

POLICIES AND PROCEDURES FOR THE HOOT RESOURCE CENTER

SCOPE: These policies are specifically designed for the regular activities and resources offered by the HOOT Resource Center (HRC) located at the Guest House at the Former Marshall Habilitation Center Campus, 700 E Slater (mailing address is 860 W Vest, Marshall, MO 65340). These activities will be managed by HRC employees in the course of their normal job responsibilities. The HRC is designed to be a home atmosphere available to Marshall Public School McKinney-Vento students and their families first, and then all other Marshall Public School students in need. The resources offered will vary from time to time, but on a regular basis, when the HRC is open, students and families have access to these FREE resources:

- Showers
- Hygiene Items to use and keep
- Laundry Facilities, including the provision of detergent and dryer sheets
- A meal served at 5:30 pm
- Help with Homework and School Projects
- Help with Job Applications, College Applications, FAFSA, Family Services Applications, etc.
- Access to the Internet and a Printer
- Socialization
- Information & Referrals
- Transportation to/from the Center, as needed.
- Individual, Family, or Group counseling with an appointment.

The HRC is designed to provide needed resources for families experiencing homelessness, and families who are at-risk of experiencing homelessness. Activities and resources will be added, as needed.

PURPOSE: When providing social, recreational, or developmental opportunities for youth & families, it is important that everyone involved understand the same parameters for the purpose, scope, and expectations of each activity. It is also important for staff and volunteers to have clear performance guidelines.

NON-DISCRIMINATION: Marshall Public Schools and the HRC prohibit all forms of discrimination in its programs and activities. We are committed to providing equal opportunities and access to all.

Consumers are encouraged to make program staff aware of any need for access accommodations.

QUESTIONS / CONCERNS: Any questions or concerns should be directed to: Lindsey Parton (lparton@marshallows.com), or Eden DeGonia (edegonia@marshallows.com), Central Office, 860 W. Vest, Marshall, MO 65340, 660-886-7414.

A COPY OF THIS MANUAL MUST BE AVAILABLE ON-SITE AND ALL STAFF MUST RECEIVE A COPY.

ELIGIBILITY

- I. All services offered shall be voluntary and optional for individuals and families. No action will be taken without individual/family participation and request for services.
- II. All HRC services must be available to any McKinney-Vento eligible individual/family seeking services. HRC may be offered to at-risk individuals/families as resources are available.

GENERAL PROGRAM REQUIREMENTS

- I. Signage should indicate that HRC services are provided at the location and list the days and hours of operation.
- II. The HRC should provide a space that is private for client intake and counseling services.
- III. The HRC is a smoke-free environment.
 - a. Smoking will not be permitted at any time in the HRC, nor on the immediate property surrounding the house.
 - b. "No Smoking" signs must be posted at entrances to the HRC.
- IV. The HRC Staff will become familiar with community resources and Social Services agencies that HRC clients utilize.
 - a. HRC staff will provide a resource list to all HRC clients.
 - b. HRC staff will assist clients with locating agencies, making phone calls, filling out applications, navigating on-line sites, etc. to find information and request assistance, as needed.
 - c. HRC staff will be trained regularly to identify new opportunities for clients and to stay up to date with referral processes.

DATA COLLECTION PROCEDURES

- I. The HRC staff will collect client demographic information and assist clients on a case by case basis.
 - a. The HRC staff will use the following forms for client intake and assessment.
 - i. HRC Welcome Form
 - ii. Photo Release Form
 - iii. Client Agreement Form
 - iv. Release of Information Form
 - v. Daily Sign-In Sheets
 - b. Every client who accesses the HRC in person will be signed in on the daily sign in sheets and it will be indicated if he/she is a first time or returning client.
 - c. 100% of clients accessing the HRC in person will complete the HRC Welcome Form.
 - i. Ongoing communication will help to measure how a HRC client is progressing towards achieving his/her goals.
 - ii. All HRC case files opened during a fiscal year should remain open for the entire fiscal year. All closed HRC case files should be retained for a period of three years from the date of closure unless agency policy requires a longer retention period. At the time of disposal all information in the case file must be shredded.
 - iii. All HRC case files that are retained must be stored in a locked cabinet or storage facility.

CONFIDENTIALITY

- I. The HRC Policies and Procedures shall ensure that all records (including daily sign-in sheets and Welcome Forms) are maintained in a confidential manner and that the use or disclosure of any information for any purpose not directly connected with the administration of the HRC program is prohibited.
- II. Social Security Numbers shall not be collected on any HRC documents.

PROFESSIONALISM

- I. Employees are encouraged to maintain a professional relationship with everyone who attends the HRC. It is expected that relationships of trust will be developed. This is to be respected and protected by maintaining boundaries of professionalism. It is recommended that the following safety steps be followed:
 - a. An employee should avoid being alone with a student or family member when possible.
 - i. Always try to stay in common areas, unless the nature of the conversation requires an element of privacy.
 - b. Avoid adding or accepting requests of any student or family member on social media.
 - c. Keep your phone number private.
 - d. Do not engage in personal relationships with students or family members outside of the HRC.
- II. Employees who cross the boundaries of professionalism may be reprimanded, or removed from their position.

UNIVERSAL PRECAUTIONS

- I. The HRC will ensure that all services are provided in compliance with current federal and state laws and regulations regarding transmittable diseases. Staff will use Universal Precautions and will promote general health and well-being.
 - a. Information regarding the status of a transmittable disease of a child or family member is maintained in a confidential manner.
 - i. No information regarding an individual's status of a transmittable disease will remain in any records or case files.
 - ii. Staff training shall address serving individuals with transmittable diseases as a part of the agency's orientation and training.

USE OF PHOTOGRAPHIC IMAGES

- I. The HRC will ensure that family confidentiality is maintained at all times, including the use of photographic images.
 - a. No photos of any FRC clients or family members may be taken for the purposes of public awareness, media, etc. by any individual without written permission of the client or family member (or the parent or legal guardian if photographing a child)
 - b. The Photo Permission Form in the HRC welcome packet must be filled out by every client, either granting permission or denying permission to use photos taken at the HRC.

ATTENDANCE GUIDELINES

- I. Students in 9th to 12th grades may attend without a parent present.
 - a. Any student under the age of 17 must have a parent/guardian contact form on file, which outlines their primary method of transportation, and emergency contact information. This information is collected on the Welcome form.
 - b. All students must have at least one emergency contact on file.
 - c. The HRC is a resource point for students. High School students are free to come and go, as needed, and the HRC will not be held responsible for the student's whereabouts.
- II. Students K – 8th grades must have a parent present to attend.
 - a. In the event that a student K-8th grade arrives without a parent, the parent will be called to pick up the student.
 - b. In some circumstances, transportation will be offered to the student to go home, or to the parents to come to the student.
 - c. In some circumstances (for safety or emergency situations), the student may be allowed to stay. Each situation will be evaluated on a case by case basis.
- III. Students and families must arrive by 7:15 pm in order to have access to resources on site.
- IV. Visitors may stay as long as they like, but once a student or family member leaves, they may not return until the following day.

TRANSPORTATION

- I. Bus transportation will be offered to students 9th – 12th grades to the HRC on days that school is in session.
- II. Transportation home from the HRC will be given to students and families, as needed.
 - a. Transportation home will begin at 6:00 pm each evening and will conclude no later than 7:30 pm.
 - b. Transportation is only available to take the student or family to their primary address or location.
 - i. Transportation is not available to run errands or give rides to friend's houses, etc.
 - ii. If transportation services are taken advantage of, the service may no longer be offered.
- III. All students and family members transported by HRC staff are expected to wear a seatbelt and follow all safety laws.
 - a. Booster Seats will be available for use.
 - b. Infant Car seats must be provided by the family.

EQUIPMENT AND INVENTORY POLICY

- I. The HRC will maintain an inventory list of the furniture, appliances, and other items with a value of \$100 or more.
- II. Items purchased for use at the HRC may not be given away, sold, or used for any other purpose without permission from the Special Services Director.

PERSONNEL/PERSONNEL DEVELOPMENT

- I. Employees must be trained on recognizing and reporting child abuse. A copy of the certificate of completion should be maintained in the employee's file and a copy sent to the Special Services Director.
- II. To ensure the safety of children and the proper reporting and investigation of abuse and/or neglect, any instances shall be immediately reported as provided for in this policy in accordance with state law. For the purposes of this policy, "abuse and/or neglect of a child" is defined as, "the non-accidental physical or mental injury, sexual abuse or exploitation, negligent treatment or maltreatment of a child which is caused or allowed by a person responsible for his or her welfare under circumstances which indicate that the child's health or welfare is harmed or threatened with harm. A child is not abused or neglected nor is his or her health or welfare harmed or threatened for the sole reason that the parent or guardian in good faith selects and depends upon non-medical remedial treatment for such child, if such treatment is recognized and permitted under the laws of this state in lieu of medical treatment." Concerns are legitimate reasons to report and the court may require a subsequent medical examination and treatment.
 - a. Reporting Procedures
 - i. Any employee of the HRC, upon observing, hearing of, or suspecting child abuse or neglect shall make a verbal report immediately, but in no case longer than one hour, to their supervisor or to the person acting in that capacity.
 - ii. The supervisor, upon receiving the verbal report shall:
 1. Assure that immediate action is taken to provide for the child and employee's welfare and safety.
 2. Assist the employee in making a verbal/online (immediately) and written report (within 24 hours) to Child Protective Services and/or a law enforcement agency. Information shall include (sample forms attached hereto):
 - a. The name, address, age, and sex of the child;
 - b. The name and address of the child's parents or other person responsible for his/her care;
 - c. The nature and extent of the abuse or neglect of the child;
 - d. Any evidence of previously known or suspected abuse or neglect of the child or the child's siblings.
 - e. The name, address and relationship, if known, of the person who is alleged to have abused or neglected the child.
 - f. Any other information known to the person making the report that the local or state agency responsible for providing child protective services considers necessary
 - b. Documentation of Reports
 - i. The reporter shall keep a note in their records, calendar or diary that they have made a report and to whom and when the report was made.
 - ii. The supervisor shall maintain a centralized and confidential file of all reports.

INCIDENTS AND ACCIDENTS

- I. In the event of an incident/accident, the following procedures shall be followed:
 - a. Emergency services should be requested, as needed, by calling 911. If this is a non-emergency, please follow the steps below.
 - b. The employee, independent contractor, or volunteer shall verbally notify their supervisor immediately.
 - c. A written incident/accident report shall be completed and given to the supervisor.
 - d. The supervisor shall maintain a file of all incident/accident reports.
 - e. All incident/accident report forms shall include the following minimum information:
 - i. Program Name "HRC"
 - ii. Exact Location of Incident
 - iii. Date/Time/Day of Week of Incident
 - iv. Report Date
 - v. Nature of Incident
 - vi. Individuals Involved
 - vii. Description of Incident
 - viii. Immediate Action Taken
- II. Incidents involving an irate parent or student should be handled with consideration to the safety of all students and families present.
 - a. When possible, try to relocate the upset parties to a more private area to discuss the problem.
 - b. Remain calm. Take a deep breath and try to listen to what the person is saying.
 - c. Validate their emotions by repeating back what you are hearing and confirming that you understand.
 - d. Call Jason Varner at 660-229-4857 for on-call assistance, if needed.
 - e. Call 911 if the situation arises to an unsafe level and ask the individual(s) to leave.

ALCOHOL & ILLEGAL SUBSTANCES

- I. No alcohol, street drugs, over the counter medications, or prescription drugs may be present at the HRC.
- II. Any student/adult that brings drugs/alcohol or other illicit substances to the HRC with intent to sell, distribute or use will be turned over to the proper authorities and may lose the privilege of attending the HRC.
- III. Anyone who arrives at the HRC high or intoxicated will be asked to leave. If the individual is underage, or attempts to drive, the proper authorities will be notified.

EVACUATION PLANS

- I. A copy of the evacuation plan shall be on file and be posted at the HRC.
 - a. A list of emergency numbers and notification procedures will be posted.
 - b. Notification procedures shall include a list of the appropriate emergency community agencies (fire, police, etc.) and a list of agency emergency contacts.
 - c. The HRC will develop and conduct, at minimum, quarterly practice evacuations addressing each potential situation listed:
 - i. Individual(s) with weapons posing harm to self and others
 - ii. Fire

- iii. Earthquake
- iv. Flood, major storm
- d. All employees, independent contractors, and volunteers must be informed of these procedures during orientation.

FIRE AND FIRE PREVENTION

- I. The HRC will follow fire prevention procedures in accordance with county and state regulations.
 - a. All employees are required to review the written prevention procedures, and acknowledge receipt of the written procedures as a part of the new employee orientation.
 - b. Policies and procedures shall include the following minimum requirements:
 - i. Evacuation routes and location of firefighting equipment.
 - ii. Identification of fire safety responsibilities. Supervisors shall ensure that all personnel acquire and maintain a thorough knowledge of fire prevention procedures and the use and location of fire extinguishers and other preventative equipment.
 - iii. The Social Services Director will ensure that procedures are routinely reviewed in accordance with the applicable state, city, or county requirements.
 - iv. The HRC Manager will coordinate fire drill activities and all other Fire Marshall/designee activities with personnel to ensure compliance.