



New Member Handbook



Clubhouse International

Creating Community: Changing the World of Mental Health



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Improving lives with effective, innovative care





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What is a Clubhouse?

A Clubhouse is much more than a social service or employment service. First and foremost, we are 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.



History of Capitol Clubhouse

James R. "Jim" Schmidt, was one of the world's leading proponents of the Clubhouse model for rehabilitation in the mental health field and was an international expert in employment for those experiencing mental illness. Jim worked at Fountain House for 38 years, beginning in 1954, before retiring as its executive director in 1992. Fountain House created the global model for vocational Clubhouses that promote and provide regular jobs for the mentally ill.

Jim was a board member of Kennebec Behavioral Health (KBH) for many years. In 1997, he and the late Mal Wilson helped KBH launch High Hopes Clubhouse in Waterville, Maine; Jim helped open Augusta's Capitol Clubhouse five years later in 2002. Through his advocacy to the Maine Department of Health and Human Services, KBH was able to open a third Clubhouse in Lewiston Maine in January 2012. Jim passed away in August of 2011 but his efforts continue to live in the success of Clubhouses in Maine.

Welcome New Capitol Clubhouse Member!

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

Capitol Clubhouse powerfully demonstrates that people with mental illness can lead productive and satisfying lives. We 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*

Membership Responsibilities/Expectations:

- *Join and participate in one of our Clubhouse units.*
 - *Complete a member plan.*
- *Be a positive part of the Clubhouse community and contribute to the operation and ongoing development of Capitol Clubhouse to the best of your abilities.*



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 Capitol 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*

CAPITOL CLUBHOUSE UNIT DESCRIPTIONS

The work units are the heart and soul of the daily activities at Capitol Clubhouse. The length of time a member spends in a work unit is based upon personal choice and interests. Members join 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.

Career Development Unit

The Career Development Unit is responsible for all administration, clerical, education and employment functions of the Clubhouse including:

- * Quarterly Newsletter * Computer * Education * Clubhouse Statistics * Photocopying * Bulk Mailing*
- * Faxing * Word Processing * Planning Events * Filing * Data Entry*
- * Processing Payroll * Bookkeeping * Budgeting * Job Development * Referral for Services*
- * Resume writing * Interviewing skills * Long term job support * Income Reports*

Membership Services Unit

The Membership Services Unit provides the following services:

- * Outreach to all members * Receptionist * Clubhouse Research * Customer Service*
- * Orientation * Tours of the Clubhouse * Landscaping * Building Maintenance*
- * Stocking Merchandise * Clubhouse Inventory * Social Program * Van Maintenance * Basic Accounting * Money deposit*

Food Services Unit

The Food Services Unit provides the following services:

- * Dining Room Setup * Menu Planning * Commercial Equipment Maintenance * Stocking*
- * Budgeting * Inventory * Food Preparation * Café Operations * Bulk Food Ordering * Waiting Tables*
- * Cashier Skills*



Clubhouse Employment Programs: **Brief Definitions**

Transitional Employment (TE)

A TE job is a time-limited opportunity, usually 6-9 months in duration. TE positions belong to the Clubhouse. In TE, the Clubhouse develops and maintains a relationship with the employer and provides onsite training and support. Absence coverage is a key feature of the model.

Group Placement

In Group Placements, a variation of Transitional Employment, the Clubhouse has a relationship with the employer, and the work and/or jobs are facilitated through the Clubhouse. Group placements are distinguished from “special projects” in that members commit to keep the group schedule. Members get support from the Clubhouse both on and off-site. As a defining characteristic, the Clubhouse provides on-site staffing, allowing for the group’s productivity to be judged instead of the individual’s.

Supported Employment (SE)

An SE job is an employment opportunity that is not time-limited. The position belongs to the member. There is a competitive element to the interview process. In SE the Clubhouse develops and maintains a relationship with the employer and assist with job site development and sometimes training. SE jobs may be full or part-time. The Clubhouse does not provide absence coverage.

Independent Employment (IE)

Independent Employment positions may be full or part-time, and belong to the member, who has participated in the fully competitive interview process. The Clubhouse does not commit to a formal relationship with the employer or provide absence coverage. The Clubhouse assists with career development, job search and job choice should the member wish it.



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, 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, 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 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.
29. The Clubhouse conducts an objective evaluation of its effectiveness including Clubhouse International Accreditation.
30. 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.
31. 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

32. 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.
33. 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.
34. Staff salaries are competitive with comparable positions in the mental health field.
35. 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.
36. 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.
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Clubhouse International
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Fax: 212 397 1649



Capitol Clubhouse Guideline Summary

It is the goal of our Clubhouse to provide an atmosphere where the guaranteed rights of all members are safeguarded. The following guidelines are the result of the Capitol Clubhouse Policy Meetings, where each policy was presented and agreed upon. We hope the guidelines will provide a standard of community with which we can all live.

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 8am to 4pm, there is a morning meeting every day at 9am to make general announcements and plans for the day.
3. Come to Capitol Clubhouse appropriately dressed for the type of work you plan to participate in that day.
4. Lunch is served Monday through Friday from 12pm -1pm; last call for lunch sign-up is at 11:30am.
5. 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 Capitol 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 Capitol 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.
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 open wounds are to be covered while in the Clubhouse.
12. Cell phones are to be on silence mode while in the Clubhouse. Headphone and ear pieces are also not permitted in the building.

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.



Times to Remember at Capitol Clubhouse

Clubhouse Hours: M-F 8:00AM-4:00PM (Evenings, weekends and holidays as scheduled)

Snack Bar Hours: 8:00AM - 3:00PM

Breakfast: M-F 8:00AM - 11:00AM

Lunch Sign Up: 8:00AM – 11:30AM

Lunch Served: 12:00PM - 1:00PM

Meeting Times (M-F):

Morning Meeting: 9:00AM

Morning Unit Meetings: 9:15AM

Afternoon Unit Meetings: 1:00PM

House Meetings Each Day:

Mondays – Clubhouse 101 @ 2:00PM

Tuesdays –Wellness @ 2:00PM

Wednesdays –Employment @ 2:00PM

Thursdays – Policy @ 2:00PM

Fridays – Young Adult Committee @ 12:15PM and weekly wrap up @ 2pm

Social Planning: 2nd Thursday each month @ 2:00PM



General Information

Capitol Clubhouse
37 Stone Street
Augusta, Maine 04330

Reception: 207-629-9080
Fax: 207-629-9081
TTY / TDD: 1-800-437-1220
Video Phone : 207-512-5369

Website:

www.capitol-clubhouse.org



**Capitol Clubhouse has on-site parking and is
handicapped accessible.**

Other Useful Phone #'s:

Crisis Phone Number: 1-888-568-1112
Maine Warm Line Number: 1-866-771-WARM (9276)
Bread of Life Homeless Shelter: 626-3479
Bread of Life Kitchen: 621-2541
Penquis: 844-736-7847
KVCAP: 859-1500