

**Convenant House New
Orleans
Resident Handbook 2023**

Welcome to Covenant House New Orleans (CHNO)

We understand that entering a new program can be difficult and at times overwhelming. This handbook was developed to support you in your stay here at Covenant House New Orleans. However, if the handbook doesn't address all your questions, please ask staff for clarification.

CHNO consists of an 83-bed shelter and supportive services for young people between the ages of 16 and 22, experiencing homelessness. At CHNO we recognize that your current experience with homelessness is only a moment in time. It doesn't define the incredible talents you possess, or the achievements you will reach once you find stability in housing and other areas of your life.

To support your journey, CHNO offers a multitude of services to help you shift the trajectory of your life and make positive movements forward towards the future you see for yourself.

Covenant House New Orleans is committed to an environment of non-discrimination and provides services to all young people regardless of race, religion, gender identity, gender expression, sexual orientation, citizenship status, disability, or ethnic origin.

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Mission Statement & Values

Covenant House New Orleans is dedicated to serving all God's children, with **absolute respect** and **unconditional love**, to help youth experiencing homelessness, and to protect and safeguard all youth in need. The five principles guiding the mission statement are:

- **IMMEDIACY – COVENANT HOUSE NEW ORLEANS** immediately meets the basic needs of youth experiencing homelessness through a nourishing meal, a shower, clean clothes, medical attention, and a safe place to sleep.
- **SANCTUARY - COVENANT HOUSE NEW ORLEANS** provides a safe haven from the hardships of homelessness. We recognize the fundamental worth of every human being and create a safe setting where all youth – regardless of life experience or identity – are served without judgement.
- **VALUE COMMUNICATION - COVENANT HOUSE NEW ORLEANS** leads by example to demonstrate that caring relationships are based on love, trust, respect, and honesty.
- **STRUCTURE - COVENANT HOUSE NEW ORLEANS** provides the stability and structure necessary to build a positive future.
- **CHOICE - COVENANT HOUSE NEW ORLEANS** fosters confidence; encouraging young people to believe in themselves and make informed choices for their lives.

Resident Bill of rights

Based on the principles of immediacy, sanctuary, value, communication, structure and choice, you have the right to expect these principles demonstrated on a regular basis:

- You have the right to be treated with dignity and respect; and to expect honesty and healthy engagement with staff who are present to ensure your care and success plan.
- You have the right to be in an environment free of abuse, including physical, emotional and sexual abuse.
- You have the right to be called by your preferred name and pronouns and to dress and live according to your preferred gender preferences.
- During your interactions with CHNO staff, volunteers, and other residents, we ask you to respect yourself and others. You have the right to expect the same from fellow residents.
- You have the right to confidentiality. It is the policy of CHNO to maintain all records and information regarding all residents in the strictest of confidence releasing information only as duly required by law or authorized by the resident or his/her legal guardian
- Behavior that endangers you, CHNO staff and volunteers or the safety of other CHNO residents will not be tolerated.
- You have the right to live in a drug and alcohol-free environment.
- You have the right to work with staff on an individualized success plan.
- You have the right to be given reasonable privacy consistent with the need for safety.
- You have the right to have your voice heard in matters that affect you.

First 30 Days

Your first 30 days at CHNO is a time for you to familiarize yourself with our community and program and get to know the staff and other residents. During this time, we want to focus on meeting your basic needs. This is done through a variety of assessments. The quicker you take care of these assessments, the sooner we can move into working towards achieving your goals.

During your first 30 days, you will:

- Have the opportunity to see a primary care provider to ensure your medical needs are met.
- Be assigned a Case Manager who will be your **advocate** during your stay at CHNO and will be essential in helping you to develop your success plan.
- Developing a success plan with your case manager, is to include the goals and objectives, you set for yourself as well as those you establish for yourself once you leave CHNO.
- The success plan should include the next steps to acquire permanent housing.
- Work with case management and floor staff to obtain a New Orleans ID/Driver's License, birth certificate, social security card, credit reports, etc. These will be essential as you explore education, employment and housing options.
- Familiarize yourself, and sign up for activities offered by the wellness center, education department, and Cov Lifestyles living. Activities offered at CHNO have been created to make your stay productive and successful.

The following is what is expected of all CHNO residents:

1. Orientation and Codes:

Upon completion of intake at CHNO, our bed bug protocol requires all clothes and bags be washed on entry. Staff will provide a tour of the home, answer questions you may have about the resident handbook, provide you with an overview of common spaces and the gendered floor where you will be staying. You will be shown to your assigned shared bedroom, provided with a locked cabinet for your items, linens and basic hygiene items.

2. For purposes of confidentiality of the other residents, and the safety, and security of the entire community, resident guests are not allowed on CHNO grounds.

3. Guidelines entering Armstrong park:

The beautiful grounds of this historic park is not official property of CHNO. Our young people love to frequent this park to visit and hang out when free time allows, however, please be advised that any recreational activity that takes place in this park between residents is subject for further discussion and investigation by CHNO staff. Violent behavior that takes place at the park between current residents is subject to an investigation and could result in time spent away.

4. Curfew:

You are asked to keep a curfew during the week and on weekends. The purpose of curfew is to keep you, the other residents and the CHNO grounds safe and secure

as well as to help you in developing the habit of having a structured routine. It is especially important for parents with children on site to have a schedule and to ensure that it is followed seven days per week.

Below is the curfew:

Sunday-Thursday (weekdays)

Singles 6:00 pm

Mothers 5:00 pm

Minors 5:00 pm

Friday and Saturday (weekends)

Singles 8:00pm

Mothers 8:00pm

Minors 6:00pm

We ask you respect the curfew, and if you are running late, to please call the front desk and let staff know. This is to ensure we know you are safe.

5. Extended curfew, long work hours, and overnight leave requests:

If you have a school activity or your work hours do not fall within the hours of curfew, please ensure to notify your floor staff and case manager. Residents are asked to sign in/out at the front desk before leaving for work and upon retraining to CHNO from your work shift. We also ask that you see your case manager for prior approval if you plan to be offsite overnight or for the weekends. In order to ensure your safety, we ask that you leave an emergency contact number. Residents are also asked to complete their weekly and daily chores/tasks prior to leaving for their overnight or extended pass. Do be mindful that requests may be limited based on your ability to follow through with your chores, structure of the program, and your success plan.

6. Independent skills building

Once you settle in, you will meet with the CHNO floor staff, to learn more about your floor's cleaning schedule and chores, as well as to hear from you about any other skills you would like to work on in becoming independent. As previously mentioned, CHNO offers educational, independent living, and wellness activities for all residents staying at Covenant House. You are encouraged to attend skill building groups provided onsite. Staff will let you know when guest speakers and groups are happening. Flyers will also be placed around the building. The purpose of these groups is to help you learn the fundamentals of independent living, such as money management cooking, coping, and accessing community resources. If you have any ideas for groups or guest speakers, please let your case manager and wellness staff know.

7. Covenant House Youth Banking Savings Account (CYBYA):

CYBYA is a highly recommended program for residents of CHNO. This can be done finding a banking institute located in the greater community of New Orleans (i.e. Credit Union, Captial One Banking, Chase Banking, etc.) In preparation for independent living, it is strongly encouraged that members begin a savings plan. While at CHNO, it is important to save 80% of your net income each month, whether

it be from unemployment, earned income, SSI or, student grants/loans. Participating in CYBYA is especially important if you hope to apply to the ROP transitional housing program. If you need to start your banking and savings plan with CHNO, please discuss with your case manager. It is important to note that when you leave the crisis center, the entirety of your savings will be returned.

8. Education and Employment

Maintaining secure employment and working toward educational goals are primary components of CHNO. It is important that you communicate openly and honestly regarding your employment. If you are having problems at work, or if you lose your job, you are expected to inform your case manager about changes within 24 hours. While unemployed, you are expected to attend job readiness classes with the education and vocational department and actively work towards finding a new job. You will need to turn in a job search sheet to the education/vocation department on a daily basis. Job searching is done Monday-Friday from 9am-11am and again at 1pm-3pm. Once you secure employment, you are expected to turn in your job verification and your weekly schedule. We highly encourage residents to continue with their education either by continuing at your school or working with your case manager to enroll in school.

9. Case management:

Within 30 days of your move in date, and every 14 days thereafter, your Case Manager will schedule a meeting with you to go over the progress you have made towards your goals and objectives. This is an opportunity for you, and your case manager to go over what you have accomplished and where you may want more support. It is also a time to re-strategize those areas where you may need greater focus and create new goals as you meet previous ones.

Each person's success plan is uniquely tailored to their distinctive goals. Your case manager (CM) is the link between you and building your community team while here at Covenant House. Your CM will assist you with referrals for services and resources within the community and will help to schedule appointments and to figure out your transportation.

As issues and needs arise, your success plan can be revised. You and your Case Manager will review your plan regularly, and can rework goals and objectives when necessary. Remember: these goals are made in support of you attaining housing security, as well as, increasing your overall social, and emotional well-being.

Role of Staff

Covenant House New Orleans Staff:

- A CHNO staff member should have greeted you upon your arrival, provided you with a resident handbook, and oriented you to the ground floor facilities. Take the opportunity to review the resident handbook while waiting for your intake, so you can have any questions answered once intake paperwork is completed.
- CHNO staff are available 24 hours a day, 7 days a week. Please let them know if you need anything or need to talk about something.
- CHNO staff are your main point of contact - they want to get to know you so that they can support you in your daily living and success plan goals.
- CHNO staff also monitor the space and ensure safety for all youth and staff.

Case Manager & Case Management:

A previously mentioned, a meeting with your Case Manager will be set-up within 30 days of entry to complete your move-in paperwork. Next, you and your Case Manager will start developing your success plan, which is the tool that supports you in working towards your goals and objectives. For example, your goals may include obtaining your state identification, finding employment, returning to or continuing with school or vocational training, as well as addressing medical or financial management issues. During this conversation and other meetings with your Case Manager, we encourage you to discuss any mental health concerns, substance use issues or any other concerns you may have. Keep in mind, case managers are available 7 days a week, and will inform you of their schedule, as well as set times to meet with you on a bi-weekly, or on an as needed, basis. Your Case Manager will work with you to identify the best time to schedule these meetings. Your Case Manager can be your biggest advocate and motivator. We hope that you prioritize these bi-weekly meetings, so they can get to know you, and learn what is important to you.

When first meeting with your case manager, please provide copies of your birth certificate, social security card, ID, and vaccination card (if you are vaccinated). If you don't have these documents, your Case Manager can assist you in obtaining them. If you are working, please provide your case manager with verification of any income you receive. Please provide pay stubs, monthly bank statements, money paid in cash, stipends, Social Security checks, unemployment/disability payments, and/or public assistance funds. This helps your Case Manager explore housing options and other opportunities for which you may be eligible for. While in the program, we encourage you to save 80% of your income and use up to 20% for non-essential items.

Your case manager is your advocate and partner during your stay at Covenant House New Orleans!

During the time of disciplinary action, verbal warnings are first issued; followed by written significant or critical incident reportings; followed by time spent away from CHNO suggested by your case manager. CHNO staff, especially your case manager, is the person to provide the resident with a requested copy of any written incident reports that involve the resident.

Residential Advisors:

The Residential Advisor oversees the running of the resident care services. The Residential advisor is available to meet with you, including scheduling individual meetings, or meetings

with your Case Manager. The resident advisor is also one of the individuals who you speak with if you have any grievances about inappropriate conduct of either staff or other residents.

Program Directors

The Program Director oversees the Covenant House program as a whole. They are available to meet with you, including scheduling individual meetings, or meeting with your Case Manager. The following are indicated Directors across CHNO:

Director of Wellness- oversees the mental and behavior health of staff and residents via relationship building and therapeutic interventions that are provided by Licensed Mental Health providers as well as providing scientific and evidence based direct interventions to residents by talk therapy and by bringing traditional, innovative, creative and fun experiences to campus for residents to facilitate growth and healing.

Director of Community Youth and Engagement and Human Trafficking-oversees the

Director of Transitional and Supportive Housing-oversees the departments of Rights of Passage (ROP); Rapid Rehousing (RRH); and Permanent Supportive Housing (PSH) for young people who

Director of Maternal Pathways and Youth Support Services-

Manager of Crisis Care-oversees the environment function, safety, and immediate need to residents of the care center that is provided by direct care staff team. This includes, case managers, floor managers, and resident advisors. Crisis care manager will occasionally meet with individual residents to help facilitate the process of adjusting to CHNO, implementing and maintaining goals related to the success plan.

Manager of Education/Vocation-oversees job readiness skills and links residents to jobs that are best fit with their identified interests. Areas, for example,

Director of Development & Communications-oversees fund development, social media, events, donations and internal/external communications.

Program Guidelines

***These are in alphabetical order so they are easy to access

Activities

CHNO offers a wide variety of activities that embrace cultural, creative, physical, emotional and advocacy experiences, which take place both on and off site. In order to make the most of your experience at CHNO, we encourage you to participate and immerse yourself in as many activities as possible.

Age of Resident

Covenant House provides shelter and services to young people within the ages of 16-22. If you are 22 years of age and are turning 23 years old during your current stay at CHNO, then you are asked to inform your case manager of this so that you are able to add this to your transition success plan. At least 6 months before turning 23, see if eligible for the ROP program. You will be asked to finalize your transition plan out of CHNOLA within 6 months of the age out limit.

ADA Compliance & Non-Discrimination

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 ("ADA"), CHNO will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities. All programs at CHNO are committed to a policy of nondiscrimination. Services will be provided to all youth, regardless of race, religion, sex, gender, sexual orientation, citizenship status, or ethnic origin.

Bathrooms:

Please use the common shared bathroom on your residential floor, unless given permission by staff to use a different bathroom. Remember it's a shared space, so please clean up after you use the bathroom.

Bedrooms:

You and your roommates are responsible for the overall upkeep of your room. This includes keeping your personal space and overall room clean and smelling good, as well as maintaining your personal hygiene. This includes washing your clothes, bed linens, and towels on a regular/weekly basis, making your bed, sweeping, and emptying the trash daily. Burning incense, and candles in bedrooms creates a fire risk and is not permitted. You are also not permitted to enter another resident's bedroom.

Please do not put stickers anywhere in the room, including windows. You may hang up posters and photos, as long as they don't cause damage to the walls and do not reference or depict violence, curse words, weapons, or drugs/alcohol.

Bedding & towels:

Clean bedding and towels are available from your floor's linen closet. We encourage you to change your bedding and towels on a weekly basis. Please place them in the laundry bags provided and put the bag outside your bedroom door.

Cafeteria

Covenant House provides three nutritious meals and 1 snack per day. All meals except lunch are gender specific. Scheduled meal and snack times can be found on your floor schedules. Coffee, tea, and other beverages are available in the dining area throughout the day. We ask that once you are finished, please clean up after yourself.

Food is not permitted on the floor or in your rooms and cannot leave the cafeteria. Outside food is strictly monitored and may only be allowed to have in the front courtyard or in the cafeteria.

We understand there may be special cases i.e. food allergies etc. so we ask that you speak with your case manager and provide proper documentation such as a doctor's note to be placed both in your file and with kitchen staff.

There should be no bonnets or cell phones used in the cafeteria

Early breakfast, sack lunches and late dinner plates are available to residents who work and/or attend school. If you are hungry, we will always make sure there is food/snacks available when requested.

Cars:

We recognize that some residents may arrive at CHNO with a car. Residents who own a car need a valid New Orleans driver's license, valid car insurance and an up-to-date registration. Please speak to your Case Manager if you need support obtaining these.

Due to lack of parking space, resident vehicles are not to be parked onsite, and need to be parked outside the 2-block radius. Residents are responsible for all parking and traffic tickets while in the program.

Chores:

While living as part of a community, it's important that everyone takes pride in the space and their rooms. If you need support keeping your area organized and clean, staff are happy to assist. We are here to help you develop the skills you will need to live independently in your own place when you achieve that milestone.

Courtyards:

- **Middle Courtyard:** Open from 4-7:30
- **Side Courtyard:** Open till 9:30 on weekdays and 10:30 pm weekends for smoking during breaktimes.

Curfew:

You are asked to keep a curfew during the week and on weekends. The purpose of curfew is to keep you, the other residents and the CHNO grounds safe and secure as well as to help you in developing the habit of having a structured routine. It is especially important for parents with children on site to have a schedule and to ensure that it is followed seven days per week. PLEASE SEE PAGE 7 for curfew times.

Dress Code:

We support and respect all residents' individual styles regarding clothing and apparel, and while we recognize that dress can be a powerful form of self-expression, we ask you to please respect and follow the dress code listed below:

- Be fully clothed when leaving the bedroom and bathroom. "Fully clothed" means both your torso and bottom are clothed, regardless of your gender identity. Please do not walk out of your bedroom or bathroom with only a towel wrapped around your body.
- Wear shoes when you are outside of the bedroom areas.
- Avoid clothing that depicts or glorifies violence, hatred, racism, alcohol/substance use, illegal activities, gangs, or prison life.
- Similarly, tattoos that are racist or signaling gang affiliation need to be covered at all times.

Entry & Exit:

All residents are to enter the house through the front gate, pass through security, and check in at the front desk.

Laundry:

There is a laundry located on each residential floor. Please be considerate of other residents and remove your clothing from the washer and dryer in a timely manner. Any items left in the laundry will be removed by staff. Please ensure all washing and drying is in by 8:00 pm (last load). Please ask floor staff for detergent and ask for a laundry orientation before using the laundry facilities for the first time.

Moms & Babies:

For the safety and security of your little ones, there are absolutely **NO** circumstances that another resident can babysit your children. Your children **MUST** be supervised by you at all times and must be no further than arms length. **They are NEVER to be left unattended under any circumstance.** School age children must attend school/daycare. If you have any questions regarding childcare or needs for your child, you can speak with your case manager. They will assist with a referral to young families.

Morning Meetings:

Morning Meetings are held by residential floor staff. Attendance is required for all residents onsite as meetings review the daily schedule, provide program updates, and information on special events and workshops.

Multi-purpose Room (MPR):

The MPR is located near the bedrooms and is able to be used until lights out on each residential floor. However, due to residents sleeping, we ask that the TV be turned off by 10.30pm.

Personal Laptops/Tablets/Cell Phones/Music:

When using these in your bedroom or common spaces, please use headphones out of respect for your roommates. We understand that music can be therapeutic and serve as a means of self-expression. However, because we are part of a community of individuals with different tastes in music, we request that you listen to your music using headphones or ear buds.

Phones:

You are more than welcome to have a personal cell phone while at Covenant House New Orleans. Please be mindful that having a cell phone onsite cannot compromise the safety, confidentiality, or sanctuary of other residents. Please make sure you carefully read and understand the *Social Networking Code of Conduct*, and avoid disclosing, sharing, recording, or posting anything related to another resident or Staff member. If you don't have a cell phone, a landline is available at the front desk.

As we want to ensure your confidentiality, if someone calls and asked for a resident, we will not confirm or deny that they are residing at CHNO. However, if someone were to call and ask to give you a message, staff will take their information down to provide to you. It is your responsibility to inform family, friends, and employers, etc. that a message will be taken for you when they attempt to contact you.

Physical Contact between Residents:

While we recognize that at times, feelings may develop with others living in CHNO. We ask that you maintain physical boundaries. This means that displays of affection such as kissing, fondling, laying, or sitting on each other, or any sexual interactions are not allowed onsite.

Similarly, we recognize that horseplay is often common among friends, but ask that you also refrain from playful physical contact as well. This includes playful pushing, kicking, slapping, tripping, etc. as this creates unnecessary risk of injury and possible escalation into an altercation.

As with language, any physical behavior which is considered violent, abusive, degrading, harassing, or bullying towards youth, staff, volunteers/guests will not be tolerated. We are a safe environment and will not tolerate any type of aggression. Residents displaying acts of physical aggression will be restricted from the program.

Restricted From Program:

When a resident is restricted, they are asked to take some time away from CHNO. While we believe every young person is worthy of our best efforts, we know that this is their journey, and they need to take their own steps towards their own success. Whenever a resident is restricted, we will make every effort to link them to another shelter/housing option.

The following are reasons that would lead to being restricted from the program:

1. Use or possession of a prohibited weapon
2. Physical Violence
3. Sexual Assault
4. Bullying, racism and hate mongering
5. Human and drug trafficking
6. Arson, bomb, or active shooter threats

Residents who have been restricted can have the chance to repair any damage done. Please contact the Residential Advisor and request an appeal after 72 hours. A meeting with the Director, Residential Manager, and Case Manager will be held to discuss the situation leading to the restriction, as well as discuss what will be different on return to the program.

Please note that serious safety violations may result in an indefinite or permanent restriction from the program.

Due to a lack of storage space, CHNO can only store resident's belongings for up to 1 week and then will be donated to charity. An extension of time is able to be discussed with Staff. However, it is the resident's responsibility to collect all their belongings.

Room Safety Search:

Due to the nature of communal living and the importance we place on safety, staff may conduct a room search if there is concern about your safety or the safety of other residents. In these cases, bedrooms and belongings may be thoroughly searched by staff. Any items such as drugs/alcohol, drug paraphernalia or weapons will be removed.

Safety Check:

Each time you enter CHNO, you will be asked to empty your pockets and bags, so staff can do a safety check. Items that have the potential to cause harm or are unsafe (e.g. knives, scissors, blades, guns, drugs, alcohol, etc.) will be confiscated and disposed of. There are times when an item such as a box cutter, knife or other item may be needed for work. In these cases, please inform the YES staff at the front desk who will secure it. You will be able to check it out when you leave the premises.

Smoking & Vaping:

A designated smoking area is in the front courtyard. We ask that you respect personal space, and don't smoke near others. You cannot smoke marijuana onsite. Vapes are not to be smoked inside the buildings. Smoking of anykind is not allowed in rooms.

Suspended/Time away From Program:

A suspension or time away happens when a resident violates the expectations or guidelines of the program and Staff support has not assisted in realigning to the program expectations.

When a suspension is issued, staff will pack the resident's belongings and store them in the storage closet. The resident's access will be limited to the front lounge area. Suspensions can range in length of time, and a meeting with Staff and Residential Manager to establish a housing agreement will occur prior to returning back into the community.

Toiletries:

Please request personal hygiene supplies from a YES staff. We only stock basic hygiene supplies (toothpaste, soap, deodorant, tampons). Residents are responsible to purchase individually needed items.

TV and Music:

Personal TVs are not permitted. TVs are available for use in the Front lounge and MPR till 2am.

Frequently Asked Questions

What do I do if I feel sick or have COVID symptoms?

Rapid COVID tests, some over the counter medication, Narcan for drug overdoses and first aid supplies are available at the front desk. If further medical attention is necessary, we can arrange transportation to Urgent Care or in serious situations, to Hospital. Regardless of what the symptoms may be, we will do what is necessary to take care of your medical needs and assist with transportation.

Our closest Hospital and Urgent Care are listed below:

University Medical Center New Orleans
2000 Canal Street
504 702-3000

New Orleans Urgent Care
900 Magazine Street
(504) 552- 2433

What happens if I lose an item?

We encourage you not to leave personal items unattended, even in your room and to lock your belongings in your locker. Items lost and found will be held at the front desk and if unclaimed, will be donated to charity.

What about lending and borrowing?

While at times it may seem harmless to let someone borrow your personal items or borrow from someone else, it can create problems. If you lend something to another resident and they don't return it, CHNO will not intervene or replace any missing or damaged property, so please safeguard your belongings.

What are the Grievance Procedures?

If you have a disagreement with a staff member, you can:

1. Request to speak to the Residential Manager.

2. If you are not satisfied after speaking with Residential Manager, you can request to speak to the Director.
3. If you are still not satisfied after talking to the Director, you can file a formal grievance, either verbally or in writing to the Chief Program Officer of CHNO (CPO)
 - The CPO can be reached by asking any staff person to contact via phone, or you may set an appointment through your Case Manager, Residential Manager or Director.
 - You can also reach the CPO by writing to:
SeeSomethingSaySomething@covca.org email address.
4. The CPO will interview you regarding your grievance in a confidential, onsite office. If you are no longer in the residential program and require transportation to the CHNO facility, transportation will be provided by CHNO.
5. Within 72 hours of receiving the grievance, the CPO will gather information, facts and testimony from youth and staff relevant to the complaint and present the resolution to the resident in both written and verbal form.
6. If you are still dissatisfied with the outcome, you will be provided – in writing – with the name, address, and phone of the following outside resolution service:
7. CHNO will notify chosen mediators for all unresolved grievances referred to outside grievance resolution services.
8. All records and reports of all resident complaints, whether or not they were resolved, will be kept in secure file within CPO office.

Receipt of Covenant House New Orleans Program Handbook

We are excited that you are allowing CHNO to be a part of your journey towards who you are becoming! This is a time to learn cooperative living skills, and access resources. Remember your success at CHNO is determined by the effort you put into taking advantage of the opportunities made available to you.

All staff are here to support, encourage, and help you reach your goals, so please don't hesitate to ask staff if you have any questions about the contents of this handbook.

I am acknowledging that a CHNO staff has reviewed the CHNO Handbook, ADA Policy, Youth Social Networking Code of Conduct Policy and Anti-Bullying, Harassment Policy with me.

I understand that I am committing to contributing to maintaining the safe, respectful, and dignifying sanctuary at CHNO. Staff will notify me of all program policy changes as they occur.

Resident Signature

Date

Staff Signature

Date