

Member Handbook



Village Clubhouse

Creating Change Through Community



Clubhouse International

Creating Community: Changing the World of Mental Health



Conrad N. Hilton
FOUNDATION

Recipient of the 2014 Conrad N. Hilton Humanitarian Prize

CLUBHOUSE



SAMHSA's National Registry of
Evidence-based Programs and Practices



Table of Contents

1. Table of Contents
2. What is a Clubhouse?
3. Rights and Responsibilities
4. Philosophy and Mission Statement
5. Unit Descriptions
- 6- 10. International Standards for Clubhouse Programs
11. Times to Remember
12. General Information
13. Guideline Summary
14. Photo/Multimedia Release
15. Reach-Out Contact Information Sheet
16. New Member Orientation Sign off Sheet



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 patients or clients. 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 Village Clubhouse Member!

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

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

Village Clubhouse does not sanction or support online group chats between colleagues. We encourage members to set and maintain boundaries in keeping with the workplace environment at clubhouse.

Membership Responsibilities/Expectations:

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

Policy and Guidelines

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 ensure that all members and staff feel welcome and accepted for who they are.



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 Village Clubhouse to improve the quality of life for individuals 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

Clubhouse International accredited 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



Unit Descriptions

Business/Career Development Unit

*Quarterly Newsletter *Computer *Education *Clubhouse Statistics *Photocopying
*Bulk Mailing *Faxing *Word Processing *Planning Events *Filing *Basic Accounting
*Data Entry *Career Exploration *Bookkeeping *Budgeting *Job Development *Resume
Writing *Interviewing Skills *Long Term Job Support *Income Reports *Reach Out
*Social Media *Advisory Board Preparation

Membership Unit/Administration

*Reach Out *Video Media *Kiosk Management *Receptionist *Clubhouse Research
*Customer Service *Transportation *Clerical *Orientation *Tours of the Clubhouse
*Landscaping *Building Maintenance *Referrals for Services *Stocking Merchandise
*Clubhouse Inventory *Vehicle Maintenance *Janitorial *Gardening *Web Development
*Deposit Preparation

Food Services Unit

*Dining Room Setup *Menu Planning *Commercial Equipment Maintenance *Stocking
*Customer Service *Budgeting *Inventory *Food Preparation *Café Operations *Bulk
Food & Supply Ordering *Waiting Tables *Money Deposit *Cashier Skills *Out Reach
*Data Entry/Tracking *Cash Handling

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 Clubhouse International Accreditation process.

Every two years the worldwide Clubhouse community reviews these Standards, and amends them as deemed necessary. The process is coordinated by the Clubhouse International Standards Review Committee, made up of members, staff and board members from Accredited Clubhouses 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 that conflict with the unique nature of member/staff relationships.

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, enrollment and orientation, reach out, hiring, training and evaluation of staff, public relations, 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 the labor market. 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 the level of success 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 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 reach their vocational and educational goals by helping them take advantage of educational 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 provides assistance, activities, and opportunities designed to help members develop and maintain healthy lifestyles.

29. 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.

30. The Clubhouse conducts an objective evaluation of its effectiveness including Clubhouse International Accreditation.

31. The Clubhouse director, members, staff and other appropriate persons participate in a comprehensive two or three week training program in the Clubhouse Model at a certified training base.

32. 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

33. 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, employment development, consumer and community support and advocacy for the Clubhouse.

34. The Clubhouse develops and maintains its own budget, approved by the board or supported by an advisory board, which provides input and recommendations prior to the beginning of the fiscal year and routinely monitors it during the year.

35. Staff salaries are competitive with comparable positions in the mental health field.

36. 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.

37. 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.

Clubhouse International

483 Tenth Avenue, Suite 525

New York, NY 10018

Telephone: 212 582 0343

Fax: 212 397 1649



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Times to Remember

Clubhouse Hours: Monday-Thursday 7:30AM - 4:00PM

Friday 7:30AM- 7:00PM

(weekends and holidays as scheduled)

Village Café Hours: 7:45AM - 3:00PM

Village Café is closed during morning and unit meetings

Lunch 12:00-1:00

Breakfast Sign Up: 8:00AM – 8:45AM

Breakfast Sandwiches \$2.00

Lunch Sign Up: 9:15AM – 10:45AM

Lunch Served daily: 12:00PM

Entrée \$2.50

Sandwich/salad bar \$2.50

Left overs \$1. 25 (when available)

Meeting Times (Mon-Fri)

Morning Meeting: 9:00AM

Morning Unit Meetings: 9:15AM

Afternoon Unit Meetings: 1:00PM

House Meetings/workshops: 2:00PM

Extended Evening Programming is on Fridays from 4:00-7:00



General Information

Village Clubhouse
119 Main Street, Topsham, ME 04086

Phone and Fax Number

Phone Number: 207-837-6260

Fax Number: 207-213-2043

Website

www.villageclubhouse.org

Find us on Facebook!

Transportation and Parking

Village Clubhouse has on-site parking.
Village Clubhouse is handicapped accessible.
Mid-Maine Connector: (855)930-7900

ModivCare (855)608-5178

Other Useful Phone Numbers

Crisis: 1-888-568-1112 or 988
Maine Warm Line: 1-866-771-WARM(9276)
Tedford Housing: 207-729-1161



Guidelines Summary

Please take the time to read the Village Clubhouse guidelines carefully.

1. For record keeping and fire safety, we ask that everyone sign in and out at the reception desk.
2. Our work ordered day is 7:30am to 4pm, there is a morning meeting every day at 9:00am to make general announcements and plans for the day.
3. Come to Village Clubhouse appropriately dressed for the type of work you plan to participate in that day. Spaghetti strap tank tops, short shorts/dresses or Crop tops are discouraged in keeping with a workplace.
4. Lunch is served Monday through Friday at 12pm; last call for lunch sign-up is at 10:45am. Prepaid cards can be purchased for lunch cards in \$10.00 or \$20.00 increments. ***Please make checks payable to Village Clubhouse. Cash is also accepted.***
5. There is no smoking on Village Clubhouse grounds. Smoking is permitted in the designated area only. Cigarettes must be extinguished in the outside ashtray.
6. Abusive or harassing language and/or behavior is not tolerated at Village Clubhouse. Remarks made which are racist, sexist, or homophobic in nature will be viewed as harassment whether aimed at a specific individual or not. "Bumming" of money (i.e. cigarettes, rides, food) is considered harassment and will not be tolerated. Please see staff if you need support to problem solve needed items.
7. Any form of physical violence or assault will not be tolerated at Village Clubhouse.
8. Stealing will not be tolerated. Members will be asked to leave the Clubhouse.
9. The Clubhouse computers and equipment are there for all members and staff to use with respect. Pornography, explicit material, or web sites dealing with violence, explosives or discrimination of any type will not be allowed. (No gaming or shopping)
10. All members and staff are expected to be free of alcohol and/or illegal drugs.
11. If you have a contagious condition, a doctor's note may be requested before you return. All general wounds are to be covered while in the Clubhouse.
12. Cell phones are to be on silence mode while in the Clubhouse. We request headphones and ear pieces to be used during lunch and on breaks.
13. Online Group chats are not sanctioned or supported at Village Clubhouse in keeping with the workplace environment.

If a member has been suspended from the Clubhouse due to unacceptable behavior, a team meeting will take place prior to that member's return to the program. The team meeting will consist of the member, staff from the Clubhouse, the member's support team such as their case manager and /or a residential staff. Each situation will be handled on an individual basis. Depending on the severity, legal charges may be explored.

Kennebec Behavioral Health/Clubhouse
Permission Given for Photo/Multimedia

I, _____, hereby consent and authorize Kennebec Behavioral Health (hereinafter KBH) its agents or employees, to obtain photographs/audio-video of me as a participant in the Village Clubhouse activity of the KBH. I further consent and authorize the KBH, its agents or employees, to use, reproduce, or cause to have printed, said photographs/multimedia to be used in newsletters, published online or printed.

_____ (Including)
_____ (Excluding)

Those which contain recognizable likeness (es) of me, for scientific teaching, demonstrating, general promotion and/or related to the functions and services performed by the KBH, its agents and employees.

I realize that I will be paid no fee or receive compensation of any kind for gathering permission to the KBH its agents or employees.

I understand that I am under no obligation to sign this form and be photographed or audio/videotaped. My refusal to sign this release will not affect the services that I receive while at the Clubhouse. I further understand that it is my responsibility to not inject myself into group pictures being taken.

I understand that I may withdraw this authorization herewith granted, at any time, by notifying my worker at the Clubhouse. I further understand that upon receipt of revocation will cause no further use of photographs of me to be made following receipt of revocation. Revocation may not prevent the continued use of materials containing my picture which have already been printed or distributed.

The photo or multimedia image is going to be used for Village Clubhouse by Members and staff.

I furthermore consent to use my full legal name in association with this Photo/multimedia content

____yes _____no

Date: _____

Expiration Date: _____

Member Signature: _____

Staff Signature: _____

Guardian Signature: _____

Client ID# _____



Reach-Out Contact Information

Name_____

Address_____

Phone Number_____

Email_____

✓ **Preferred Method**

Call_____

Text_____

Email_____

Facebook Messenger _____

Preferred Schedule_____



New member Orientation Review

Welcome to Village 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 the Clubhouse offers. This process can be modified to meet interests and needs of new members.

Please initial the following upon review and understanding of each section:

- _____ Village Clubhouse explained the services they provide during my orientation and this information can be found, in detail, in the orientation packet.
- _____ Village Clubhouse reviewed the dress code in keeping with a workplace environment.
- _____ Village Clubhouse reviewed electronic usage (cell phones, computer usage, group chats, etc.) guidelines and expectations.
- _____ Village Clubhouse described the hours of operation and how crisis services can be utilized after hours by calling the state-wide crisis number: **988** or 1-888-568-1112.
- _____ Village Clubhouse reviewed the location of the emergency exits, evacuation maps, fire extinguishers and first aid kits.
- _____ Village Clubhouse staff members are mandatory reporters. This means that Clubhouse staff are required to report suspected abuse to self or others to appropriate authorities.
- _____ Village Clubhouse staff will call 911 in the event of an emergency without consent if necessary.
- _____ Village Clubhouse reviewed the Clubhouse guidelines and discussed program restrictions that may be imposed and events, behaviors or attitudes that may lead to the loss or restriction of membership.
- _____ Village Clubhouse explained the procedure to regain privileges that have been lost due to these events, behaviors or attitudes.
- _____ Village Clubhouse has reviewed the criteria and procedures for discharge.
- _____ I understand there is no paid work in Clubhouse and that all Clubhouse work is voluntary.
- _____ Village Clubhouse has explained membership rights and responsibilities, and the procedure for filing a grievance.

I understand the above information and my signature below is verification that it has been reviewed with me.

Printed Name

Signature

Date

Medical Record Number