

**Island View Residential Treatment Center**

**RESIDENT HANDBOOK**

**APPENDIX A**

**COMMUNITY ROLE DESCRIPTIONS**

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## AJAX

The community role of "AJAX" is assigned to a resident who coordinates the logistics of the regular, weekly laundering of the personal clothing items of each resident. The AJAX assists staff members in insuring that adequate time is allotted each week for all residents to be able to use the laundry facilities. Under the supervision of staff he/she provides guidelines and instruction in the proper use of soap and equipment. He/she keeps track of soap inventory and individual laundry bags of each resident.

1. Makes a change schedule of use of laundry facilities.
2. Assigns each resident a specific day and time to do his/her laundry (Each Resident has two wash periods per week).
3. Reminds each resident the day of his/her allotted time.
4. Verifies that each resident is washing his/her bedding at a minimum of 1x/week.
5. Keeps track of soap supply and notifies a milieu manager when supply is low.
6. Notifies a milieu manager if there is any problem with the washing equipment.
7. Demonstrates/orients residents to the proper use of soap and equipment.
8. Reports loss or misuse of laundry bag of each resident to a milieu manager.
9. Picks up towels of residents (every other day) and washes/dries/folds them and passes them back out.
10. Must supervise residents activities while in the laundry room.
11. Assist in training new "AJAX" in their role responsibilities.

## BEAUTICIAN

Under the close supervision of the milieu managers the "Beautician" over sees the distribution of personal grooming supplies such as makeup, curling irons, blow dryers, etc. to other team members. The beautician maintains a check in/check out list of items for each resident from which they insure that personal property is protected. Also, that residents do not share items thus decreasing potential conflicts and health hazards such as eye infections. The beautician will distribute supplies immediately after wake up time and collect personal items prior to breakfast. Beautician will also alert staff and residents of potentially harmful items such as curling irons with lose cords, cracked bottles etc.

1. Utilizes check out sheets to ensure that all items checked out are returned before Morning Kick-Off Meeting.
2. Assists in the training of new "Beautician" in their role responsibilities.

## COMPASS

The community role of "Compass" is that of an orientation specialist who is assigned to mentor new residents in getting acquainted with the program, program staff, other residents and the daily routine. He/she provides the new resident with direction and guidance to successfully navigate the milieu program, policies and procedures.

1. A resident must be on Impact or Test Phase to be assigned as a Compass.
2. Under the direct supervision of a staff member, a Compass is assigned to each new resident upon admission who will then serve as the mentor for this resident up through the Apply Phase.
3. The Compass will complete the following orientation checklist with the new resident:
  - ☐ Presentation and understanding of "**Resident Handbook.**"
  - ☐ Review **Daily Schedule**
  - ☐ Explanation of all aspects of the "**Phase System.**"
  - ☐ Explanation of all aspects of "**PPG.**"
  - ☐ Explanation of all aspects of "**Problem Solving Group.**"
  - ☐ Expectations of the "**Codes of Conduct.**"
  - ☐ Explanation of the **Dorm and Team Dynamics.**
  - ☐ Reviews all **Community Meetings.**
  - ☐ Reviews all **RT/AT groups** including P.E.
  - ☐ Explanation of all **Community Roles.**
4. Schedules and facilitates the "Introduction Group."
5. Introduces the new resident to all Island View staff members and all other fellow residents.
6. A new resident will be expected to sit with their compass during mealtimes, all community and therapy groups and team meetings while on Orientation Phase.
7. The Compass is to be empathic to the new resident by making him/her feel more comfortable in their new environment.
8. A Compass should regularly provide feedback to the resident assigned to assist them in acclimating to the milieu and to encourage progress.
9. Assists in the training of new "Compasses" in their role responsibilities. The community role of "Compass" is that of an orientation specialist who assists new residents in getting acquainted with program, program staff, other residents and the daily routine. He/she provides the new resident with direction in successfully navigating the milieu program, policies and procedures

## COORDINATOR

The community role of "Coordinator" is assigned by Island View staff to a resident who assists in recommending assignments and community roles for fellow residents. He/she also provides training and motivation to ensure that various roles are properly carried out. This resident must have experience and/or familiarity with all community roles.

1. Maintains a current list of all residents who are functioning in a community role.

2. Meets with staff members to discuss team needs in terms of assigning community roles.
3. Provides recommendations to milieu manager staff of possible community role assignments.
4. Assists staff in the announcing and assigning of community roles.
5. Assists staff members in training fellow residents in specific role responsibilities.
6. Provides constructive feedback regarding performance of role responsibilities.
7. Provides fellow residents with support and appreciation for role performance.

### EDUCATION ASSISTANT

The community role of "Education Assistant" helps the teacher in various ways. He/she may assist in distributing material, help set up the classroom, run errands etc. The education assistant does not function in the place of a teacher or a teacher's aide.

1. The education assistant helps the teacher prepare the classroom setting for each class.
2. He/she helps distribute teaching material and supplies.
3. Helps set up classroom presentations.
4. Helps maintain classroom cleanliness.
5. Runs errands for the teaching staff.
6. Helps distribute home work assignments to residents who were unable to attend class due to other programmatic events (individual therapy, etc.) or illness.
7. Assists in the training of new "Education Assistant" in their role responsibilities.

### GREEN THUMB

The community role of "Green Thumb" is assigned to residents who assist the milieu manager staff in the proper maintenance of all plants and flowers in the dormitories and other living areas of the facility.

1. With the input from the Island View maintenance staff, develops a watering schedule for all plant/flowers assigned for maintenance by the respective teams.
2. Maintains a watering schedule of all assigned plants/flowers.
3. Fertilizes the plants/flowers according to need.
4. Trims off dead leaves/branches and/or withered flowers from the plants.
5. May help with small outside gardening or seedlings.
6. Assists in the training on new "Green Thumb" in their role responsibilities.

### HEFTY

Under the supervision of the milieu managers Hefty ensures that all unit hand baskets are emptied daily. Hefty ensures that new liners are placed in trash cans and that garbage removed

from the unit is properly bagged and subsequently placed in the facility trash bins. Hefty may institute team wide recycling program if desired and approved.

1. Monitors the return of utensils, dishes and cups at all meals.
2. Assists in the training of new "Hefty" in their role responsibilities.

### LINK

The community role of "Link" is assigned to a resident who provides linkage between milieu manager staff and fellow resident. The Link relays information between staff and residents that ranges from, demands for supplies, need for repairs, change in daily schedule, informing residents about special projects, events. etc.

1. Relays information for residents regarding any needs pertaining to physical plant (i.e. water too hot or cold, minor repairs etc.) to the milieu managers.
2. Relays information from residents regarding supply items such as linen, towels, toothpaste, writing paper etc, to the milieu managers.
3. Staff will assist the Link in informing residents about daily schedule, changes in schedule, special events and/or ceremonies. etc.
4. Responsible to fill in the daily schedule board and keep it updated.
5. Keeps a written record (Request Sheet) of all requests from residents.
6. Maintains a list of residents requesting a haircut.
7. Assists in the training of new "Link" in their role responsibilities.

### MA BELL/PA BELL

The community role of "MA BELL/PA BELL" is assigned to a resident who assists staff in coordinates the equitable use of telephones for residents making outside calls. Ma Bell assists staff members in insuring that adequate time is allotted each week for all residents. Under the supervision of staff he/she provides a daily schedule for phone use. Cues residents for their turns on the phone and when calls are to be ended.

1. Makes a daily schedule for use of phones.
2. Assigns each resident a specific time of day for his/her call.
3. Reminds each resident of the time of his/her call.
4. Keeps track of allotted time and notifies a milieu manager when a resident is making excessive use of the phone.
5. Notifies a milieu manager if there is any problem with the phone equipment.
6. Reports misuse of phone equipment by residents to a milieu manager.
7. In cases of incoming calls to a resident, Ma Bell may relay the information to the resident receiving the call.
8. Assists in training new "Ma Bells" in their role responsibilities.

### MR./MRS. CLEAN

The community role of "Mr./Mrs. Clean" is assigned to residents who assist the milieu manager staff in the weekly clean-up of the bedroom/bathroom/community living areas of the Center. Mr./Mrs. Clean provides support and encourages fellow residents in the clean-up effort. He/she coordinates community clean-up projects.

1. Along with a staff member, Mr./Mrs. Clean makes a thorough inspection of the living community quarters of the facility to assess which areas are in need of special cleaning projects. Areas may include group rooms, hallways, eating areas, facility vans, athletic areas, etc.
2. Mr./Mrs. Clean also communicates with Sherlock about his/her awareness of possible problems and/or special needs with respect to clean up.
3. During the weekly clean-up meeting, Mr./Mrs. Clean makes clean up assignments to fellow residents for bedrooms, bathrooms, and other community living areas.
4. During the clean-up process, he/she encourages fellow residents, trains residents in specific clean-up tasks and provides adequate supplies for cleaning projects.
5. Responsible for preparing and maintaining cleaning equipment.
6. Assists in the training on new "Mr./Mrs. Clean" in their role responsibilities.

### OSCAR

The community role of "Oscar" is assigned to residents who assist the staff in formal recognition of significant accomplishments achieved by members of the therapeutic community. The Oscar makes recommendations as to the nature, depth and breadth of the recognition.

1. Be aware of fellow residents who are performing well in their current role assignments or have positively impacted and contributed to the therapeutic community.
2. Develop proposals of how and when to provide recognition to fellow residents.
3. Present proposals to staff members.
4. Under staff supervision make arrangements for the presentation of the recognition/awards.
5. Be creative in the development and administering of such recognition and awards.
6. Assign team members to provide entertainment at lunch on Thursdays.
7. Leads recognition day at lunch on Tuesdays.
8. Assists in the training of new "Oscars" in their role responsibilities.

### PROFESSOR

The community role of "Professor" functions as a tutor and is appointed by the education staff. The Professor helps one or more fellow residents with home-work assignments and/or provides other assistance to residents who can profit from his/her help. The Professor does not perform

any functions in place of a teacher or a teachers aide. The Professor works well within the potential of his/her education area and requires little outside the classroom help. The Professor is a role model of educational motivation, desire and achievement.

1. A teacher assigns the Professor to work with one or more specific residents in a particular subject area.
2. The Professor reports to the teacher on a regular basis about his/her efforts with the resident(s).
3. Under the guidance of staff, the Professor makes arrangement for a time and place to meet with the resident(s).
4. The Professor makes every effort to make proper use of time and resources as he/she assists fellow resident(s). If resident(s) use time in an unproductive manner, the professor seeks the assistance of a staff member.
5. The professor shows positive support for the resident(s) that he/she assists. The Professor does not undermine the resident(s) they assist.
6. Assists in the training of new "Professor" in their role responsibilities.

#### PROGRAM PEER MENTOR (PPM)

The community role of "Program Peer Mentor" is the highest community role in the Island View Program. The "Program Peer Mentor" has the ability to master the strenuous demands of the environment and has the awareness and controls to serve as an exemplary role model. The "Program Peer Mentor" works under the direction of the milieu staff in cooperatively managing the community roles and peer hierarchies on the various teams. This interaction is intended to make the "Program Peer Mentor" more at ease in successfully dealing with authority figures, and to help him/her become accustomed to handling situations and problems in a less structured, more realistic environment. The "Program Peer Mentor" is the only community role with the responsibility of interacting and working with members of all same gender teams. The "Program Peer Mentor" will be appointed by the Team Directors.

#### Qualifications:

1. Must be Test Phase for a period of four weeks.
2. Must have consistently exhibited positive leadership on his/her team evidenced by active participation in therapy groups and milieu activities, assertive interactions with peers, and demonstrated ability to engage peers and adults at all levels.
3. Has made significant progress in his/her therapy evidenced by the ability to internalize change and incorporate this into their daily functioning.
4. Can balance the demands of therapy, school, and milieu responsibilities with personal time.
5. Demonstrated ability to set and follow own schedule/structure without being reminded.
6. Able to maintain absolute confidentiality and exhibits appropriate, healthy personal boundaries at all times.

### Duties & Responsibilities:

1. Provide feedback to the milieu staff about their perceptions and experiences from interactions with other residents and teams on a daily basis.
2. Interact with all same gender peer leaders monitoring their functioning and behaviors on a daily basis providing constructive feedback and suggestions when warranted.
3. When present, may assume "Team Leader" responsibilities of chairing milieu groups and meetings.
4. Assist in the training, coaching and supervision of "Team Leaders" in their responsibilities.
5. Give a written report to the Team Directors on observations and suggestions each week.

### Privileges:

1. Freedom to attend any scheduled milieu groups (with the exception of PPG), meetings and activities on same gender teams.
2. Free to speak in all milieu groups, meetings and activities at any time.
3. May eat meals with any same gender team.
4. Able to travel on campus unsupervised (except when socializing with a peer of the opposite gender which must occur in high traffic and high visibility areas).
5. May attend Impact Outings.

### REPORTER

Under the supervision of milieu manager staff the reporter reviews daily newspapers and other topical information. The reporter then consolidates materials into a brief overview which he/she then provides during community meetings. The reporter should particular focus on major national and international headlines, positive human interest stories, and events from the local area. On occasion the reporter may assist the staff by focusing on articles dealing with drug abuse, teen pregnancy, future career opportunities etc. to reinforce discussion from the therapeutic activities of the center.

1. Assists in the training of new "Reporter" in their role responsibilities.
2. Gives current event reports to the team during Wrap-Up each night.

### ROOSTER

The community role of "Rooster" assists the staff in waking up fellow residents. A Rooster can have significant impact on a team's attitude and morale. Therefore, only those individuals who can project a positive, high energy attitude may serve in this role. A Rooster lets fellow residents

know that it is time to wake up but does so in a non intrusive manner. The Rooster also helps fellow residents prepare for bed and monitors, under staff direction, the transition from preparation for bed to "lights out".

1. Wakes up 10 min. before regular wake-up time.
2. Is dressed appropriately on his/her wake-up rounds.
3. Calls each resident by his/her first name and cheerfully ask them to wake up.
4. Makes second wake-up round, five minutes after regular wake-up time and reports those residents who are not up to a Milieu Manager.
5. Provides positive feedback for those who respond promptly to the wake-up call.
6. Roosters are encouraged to be creative with their wake-up rounds and may call upon staff to assist them by way of special supplies, presentation etc.
7. If a resident will not get up, it is not the responsibility of the rooster to enforce any guidelines regarding wake-up schedule.
8. Assist in training new "Roosters" in their role responsibilities.

### SHERLOCK

The community role of "Sherlock" is assigned to a resident who will, under the supervision of a staff member, inspect the residents living areas for cleanliness on a daily basis. Sherlock helps to encourage and train fellow residents to meet the minimum standards for the daily room checklist.

1. During the Morning Kick-off meeting, Sherlock, along with the Coordinator and a staff member makes the rounds of the living quarter of the residents and inspects each area/room/bathroom for cleanliness and neatness utilizing the daily checklist.
2. At the conclusion of Morning Kick-off, Sherlock provides feedback and encouragement to each resident regarding their deficiencies.
3. Sherlock makes another inspection run (see #1) in the afternoon or evening.
4. Verbally recognizes those residents who are making significant changes or have achieved high level of efficiency with regard to room/bathroom cleanliness/neatness.
5. Are responsible for insuring adherence to the Hygiene/Dress/Grooming Code throughout the day.
6. Assists in the training of new "Sherlock" in their role responsibilities.

### SPECIAL EVENTS COORDINATOR

The community role of Special Events Coordinator or Committee member is assigned to a resident who assists the staff in planning, organizing and producing special events such as birthday parties, holiday celebrations, founder's day, contests for residents, etc.

1. Develop proposals for the assigned special events which includes supplies needed, advertisement strategy, staff resources, scheduling needs and accommodations.
2. Present the proposal to staff members for approval and/or modifications as needed.
3. Promote the event, utilizing billboards, bulletin boards, posters, flyers etc.

4. Follow-through with implementation of the event.
5. Aside from the "standard" events such as birthday parties and holiday celebrations, the special events coordinator or committee member is always looking for special events and activities to promote morale, good will and fun in the therapeutic community.
6. Helps to conduct surveys among fellow residents on preferences for special events and activities.
7. The special events coordinator and/or committee member acts as a "cheerleader" in promoting and implementing events. Their enthusiasm must be contagious.
8. Coordinates the designing and decorating of the cafeteria bulletin board on team's scheduled month.
9. Assists in the training of new "Special Events Coordinator" in their role responsibilities.

### STORE KEEPER

The community role of "Store Keeper" is assigned to residents who assist the milieu manager staff in the management of the store where residents can redeem their tokens for a variety of materials ranging from personal hygiene and school supplies to posters and food items etc.

1. The store keeper is responsible to keep an inventory of all store items "purchased" at the store.
2. He/she supplies the milieu managers with a restocking list on a weekly basis.
3. He/she helps "sell" the items and articles for credits to residents during the designated store hours.
4. Assists in the training on new "Storekeeper" in their role responsibilities.

### TEAM LEADER

The community role of "Team Leader" is assigned to residents who assist the milieu manager staff in the management of the entire team. The team leader is a positive role model. This role should be reserved for a Apply or Impact phase resident. If there is no Apply phase or Impact phase resident on the team, a milieu manager functions in that role.

1. The Team Leader provides suggestions as to which residents should function in what role.
2. Once the community role of Coordinator has been assigned, the Team Leader will train the resident in the execution of the community role.
3. The Team Leader "runs" the Team. i.e:
  - c. responsible that all schedule activities are taking place in a timely manner
  - b. coaches all community roles
  - c. assists poor functioning team members by bringing their problems to the attention of the staff.
4. Assists in the training of new "Coordinators" in their role responsibilities.

## TEAM MENTOR

The community role of Team Mentor is the highest community role on an individual team. The Team Mentor represents the resident on each team who most embodies the qualities inherently found in a positive role model. This individual has earned a level of rapport and respect from the other team members through their actions, words, and deeds and are seen as being the leader among their peers. The Team Mentor acts as a mentor for other residents entrusted with leadership responsibilities. The Team Mentor is confided with the stewardship of the team and provides insight, support and a variety of solutions to his or her peers under the supervision of the milieu staff.

1. Responsible for general supervision of the team in terms of cohesiveness among the members and execution of the community roles/team business.
2. Represents team on Resident Advisory Board.
3. Serves as the chairman for leadership meetings.
4. Provide feedback to the milieu staff about their perceptions and experiences from interactions with other team members on a daily basis.
5. Provide constructive feedback to members of the team on a daily basis to assist them in their process of change.
6. Assists in the training, coaching and supervision of the Team Leader.

## TOUR GUIDE

The community role of "Tour Guide" is assigned to residents to assist the professional staff in providing a visitor a tour of the campus and providing information about the program, schedule, education, school, recreational activities etc. Resident's in this role will also be regularly called upon to meet with parents who are considering Island View for their child. This role is reserved for Impact and Test Phases. A list of tour guides will be submitted to the Admission staff by the Team Leader on the first and third Mondays of each month.

1. Describes the Phase System.
2. Describes the Community Roles.
3. Provides an orientation of Living Space.
4. Provides an orientation to Educational Program.
5. Provides an orientation to Recreational Program.
6. Provides an orientation to Buildings and Grounds.
7. If comfortable, may describe personal progress.
8. Must be friendly and respectful.
9. It is important to maintain eye contact and speak clearly.
10. Is respectful of visitors time, and presents information (overview or in-depth) depending on the visitors time.
11. May dine with guests if appropriate.
12. Assist in training new "tour guides" in their role responsibilities.

## TRAIL BOSS

The role of Trail Boss is assigned by a staff member to assist in notifying, assembling and directing fellow residents to and from various activities. He/she functions as a "communication link" and helps facilitate punctual attendance at meetings and events.

1. Reminds fellow residents of community meetings.
2. Assembles team before events to make any announcements regarding upcoming event. (Clothing and material required, location, nature of activity, duration, etc.)
3. Assists staff members in escorting resident team to and from events and activities.
4. Assists staff members for the accounting of whereabouts of fellow residents.
5. Provides positive and corrective feedback to fellow residents in their proper follow through with directions and assignments.
6. Serves as a role model by enthusiastic participation and cooperative behavior in activities and events.
7. Assists in training new "Trail Boss" in their role responsibilities.

## TR ASSISTANT

The community role of TR Assistant is assigned to a resident who assists the recreational therapy staff. He/she assists in activity planing, making arrangements for use of equipment and materials, introducing activities, clean up, etc. He/she does not function in the place of a recreational staff member.

1. The TR assistance helps the TR staff member to prepare the physical setting for various activities.
8. Serves as "trail boss" during all TR/AT activities.
3. He/she helps distribute materials and supplies.
4. Helps make arrangements for outdoor activities by making reservations, checking for availability and assisting the staff in planing and shopping for supplies.
5. Helps to maintain all equipment and supplies in good repair.
6. Helps to train others in the use and care of equipment and supplies.
7. Helps conduct surveys among fellow residents on preferences for events and activities.
8. Helps coordinate the recreational activity calendar/schedule and updates weekly bulletin boards. He/she helps to promote activities with fellow residents by being a positive role model in the participation in TR activities.
9. Is aware that some residents may have feelings of inadequacy, insecurity and/or fear in participating in recreational activities. Therefore, he/she provides support and encouragement to such residents.
10. Helps distribute assignments, material and/or supplies to residents who where unable to attend activity due to other programmatic events (individual therapy, etc.) or illness.
11. Assists in the training of new "TR Assistant" in their role responsibilities.

## WAITER/WAITRESS

The "Waiter/Waitress" is selected by staff to help provide, under staff supervision, snacks for all teammates as well as selected meals for those who were unable to attend regular meal times due to illness, outside appointments, etc. The Waiter/Waitress also may provide specialized services at the direction of dietary staff for formal meals, visitors, etc. The Waiter/Waitress must possess a current "Food Handler's Permit".

1. Assists in the training of new "Waiter/Waitress" in their role responsibilities.