keep the daily activities on track. They help youth get off to school, take medications on time, do school work or homework, oversee youth chores, wash laundry, cook and serve meals and organize recreational activities for youth.

Crisis Workers are not professional counselors but they are trained in techniques to de-escalate conflicts and they have compassionate hearts. They listen and help youth build their personal esteem.

Crisis Workers sometimes need to assign consequences to youth who are not following shelter rules. No restrictive settings or physical contact is allowed in consequences. Usually a youth is asked to do a writing, drawing or a restorative activity, like cleaning up something that has been damaged, as a consequence.

Crisis Workers lead support groups and teach and model life skills on a daily basis.

SHELTER RESIDENCE RULES

Behavior Expectations and Discipline:

We work to keep The Ark environment safe and to support behaviors of honesty, caring, respect and responsibility among youth and staff. We follow these guidelines to make our environment safe and supportive:

- Use only non-offensive language
- Seek assistance from staff when conflicts arise
- Seek assistance from staff when angry, depressed or feeling like running away
- Respect others privacy; no visiting in others bedrooms
- Be considerate of others when setting the volume of music/tv, etc ; shut doors softly
- No physical contact between residents; no hitting, no sexual activities
- Girls stay in girls hallway; Boys stay in boys hallway
- Keep the shelter clean and neat, clean up after yourself after meals or after using the bathroom
- Keep your room neat and clean
- Do not destroy or blemish The Ark furniture, walls or fixtures
- Always ask staff before:
 - Leaving the recreation room
 - Using the computer or other appliances
 - Getting food or drink
 - Turning on the radio/tv or changing channels
 - Using sports equipment
 - Opening a window

Discipline is based on the principle that all are to be treated with dignity and respect and involves no physical punishment, seclusion or restraint except to keep a youth from hurting self or others.

SHELTER RESIDENCE RULES

Room Care and Chores:

Youth are required to shower and brush teeth daily. Each youth is responsible to put clothes that need laundering in the clothes basket. Clothing must be modest and not suggestive of drugs, alcohol or offensive language or activities.

Youth are required to keep the bedroom assigned to him/her neat and clean. Clothes should be in the dresser drawers. Papers and trash should be put in the trash can. Food should not be in the bedroom. No graffiti or writing on surfaces of the room or other destruction of property of The Ark.

Each youth is assigned daily chores, to promote youth responsibility. This may include helping prepare a meal, setting the table, doing dishes or similar small jobs.

Meals and Recreation:

Everyday, we serve breakfast, lunch, afternoon snack, dinner, and an evening snack. Residents and staff eat together at a dining table. Meals are home style and nutritious. Most of the meals are prepared the night before by the staff and everyone helps to set the table, clean-up and do dishes after the meal. Each resident decides on what food and how much food he/she wants to eat given what is offered. Let staff know if you have special dietary needs and we will try our best to accommodate you.

SHELTER RESIDENCE RULES

Visiting, Telephone Use, Mail:

Visiting is limited to parents/guardians and siblings accompanied by parents, or other persons identified by parents/guardians. Visits may take place in the reception room or on an outing away from The Ark. If a youth is leaving for a visit, the parent/guardian must meet with a staff member and arrange this. Residents are required to sign out and sign in. No food or beverages will be allowed into The Ark from the visit and any items obtained at a visit will be examined by staff for suitability in the shelter environment, If unsuitable, staff will hold the item along with the other items held for the youth.

Telephone calls are limited to 10 minutes per resident and only to those approved by parents/ guardians for either incoming or outgoing calls. Parents/guardians may place further restrictions on calls and staff may terminate calls that they determine to be inappropriate. Ark staff dials all calls. Long distance calls can be made only if collect calls.

Mail will given to youth and not be read by staff unless there is a clear health or safety need or upon parents' request. Mail can be sent to a resident in care of:

The Ark, 990, W. Kilgore Rd., Kalamazoo, MI 49008

SHELTER RESIDENCE RULES

School and Jobs:

Youth who are enrolled in schools that can be reached from The Ark through the Metro Transit, are required to attend school. Staff will provide tokens to ride the bus. School attendance will be checked by staff. Parents will be contacted if youth skips school. After school activities must be approved by parents and special transportation must be arranged by parents.

Youth who are enrolled in schools outside of the Metro Transit reach will have opportunity to study and keep up with school work but are not required by The Ark to attend. Parents are expected to arrange for school work to be brought or sent to the shelter. Parents may make arrangements for youth to be transported to school and attend their school while residing at The Ark.

If a resident is too ill to attend school or skips school, the youth does not participate in daily Ark activities/recreation for that day and evening.

Youth who have jobs are encouraged and supported in meeting their work obligations. Going to work must be approved by parents and transportation must be arranged by youth and parents.

SHELTER RESIDENCE RULES

Illness or Medical Emergency:

Parents are contacted if youth becomes ill or has an injury while in residence at The Ark. In a medical emergency, an ambulance will be called by staff to obtain immediate medical care and will be transported to Bronson Hospital or Borgess Medical Center.

Typical Daily Schedules:

Daily Schedules		
Time	Weekday	Weekend/School Break
7:00	Wake-up/breakfast	
8:00	Showers	Wake-up/breakfast
9:00	Study time/exercise	Showers
10:00	Study time/visitors	Group activity
11:00	Free time/lunch prep	Free time/lunch prep
noon	Lunch and chores	Lunch and chores
1:00	Support group	Support group
2:00	Group activity	Group activity
3:00	Snack/quiet time	Snack/quiet time
4:00	Clean/inspect rooms	Clean/inspect rooms
5:00	Free time/dinner prep	Free time/dinner prep
6:00	Dinner and chores	Dinner and chores
7:00	Support group	Support group
8:00	Group activity	Group activity
9:00	Homework/bed prep	Group activity
10:00	Lights out	Bed prep/quiet time
11:00		Lights out

SHELTER RESIDENCE RULES

Discharge from The Ark:

Most of our discharges are planned when the goals set for the stay have been achieved or at the end of 14 days. We strive to have every youth go to a safe environment after leaving the Ark, whether with parents/guardians or another.

We do reserve the right to discharge youth due to misconduct or because the safety of the shelter environment becomes inadequate for the youth or others.

Note: Staff members are not allowed to have personal contacts with youth and families following discharge. Families and youth can call or write to Ark staff at the shelter.

Aftercare:

Most youth who have stayed at The Ark (and their families) are eligible for three months of counseling service at no charge. The Ark staff encourages youth and families to take advantage of this opportunity to reach their goals and to make sure recent improvements carry on.

SHELTER RESIDENCE RULES

Clothes, Personal Belongings, Valuables:

Please see the chart on the next page for guidelines.

Items of value to the resident or family should not be brought to The Ark. Items could be damaged or lost while the youth is in residence. The Ark does not assume responsibility for items.

There is a small secured area where some resident items are held by staff and, if requested, items of some value will be held, such as spending money.

Medicine:

Medications are held by the staff in a secure location and under refrigeration when needed. All medications need to be brought to The Ark in the labeled container provided by the pharmacy. Staff administers medications held as prescribed. Parents/guardians are responsible to renew prescriptions. Parents/guardians must give permission to staff to dispense over the counter drugs, such as Tylenol.

What to Bring/Not Bring to The Ark:

General guidelines are in the chart on the next page. Residents may not wear skimpy, revealing or excessively torn clothing, and no clothing with markings that symbolize drug use, smoking, gang memberships, etc.

SHELTER RESIDENCE RULES

What to Bring/Not to Bring to The Ark:

<i>Items*</i>	<i>Bring</i>	<i>Allowed</i>	<i>Allowed but held</i>	<i>Not Allowed</i>
4 sets of underwear	X			
4 pairs of socks	X			
4 slacks/pants	X			
4 shirts/tops	X			
Jacket (cool weather) swimsuit (summer)	X			
Shoes	X			
Personal hygiene items/toothbrush	X			
School books/papers	X			
Medications (14 days)	X		X	
Health insurance card	X	(to be copied for information for medical emergency)		
CDs in jacket (5)/stuffed animals		X		
Nail polish, remover			X	
Hair spray, curling irons			X	
Perfume			X	
Razor for shaving			X	
Aerosol cans				X
Cameras				X
Lighters, cigarettes, illegal substances, alcoholic beverages				X
Pagers, cell phones				X
Skateboards				X
Weapons of any kind				X

***Note: Staff members' judgments on what other items are or are not acceptable is final.**



WAYS TO CONTRIBUTE TO THE ARK:

Ark Shelter Services to families are provided without a fee. No contribution is expected in exchange for services. If you would like to contribute to The Ark here are the ways:

Donate funds through: www.catholicfamilyservices.org

OR

Send a check to: Catholic Family Services
1819 Gull Road
Kalamazoo, MI 49048

OR

Call our Director of Development and Marketing,
Susan Baker, at 269 381-9800 ext 214 for more information on
donations and volunteering.

SOME THINGS WE NEED / ARK WISH LIST:

- Personal needs items (lotion, combs, brushes, wave caps, hair care products, toothbrushes)
- Linens (cool twin sheet sets, wash clothes, bath towels, dish towels)
- Shelter supplies (paper towels, dish soap, Ziploc bags, toilet paper, non-toxic cleaners)
- Gift certificates (miniature golf, bowling centers, movie theaters, pizza restaurants, Climb Kalamazoo, Formula K Fun Park, craft stores, grocery stores, etc.)
- Office supplies (dry erase markers, scotch tape, blue/black pens, white copy paper, scotch tape)

THANK YOU TO FUNDERS:

Michigan Department of Human Services
Greater Kalamazoo United Way
U. S. Department of Health and Human Services
Kalamazoo Community Mental Health/Substance Abuse Services
Allegan County United Way
United Way of Greater Battle Creek
City of Kalamazoo/Emergency Shelter Grant
City of Portage/General Fund
Barry County United Way
Branch County United Way
Michigan Department of Education
Emergency Food and Shelter Program
Michigan State Housing Development Authority
AND MANY INDIVIDUALS AND FAMILIES WHO CONTRIBUTE

ABOUT CATHOLIC FAMILY SERVICES:

MISSION: The mission of Catholic Family Services is to provide social services in the manner of Jesus Christ with compassion, care and concern for justice to all people in need and to advocate for their welfare calling those of good will to assist in this mission in the Diocese of Kalamazoo.

QUALITY CARE CREDENTIALS:

- Accredited by: Council on Accreditation
- Licensed by: MI Department of Human Services

ADMINISTRATIVE OFFICES:

1819 Gull Road, Kalamazoo, MI 49048
(269) 381-9800 telephone (269) 381-2932 fax

WEBSITE: www.catholicfamilyservices.org for information on all of our programs

Being
a welcoming community
to runaway and homeless youth
and all youth in crisis
requires some guidelines...

ARK CONTACT INFORMATION

PHONE: 269 343-8765 or 1-800-873-TEEN

SHELTER: 990 W. Kilgore Rd.
Kalamazoo, MI 49008

DRIVING DIRECTIONS:

North from I-94 at Westnedge.

Left at light at Kilgore.

Right at Duke St. [The Ark driveway is on Duke St, just off
Kilgore. Look for the sign.]

MORE INFORMATION:

Visit our website at: www.arkforyouth.org or contact an Ark shelter
staff member and ask questions or get more information.