

# Transitional Living Program Handbook



Revised November, 2021

Congratulations on being accepted to our program! We encourage you to take advantage of all that we have to offer. You have been presented with a unique opportunity and we anticipate that you will take advantage of the opportunities that this program will create for you. In the following pages, specific topics will be discussed which include educational information, employment information, transportation schedules, as well as rules and expectations. Please read everything carefully, as it will answer many of the questions you might have.

General Information	People To Know	Program Expectations
<p>Basic information that will assist you in making this placement a productive one!</p> <p style="text-align: right;">Page 4</p>	<p>A list of Shelter, Inc. faculty and staff.</p> <p style="text-align: right;">Page 5</p>	<p>A brief guide that explains in detail the general rules and expectations of the TLP program.</p> <p style="text-align: right;">Page 23</p>

\*Final occupancy number will be updated post Village Board Meeting

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- Creating a resume
- Obtaining and maintaining employment
- Advancing your education to obtain a high school diploma, GED, or college credits
- Developing interpersonal relationships and socialization skills
- Menu planning, grocery shopping, and meal preparation
- Accessing and maintaining medical, dental, and vision care
- Obtaining and maintaining checking and savings accounts, money management
- Establishing credit
- Financial Literacy

- Housing
- Temporary Income Support
- Career Preparation/ support
- Educational Assistance/ support
- Purpose and success driven in-house mentoring
- Access/transportation to medical, dental, and vision care
- Mental health/ well-being counseling
- Caseworker services
- Transition to independent living



# General Information

Transitional Living Program (TLP) services include casework and other supportive services that assist you with completing your secondary education (high school graduation or GED), developing basic self-sufficiency skills, establishing or re-establishing legal relationships, as well as building permanent connections with committed adults. This program also prepares youth for college, emancipation/launch, and/or an Independent Living Program (ILO).

## **AT A GLANCE**

### **Program Purpose**

To prepare young people for transition to an Independent Living Program (ILO) or launch

### **Program Criteria**

- Between ages 17 1/2 to 19 upon entry
- Participation in secondary education
- Permanency goal of independence
- Willingness to participate in counseling as recommended
- Willingness to work on skills towards independence

Staff will work with you to assess your competencies and skills in several domains using The Ansell Casey Life Skills Assessment and the ILO/TLP Life Skills Assessment after admission. As your strengths and needs are identified, a plan for developing and strengthening your skills will be created and incorporated into your discharge plan. Skills and competencies are to be addressed in the following areas:

- Employment and education
- Food management and cooking
- Medical/mental health care
- Personal care and health
- Money and time management
- Public transportation
- Recreation
- Independent and social skills
- Community resources and other services
- Developing a positive support system and healthy relationships

### **Vocational Development**

This TLP Program is also designed to assist you in all aspects of your vocational development including but not limited to:

**the processes of obtaining employment, resume and cover letter development, interviewing, basic work ethics, understanding your paycheck, maintaining job employment, etc.**

We will help you determine where to find employment, teach you decision making strategies, how to set goals, learn communication skills, personal exploration/self-evaluation, career/vocational exploration, and counseling. We will work on maturity skills, performance evaluation, basic job application competition, writing, and oral skills.



## Staff Directory

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Carina Santa Maria .....	Executive Director
Gina Ciulla .....	Clinical Director
gciulla@shelter-inc.org	847-595-0262
Caitlyn Lierman .....	Caseworker
clierman@shelter-inc.org	847-595-0264
Kristie Langley .....	Treatment Coordinator
klangley@shelter-inc.org	847-595-0293
Vincent Burton.....	Counselor
vburton@shelter-inc.org	
Erica Schultz.....	Counselor
eschultz@shelter-inc.org	
Alexandra Salcedo .....	TLP Coordinator
asalcedo@shelter-inc.org	847-595-0162
Stacy Morrow .....	TLP Resident Advisor
smorrow@shelter-inc.org	
Andre Barnes.....	TLP Resident Advisor
abarnes@shelter-inc.org	
Gina Lozano .....	Overnight TLP Resident Advisor
glozano@shelter-inc.org	
TBD.....	Overnight TLP Resident Advisor
Amanda Treptow.....	Weekend TLP Resident Advisor
atreptow@shelter-inc.org	
Tiffany Moore.....	Substitute TLP Resident Advisor
tmoore@shelter-inc.org	



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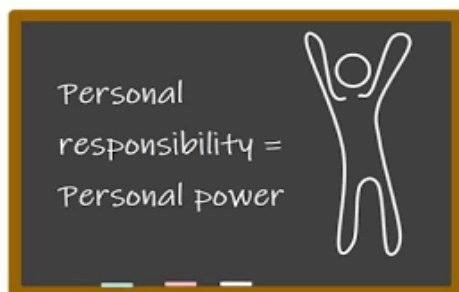


## Bi- Weekly Staffings

Shelter, Inc. staff holds meetings every-other week in the TLP house. These meetings are for you to check in with the staff about your well- being, work, school, etc. You will also be required to set 4 goals for yourself that you will work towards accomplishing over the next two weeks. If you accomplish 3 out of the 4 goals, you will receive an allowance based on the DCFS Spend Down Plan (see page 7). If you do not meet your goals, your allowance will be put into your emancipation fund. This is also the time to receive your grocery, phone, and clothing checks, and transportation funds.



- The TLP Coordinator and Case worker will conduct all bi-weekly staffings with the youth.
- The bi- weekly staffing sign up sheet will be posted on the office door at least one week prior to the staffing date. You must sign up for a specific time for your staffing.
- If you miss your scheduled time, the staffing will not occur on that date. The only exceptions will be if you must attend school or work.
- You must schedule a time on the “make up” staffing date which will be posted following the completion of all staffings.
- If you do not participate in either staffing, then all money, including grocery money, will be returned and placed in your emancipation account. You will need to wait until the next bi-weekly staffing for any funds.



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Dates	Age	% Held	Amount Held	Amount Given	Groceries	Allowance	Clothing	Phone	Transportation
	17.5	0%	\$0	\$477.00	\$216.00	\$55.00	\$55.00	\$43.00	\$108.00
	18	2.5%	\$11.93	\$465.07	\$210.60	\$53.62	\$53.62	\$41.93	\$105.30
	18.25	5%	\$23.85	\$453.15	\$205.20	\$52.25	\$52.25	\$40.85	\$102.60
	18.50	7.5%	\$35.79	\$441.21	\$199.80	\$50.87	\$50.87	\$39.77	\$99.90
	18.75	10%	\$47.70	\$429.30	\$194.40	\$49.50	\$49.50	\$38.70	\$97.20
	19	12.5%	\$59.63	\$417.37	\$189.00	\$48.12	\$48.12	\$37.63	\$94.50
	19.25	15%	\$71.55	\$405.45	\$183.60	\$46.75	\$46.75	\$36.55	\$91.80
	19.50	17.5%	\$83.47	\$393.53	\$178.20	\$45.38	\$45.38	\$35.47	\$89.10
	19.75	20%	\$95.40	\$381.60	\$172.80	\$44.00	\$44.00	\$34.40	\$86.40
	20	20.5%	\$97.78	\$379.22	\$171.72	\$43.73	\$43.73	\$34.19	\$85.85
	20.25	30%	\$143.10	\$333.90	\$151.20	\$38.50	\$38.50	\$30.10	\$75.60
	20.50	35.25%	\$168.14	\$308.86	\$139.86	\$35.61	\$35.61	\$27.85	\$69.93
	20.75	35.5%	\$169.33	\$307.67	\$139.32	\$35.48	\$35.48	\$27.74	\$69.65
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### Option # 1—Spend down plan based on 7/1/20 new DCFS contract

Dates	Age	% Held	Amount Held	Amount Given	Groceries	Allowance	Clothing	Phone	Transportation
	17.5	0%	\$0	\$477.00	\$216.00	\$55.00	\$55.00	\$43.00	\$108.00
	18	5%	\$23.85	\$453.15	\$205.00	\$52.25	\$52.25	\$40.85	\$102.60
	18.25	10%	\$47.70	\$429.30	\$194.40	\$49.50	\$49.50	\$38.70	\$97.20
	18.50	15%	\$71.55	\$405.45	\$183.60	\$46.75	\$46.75	\$36.55	\$91.80
	18.75	20%	\$95.40	\$381.60	\$172.80	\$44.00	\$44.00	\$34.40	\$86.40
	19	25%	\$119.25	\$357.75	\$162.00	\$41.25	\$41.25	\$32.25	\$81.00
	19.25	30%	\$143.10	\$333.90	\$151.20	\$38.50	\$38.50	\$30.10	\$75.60
	19.50	35%	\$166.95	\$310.05	\$140.40	\$35.75	\$35.75	\$27.95	\$70.20
	19.75	40%	\$190.80	\$286.20	\$129.60	\$33.00	\$33.00	\$25.80	\$64.80
	20	45%	\$214.65	\$262.35	\$118.80	\$30.25	\$30.25	\$23.65	\$59.40
	20.25	50%	\$238.50	\$238.50	\$108.00	\$27.50	\$27.50	\$21.50	\$54.00
	20.50	55%	\$262.35	\$214.65	\$97.20	\$24.75	\$24.75	\$19.35	\$48.60
	20.75	60%	\$286.20	\$190.80	\$86.40	\$22.00	\$22.00	\$17.20	\$43.20
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### Option # 2—Spend down plan based on 4/1/20 agency plan



## SPEND DOWN PLANS

Youth have the option to pick between the 2 offered spend down plans. This will be reviewed with you and the caseworker. Option 1 allows for more money “in hand” for the youth, while Option 2 allows the youth to put more money into their savings/emancipation account. You will be asked to sign a form once you select which plan works for you.



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## Who is hiring?

### Possible Employment Opportunities in the Area



Corner Bakery  
470 E. Rand Road  
Arlington Heights, IL 60004  
(847) 394-4661

Harvest Fresh Market  
100 E. Rand Road  
Arlington Heights, IL 60004  
(847) 368-0138

Jewel-Osco  
440 E. Rand Road  
Arlington Heights, IL 60004  
(847) 255-8735

America's Best  
72 E. Rand Road  
Arlington Heights, IL 60004  
(847) 222-0185

Marshalls  
310 E. Rand Road  
Arlington Heights, IL 60004  
(847) 818-0034

Burlington  
30 W. Rand Road  
Arlington Heights, IL 60004  
(847) 577-7878

Ross  
370 E. Rand Road  
Arlington Heights, IL 60004  
(847) 870-0032

Arby's  
100 W. Rand Road  
Arlington Heights, IL 60004  
(773) 308-5467

Wynburg Cafe  
306 E. Rand Road  
Arlington Heights, IL 60004  
(847) 398-8900

Chipotle Mexican Grill  
338 E. Rand Road  
Arlington Heights, IL 60004  
(847) 392-8328

Men's Warehouse  
202 E. Rand Road  
Arlington Heights, IL 60004  
(847) 342-8014

Panera Bread  
5 W. Rand Road  
Arlington Heights, IL 60004  
(847) 255-8533

Shell Gas Station  
2113 N. Arlington Heights Rd  
Arlington Heights, IL 60004  
(847) 398-0717

Party City  
111 W. Rand Road  
Arlington Heights, IL 60004  
(224)342-5151



## Going to College

TLP staff is committed to assisting in pursuing the education of your choice.  
Here is what we will do:

- We will provide counseling and support to apply, enroll, and complete the most appropriate and realistic academic and vocational programs for you.
- We will assist you to identify and apply to appropriate internships and apprenticeships.
- We will assist you in applying for financial aid.
- We will assist in budgeting for classes, books, and miscellaneous fees.
- We will provide you linkage to tutoring services, homework assistance, or any kind of educational support needed, insuring you are performing at your optimal academic level.
- We will assist you to identify opportunities made available to you in and through higher education.
- We will even assist you with your homework!



**Going to college can be expensive, but we will make sure that you  
have everything in place to help you finance your education.  
Here's a list of scholarships that are available to you right now:**

**Youth in College** - A placement option for youth under DCFS guardianship attending an accredited vocational school, community college or four-year college at full time status. The youth receives a monthly grant payment (board) and money for books if they are not covered by financial aid grants.

**Community College Payment Program**- Allows youth under DCFS guardianship, enrolling in an Illinois community college, the opportunity to have their in-district tuition, fees, and books paid by DCFS if they are not paid by financial aid grants. Payment requests can be submitted for vocational training programs that are part of the community college curriculum. Requests for out-of-district and prior fiscal years' tuition will not be approved.

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**Youth in Scholarship (YIS) Program-** Provides current and former youth in care with a tuition and mandatory fee waiver at Illinois state-funded universities and community colleges, a medical card, monthly grant, and money for books if not paid by financial aid grants.

**Gear up-** A federal discretionary grant program designed to increase the number of low-income students who are prepared to enter and succeed in postsecondary education. GEAR UP provides grants to states and partnerships at high-need middle and high schools. State grants are competitive matching grants that must include an early intervention component designed to increase college attendance and success and raise the expectations of low-income students.

**TRIO Program-** Federal outreach and student services programs designed to identify and provide services for individuals from disadvantaged backgrounds. TRIO includes eight programs targeted to serve and assist low-income individuals, first-generation college students, and individuals with disabilities to progress through the academic pipeline from middle school to post baccalaureate programs. TRIO also includes a training program for directors and staff of TRIO projects.

**Alternative Schools Network-** Enables youth who are eligible for public school to re-enter schools and obtain a high school diploma or GED and participate in mentoring and other programs.

**Land of Lincoln Legal Assistance Foundation-** Provides legal support to ensure that children and youth in DCFS can receive timely and appropriate special educational services. Primarily assists case workers and caregivers in cases in which children and youth (1) should be receiving appropriate special educational services and are not or (2) have been placed in special education services inappropriately.

**Illinois Student Assistance Commission** – Provides free information to Illinois residents on funding available for their college education.



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## Therapy

At Shelter, Inc., you will have access to an individual therapist. It is recommended that you meet with them on a weekly basis. There will also be a variety of groups held each week that you may attend. Based on your behavior and mental health, the Shelter, Inc. team will determine if you are required to participate in therapy and groups.

### Topics to discuss in therapy:

- ❖ Depression
- ❖ Anxiety
- ❖ Substance use
- ❖ Trauma
- ❖ Friendship issues
- ❖ Family troubles
- ❖ Communication
- ❖ Self esteem
- ❖ Negative thoughts
- ❖ Future planning
- ❖ Anger management
- ❖ Problem solving
- ❖ Healthy relationships
- ❖ Boundaries



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# Community Resources

TLP services include 24 hour on-site supervision. TLP staff are residential advisors whose primary function is supporting you to learn skills and develop relationships to increase your chances for success in adulthood.

## **Emergency Services**

Arlington Heights Police Department  
200 E. Sigwalt St. Arlington Hts., IL 60005  
(847) 368-5300

Arlington Heights Fire Department  
2000 S. Arlington Heights Rd. Arlington Hts., IL 60005  
(847) 368-5450

Northwest Community Hospital  
800 W. Central Rd. Arlington Hts., IL 60005  
(847) 618-1000

## **Health & Wellness**

Access Community Health Network  
1120 N. Arlington Heights Rd. Arlington Hts., IL 60004  
(847) 342-1554 or (866) 267-2353

Legacy Medical Care  
121 S. Wilke Rd, Suite 600, Arlington Hts IL 60004  
(847) 749-2248

Northwest Community Health Services  
1410 N. Arlington Hts Rd, Suite 200, Arlington Hts, IL 60004  
(847) 618-1640

McNelis Family Eyecare  
2010 S. Arlington Heights Rd, Suite 121 Arlington Hts., IL 60005  
(847) 621-0633

Central Eye Care  
1614 W. Central Rd, Arlington Hts, IL, 60005  
(224) 735-2016

Vision One  
1794 S. Arlington Hts Rd, Arlington Hts, IL 60005  
(847) 640-1211

1st Family Dental  
1235 N. Rand Rd. Arlington Hts., IL 60004  
(847) 259-8888

First Smiles Dental & Orthodontics  
15 S. Dryden Place, Suite E, Arlington Hts, IL 60004  
(847) 392-5842

All Family Dental & Braces  
1044 W. Rand Rd, Arlington Hts. 60004  
(847) 250-2602

## **Job Training**

Illinois Department of Employment Security  
723 W. Algonquin Rd. Arlington Hts., IL 60005  
(800) 244-5631 OR (866) 322-8357

## **Public Transit**

METRA Station – Arlington Heights  
45 W. Northwest Highway Arlington Hts., IL  
(847) 253-6365  
[www.metrarail.com](http://www.metrarail.com)

Pace Suburban Bus  
550 Algonquin Rd. Arlington Hts., IL 60005  
(847) 364-8130

## **Legal**

Cook County Circuit Court  
2121 Euclid Ave. Rolling Meadows, IL 60008  
(847) 818-2000

## **Education**

Harper Community College  
1200 W. Algonquin Rd. Palatine, IL 60067  
(847) 925-6000

Rolling Meadows High School  
2901 Central Rd. Rolling Meadows, IL 60008  
(847) 718-5600

Township High School District 214  
2121 S. Goebbert Rd. Arlington Hts., IL 60005  
(847) 718-7600 Fax: (847) 718-7645

Joseph Academy  
1101 Gregory St. Des Plaines, IL 60016  
(847) 803-1930 Fax (847) 803-8669

Jen School  
1150 North River Rd. Des Plaines, IL 60016  
(847) 390-3020

The Academy at Forest View  
2121 S. Goebbert Rd, Arlington Hts, 60005  
(847) 718-7772

William Fremd High School  
1000 S. Quentin Rd., Palatine 60067  
(847) 755-2600

### **Mental Health**

Alexian Bros. Behavioral Health  
1650 Moon Lake Blvd. Hoffman Estates, IL 60169  
(800) 432-5005

Kenneth Youth Center  
1001 Rohlwing Rd. Elk Grove Village, IL 60007  
(847) 524- 8800

Streamwood Behavioral Health  
1400 Irving Park Rd. Streamwood, IL 60107  
(630) 837-9000

Chicago Behavioral Hospital  
555 Wilson Ln, Des Plaines, IL 60016  
(844)756-8600

Ecker Center for Behavioral Health  
1845 Grandstand Pl, Elgin, IL 60123  
(847) 695-0484

### **Substance Abuse Treatment**

The SHARE Program  
1776 Moon Lake Blvd, Hoffman Estates, IL 60169  
(847) 882-4181

Lutheran Social Services of Illinois (LSSI)  
675 Varsity Dr., Elgin, IL 60120  
(847) 741-2600

### **Library**

Arlington Heights Memorial Library  
500 N. Dunton Ave. Arlington Hts., IL 60004  
(847) 392-0100

### **Local Food Pantries**

Self Help Coset & Food Pantry  
769 Holiday Lane, Des Plaines, IL 60016  
(847) 375-1443

Lutheran Church of the Cross  
2025 S. Goebbert Rd, Arlington Hts, IL 60005  
(847) 437-5141

Northwest Compass  
1300 W. Northwest Hwy, Mt. Prospect, IL 60056  
(847) 392-2344

Journeys The Road Home  
1140 E. Northwest Hwy, Palatine, IL 60068  
(847) 963-9163

Food Distribution Center-Trinity Charities Inc.  
927 Plum Grove Rd., Schaumburg, IL 60173  
(847) 264-4660

Elk Grove Township-Greater Chicago Food  
Depository  
600 Landmeier Rd., Elk Grove Village, IL 60007  
(847) 437-0300

Food Distribution Center-Bethel Lutheran Church  
Food Pantry  
3839 W. Frontage Rd., Palatine, IL 60067  
(847) 397-4372

Wheeling Township Food Pantry  
1616 N. Arlington Hts Rd., Arlington Hts, IL 60004  
(847) 259-7730



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**If there is a serious problem at the TLP and youth are unable to talk to or reach a staff member, the youth should call the Shelter, Inc.**

**Main office number of (847)-255-8060 for assistance.**

**This number will either go to the Main office secretary (9a-5p), or it will go to an on-call staff member (after hours).**

**If there is an emergency which involves the health and well being of a youth, staff member, or the TLP house, Emergency services should be contacted using 911.**



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## Transportation

Learning how to utilize transportation is an important life skill. At the TLP, our staff will help navigate transportation issues with you and help ensure that you have transportation available. Staff may be able to assist with transportation and many employment opportunities are within walking distance of the facility. Should you need additional assistance, each resident is given a monthly stipend of \$110 to use toward their transportation needs. The agency also provides Uber gift cards.

If attending school, your case worker will work with the school district to get transportation provided to you, free of charge.



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## Youth Bill of Rights

Shelter, Inc. is a community-based, licensed, child welfare agency. Shelter, Inc. is committed to respect the rights of the youth and families we serve. Everyone has the right to be treated with dignity, honesty and respect. If you are a youth in the care of the Illinois Department of Children and Family Services, you have the following rights and responsibilities.



### You have the right to:

- Be protected from physical, emotional and sexual abuse and/or neglect;
- Be told why you came into DCFS care and why you are still in DCFS care;
- Participate in the decisions concerning you and your future;
- Be placed in the DCFS care that can best meet your needs;
- Be placed with your brothers and sisters if it is possible and if DCFS believes it is in your best interests;
- Talk and visit with your parents, brothers, sisters, relatives and other people important to you unless the judge or your caseworker thinks it is not in your best interest;
- Ask for help if you ever feel that decisions made are not the best for you;
- Be visited by your caseworker at least monthly;
- Be listened to, respected and heard;
- Get the medical attention you need, this includes regular medical, dental and eye exams;
- Go to school;
- Participate in school, religious, cultural and other activities;
- Have a plan for a permanent living arrangement after you leave DCFS care, and to take part in developing and committing yourself to this plan; and
- Receive enough to eat and enough clothing, as well as a monthly allowance for your personal expenses.

### You have a **right to have representation** in court. This means that:

- You have the right to have a lawyer;
- The guardian ad litem (GAL) will represent you in court, not your parents or DCFS or the court. Your GAL makes sure that your best interest is taken into account when the judge makes decisions that will affect you and your future;
- You have the right to speak with your court representative any time that you feel there is a need;
- You can have an interpreter to help you if you have trouble hearing or understanding English;
- People in court should extend the same professional courtesy to you that they extend to an adult. Your concerns and opinions should be heard;
- You should not be made to feel bad about yourself because of the words or actions of any person in the court system; and
- You can ask questions and keep asking questions until you understand what is happening.

### You have the responsibility to:

- Tell your caseworker or foster parent or other caretaker when things are not going right for you;
- Tell your caseworker or adult you trust when you feel that you are in danger of abuse or neglect;
- Go to school; and
- Follow your part of the Service Plan.



To report suspected child abuse or neglect, call 1-800-25-ABUSE (252-2873)  
DCFS Info and Assistance 800-232-3798 / 217-524-2029

*See bulletin board in house for complete list of rights, per DCFS.*

## General Program Expectations

**Employment**- You will be expected to immediately seek out, obtain, and maintain employment and/or participate in volunteer programs/ projects for the duration of your residence at this TLP. You are expected to fully participate with any and all vocational plans that have been determined for your transitional needs. You must maintain consistent employment in order to be considered for ILO programs.

**Education**- You will be expected to attend all educational meetings/classes and fully participate in all educational plans that have been developed with you. You must obtain a high school diploma or equivalent to be considered for ILO program.

**Healthcare services**- You will be expected to participate in a medical screening with the Shelter, Inc. nurse within 72 hours of placement. Within 30 days of moving in, you will be expected to schedule an appointment to update your medical, dental, and vision records, if necessary. It will then be your ongoing responsibility to maintain regular medical, dental, and vision appointments regarding check-ups and follow up care.



**Clinical services**- You will be expected to participate in all treatment/case management planning, quarterly transition meetings, bi-weekly staffing's, etc. to assist in developing the best transition plan for you.

**Legal** -You will be expected to attend and participate in all court dates and any legal matters, as well as fully participate in any and all tasks as assigned and/or order by the court.

**Home management/housing**-You will be expected to maintain your personal space/belongings and contribute to the overall maintenance of the common areas of the TLP. You will be expected to keep your personal belongings stored appropriately in your room. A rotating schedule of your daily chores will be posted each week. You will be expected to clean up after yourself and return/put away any personal and/or program items/ equipment immediately after use. You will be expected to attend scheduled house meetings. You will be expected to respect privacy and keep noise to minimum.

**Food management**-You will be provided with the monthly supplementary funds which will be reduced over time through the Spend Down Plan. The TLP expectation is that you will gain employment and provide for yourself as much as possible. You will be expected to demonstrate appropriate meal planning and budgeting skills. Staff will work with you in the development of food management life skills which include but are not limited to: understanding nutrition, menu planning, following recipes, comparison shopping, cooking simple meals, and cooking complex meals.

**Transportation, community resources, recreational resources**- Staff will give you as much time as you need to effectively utilize public transportation. That means learning how to read train and bus schedules and how to use a map to find a destination. When appropriate, staff will also assist you in

participating in a driver's education program, achieve your learning permit for driving, and achieve your driver's license. To support you in learning to manage your leisure time, we will also work with you to research and identify appropriate recreational and community resources to participate in. There is also a work out room on the TLP site with weights, boxing bag, and other equipment. This TLP also works closely with the Arlington Heights Park District which gives youth an opportunity to participate in programs/classes offered by the Park District, free of charge.

**Offsite visits-** Visits are allowed and encouraged. We believe that youth should maintain healthy relationships with family and other support systems. We will assist you in identifying, maintaining, and contacting these healthy support systems. Youth will need to inform staff prior to leaving about where they are going, who they will be with, contact information, and how long they will be gone. If you intend to do an overnight visit, the overnight form must be filled out fully with all required information and submitted for approval with staff.

**Onsite visitors-** Overnight and/or in-room guests are not allowed at any time. Guests may visit in the common areas and must present a valid state ID. Guests must sign in when entering the TLP residence and/or if they are staying outside on Shelter, Inc. property. The visitation hours are from 9:00am - 8:00pm, and they are listed in the house. No guests under the age of 18 are allowed on the TLP site unless it's a family member of the youth residing in TLP. The minor must be accompanied by a legal guardian.

**Case management-** You will be expected to meet weekly with your case worker to check in regarding services and planning. Your case worker is your link to anything regarding DCFS regulations, court proceedings, and personal hobbies. Address any questions or concerns regarding your welfare and well-being to your case worker. You are responsible to contact your case worker if you need immediate help with any of your casework.

**Curfew-** We follow the community expectations of curfew, which are based on age. If you are under 18 years old, you are expected to be onsite at 11:00pm. If you are over 18 years old, you do not have a community-based curfew. However, you are expected to respect your house mates and maintain a calm and quiet environment after 12:00am and through the overnight shift (11pm-7am). We expect everyone to be back on site at 12:00am unless prior arrangements have been made and/or the youth is at work. If you are not on site at 12am and/or did not make prior arrangement of which you informed the TLP staff, you will be reported AWOL per DCFS request. If you know that you will be staying overnight somewhere, you will need to fill out an overnight form with the staff prior to leaving. Overnight forms are not to be used in place of a later curfew.

**Clinical-** You are expected to participate in weekly individual therapy sessions and therapeutic groups. You will develop an individual treatment plan with your therapist to address clinical needs. If needed, you will be referred to outside services (i.e. psychiatric, substance abuse), in which you will follow their given recommendations.

**Substance abuse-** It is expected that you refrain from any use of alcohol or drugs while you are residing at TLP. There is a zero tolerance policy for alcohol or drugs on TLP property. If determined necessary, legal interventions will be used. If youth displays symptomology of substance abuse or dependence, substance abuse treatment may be recommended.



\*Final occupancy number will be updated post Village Board Meeting

## Policies and Procedures

### Smoking Policy

- 1) Shelter, Inc. is a non-smoking facility and smoking is **prohibited** in all Shelter, Inc. facilities and/or Shelter, Inc. property.
- 2) All smoking materials found by the TLP Staff in or around facility will be immediately confiscated and discarded with **no reimbursement**. This will include cigarettes, cigars, pipes, vape pens, E-cigs, E-juice/liquids, loose tobacco, lighters, matches, paraphernalia, etc.
- 3) All smoking materials may be turned into the TLP Staff office in order to be stored in a secure space.
- 4) Youth may request these items from staff in order to use off of the property. Upon returning to the house, youth must return the materials to be locked in the TLP office.
- 5) Youth must smoke at least 15 feet away from the TLP home.
- 6) Smoking materials should be discarded appropriately.



\*Final occupancy number will be updated post Village Board Meeting

## Room Search Policy

Shelter, Inc. staff reserves the right to search your room at any time, without prior notice given. Room searches may be done on a weekly basis. During a room search, staff will confiscate and discard any illegal substances, paraphernalia, harmful items, etc. Staff also reserves the right to contact police if needed.

If you have any questions as to whether your items are allowed on the property, do not hesitate to ask a TLP staff member.

*Some examples of items that have been confiscated in the past are:*

- *Vape pens*
- *Cigarettes/cigars*
- *Tools*
- *Sharp objects*
- *Over the counter medications*



## Laundry

A washing machine and dryer are located on the ground floor. Each youth will be assigned one day a week to complete their laundry, with an additional day for all youth to wash their bedding, if needed.

If there are clothing and other items left in washing machine/dryer/kitchen for long periods of time, staff will discard the items.



\*Final occupancy number will be updated post Village Board Meeting

## Bedroom Cleaning Policy

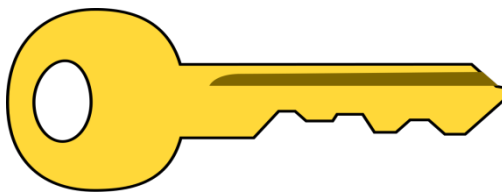
- 1) Each youth is responsible for the cleaning of their own bedroom which includes, but is not limited to, the following:

No clothing or items on the floor; laundry washed and folded in drawers or hung in the closet; shoes neatly placed in closet or under bed; no garbage/trash left anywhere in the bedroom; no dirty dishes, dirty utensils, food wrappers, soda bottles/cans; garbage cans emptied on a regular basis; bed made; clean bed linens; items on top of dresser or nightstand neat and organized; floor swept and mopped.

- 2) If the youth's bedroom is not clean by the Wednesday of each week, the youth will receive a verbal warning from the TLP staff that they will have 24 hours to clean their bedrooms.
- 3) If the youth's room remains messy and unacceptable after the 24 hour period, TLP staff will then bag all items found on the floor and place them in the TLP basement.
- 4) The youth will have the opportunity to earn their belongings back by cleaning the bedroom to agency expectations and completing an extra chore in the home.
- 5) If the youth still does not clean the bedroom following the verbal warning and removal of items on floor, the agency will seek to hire cleaning services to then come in to clean the youth's room.
- 6) The youth will be responsible for the payment of these cleaning services, and the money will be deducted from the youth's monthly stipend. This service may cost in the price range of \$80-\$100.
- 7) If the cleanliness of the youth's bedroom remains an ongoing problem, an internal staffing will be held with the youth to determine an appropriate Corrective Action Plan.
- 8) If the Corrective Action Plan does not resolve the problem, then the agency will request a staffing with the youth and the DCFS Appointed Monitor to discuss the non-compliance issue.



\*Final occupancy number will be updated post Village Board Meeting



## Key Request Form

*Please complete one form per person and submit to TLP Coordinator.*

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### Part I – Requestor (key holder/Youth) Information

Date of Request: \_\_\_\_\_

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Room Number (which youth is assign to now) \_\_\_\_\_ Youth Phone: \_\_\_\_\_

This key request is for: ☐ New Issue ☐ Replacement ☐ Switched rooms

Key(s) requested for: Room Number \_\_\_\_\_

### Approval Signatures:

TLP Coordinator: \_\_\_\_\_ Date: \_\_\_\_\_

Client Signature \_\_\_\_\_ Date: \_\_\_\_\_

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### Key holder's Agreement

By my signature below, I agree to all the following terms:

1. The key describe herein remains the property of Shelter Inc./ Transitional Living Program
2. The key is entrusted to me - I will not duplicate, loan, exchange or otherwise allow its use or possession by anyone else.
3. I will report its loss, theft or destruction immediately to the TLP Coordinator. If this key becomes lost, stolen or otherwise not available for return, I will pay the replacement fee of \$5.00
4. When I get discharge from the TLP program or/and I am required to switch rooms, I am responsible to return my current room key to the TLP Coordinator. If I do not return this key, I agree to all the following terms:
  - a. I will pay the current key replacement fee;
  - b. I will, if required, pay the cost for re-keying all affected locks.

**Key holder's Signature** (*upon receipt of keys*):

**Date of issue:**

**TLP Coordinator signature** (*upon giving the keys to the youth*):

**Date Issued:**

# Productivity Time

- 1) TLP youth are required to complete “Productivity Time” from Monday through Friday between the hours of 10:00am to 2:00pm.
- 2) Youth should be enrolled and attending school or obtain full time employment.
- 3) If a youth is enrolled in full time school or employment, then they may be exempt from Productivity Time during scheduled non-attendance days or holidays.
- 4) If a youth is not attending school or only has a part time employment status, then they are required to leave the home during that designated time in order to “be productive” and seek employment, attend personal health appointments, participate in a volunteer program, or participate in community services or activities.
- 5) Youth are not allowed to remain in the TLP home during those hours unless they have received permission from the TLP Coordinator who will evaluate each youth’s presenting situation in case by case manner.
- 6) Youth are not allowed to remain in the TLP home sleeping, playing video games, watching television or videos, playing on cellphone, lounging around, etc. during these hours.
- 7) If a youth refuses to leave the TLP home during the hours of 10:00am to 2:00pm, the Wi-Fi will be turned off in the home so that the youth is unable to access the internet for games, videos, etc. Youth will also not be able to use Wi-Fi for the rest of the day.
- 8) If the youth refuses to comply with “Productivity Time” for 3 consecutive days, the agency will schedule an internal staffing with the youth to address the non-compliance issue.
- 9) If the youth fails to comply with “Productivity Time” following the internal staffing, the agency will request a staffing with the youth and the DCFS Appointed Monitor.



\*Final occupancy number will be updated post Village Board Meeting

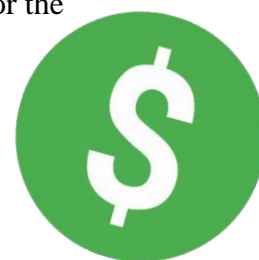


## Property Damage



You are expected to treat the TLP house and property with appropriate care. The TLP is a home to its residents and should reflect suitable pride and upkeep. If there is damage caused to TLP property, the following steps will be taken:

- The damage will be immediately assessed for safety. Necessary precautions will be taken to ensure the safety of all residents and staff.
- An Unusual Incident Report will be written detailing the incident, damage, and involved parties.
- Damage repairs will be assessed. Cost of repairs will be determined in dollar amount.
- Payment of the cost of repairs will be assigned to the party(s) involved in creating the damage.
- Consideration will be given to possible legal charges for damage of property.
  - Each case will be considered on its own merit- with thought given to the intent of action, cause of damage, degree of damage, and responsibility taken for the damage.



## Emancipation Incentives Countdown to 21

Along with the emancipation funds that you will accumulate throughout your time at Shelter, Inc., you also have the opportunity to earn an extra \$1,323 towards your emancipation. In order to qualify for this extra incentive, you must complete the following:

- Discharge Clinical Intervention for Placement Preservation (DCIPP) meeting at age 19
  - Financial Literacy Training
  - DCIPP meeting at age 20.9

## Vehicles

If you own a vehicle and wish to park it at the TLP, you must first be approved by the clinical team and Shelter, Inc. Executive Director. There will be a contract in place listing all rules regarding your ownership of a vehicle, as you are a DCFS youth in care. Some of those rules are, but are not limited to:

- No transportation of other TLP residents
- Provide proof of insurance and car payments monthly
- Proof of maintenance and upkeep of the vehicle

Parking is NOT allowed on our property. You will be responsible for finding your own parking



\*Final occupancy number will be updated post Village Board Meeting



## Mail

You may receive mail at the TLP house. No clients are to handle house mail, per federal law.

If you see that there is mail in the mailbox, please inform a staff member. Staff will distribute mail appropriately.



## TLP Community Computer

There is one desktop computer available for all youth to use.  
You must request access from staff before using computer.  
All computer use will be monitored.



Please be respectful of computer, websites accessed, documents saved, etc. Inappropriate use will not be tolerated, and your computer access can be terminated/ refused at any time.

Remember that the computer is used by all clients. If you have something personal on the computer, please delete it before you are finished.

\*Final occupancy number will be updated post Village Board Meeting

# Personal Property



**General Rule: Residents are allowed to have and use any personal items legally obtained that do not present any safety/legal risk unless they abuse or misuse the privilege.**

All incoming valuables and personal property are listed on an inventory form upon intake, and additional property brought in will be added, including donations you collect during your stay and any items brought by visitors, friends, family, or other residents. If not listed/secured by the program, this program is not responsible for loss or damage to personal property.

All valuables and property not listed and/or secured by the youth with the program are the responsibility of the youth.

Unless stored in the office, the program will not replace or repair lost or damaged personal property.

## **Items allowed in the facility include:**

Items to personalize your bedroom, (that are not considered offensive by other resident or staff). Sports equipment (some may be required to be stored in a locked closet for safety). Stereos are to be kept in your bedroom for your use. The volume should be kept at an appropriate level (or use head phones) so as to not disrupt the other residents and/or staff. Pets are not allowed on the TLP property.

## **Items not permitted in the facility include:**

No sexually explicit or pornographic materials of any kind, including clothing logos or other items depicting or representing sexual behavior. No gang related posters or posters of/with illegal drugs. No clothing or items reflecting gang representation, harmful practices, or offensive logos/printing.

# HOUSE MAINTENANCE



Residents are expected to maintain a clean facility, both in their personal rooms and in the common areas.

Chores are the client's responsibility to complete before privileges are requested and/or taken. Staff transportation and /or activities are available only when all chores are completed.

Chore assignments for common areas are rotated on a weekly basis.

Bedrooms must be cleaned and maintained on a daily basis. This includes making the bed, putting clothes in their proper places (drawers, closet, and laundry), placing towels in laundry, nothing on the floor, and no clutter on dresser tops.

Dirty dishes and exposed food are prohibited in bedrooms. All food is prohibited in the bedroom.



## Meals and Kitchen Use

The facility has a common kitchen available to all residents, which will be treated with respect. All cooking utensils/appliances will be used appropriately and cleaned per use.

Residents will plan for their own meals by creating grocery lists and grocery shopping independently. Staff may assist with this if requested by the youth.

Residents are expected to make healthy food choices.

Residents are expected to prepare their own meals (staff assistance may be required for learning/safety purposes).

Each resident is expected to clean each plate, utensil, or glassware per use. Each resident is expected to rinse and place appropriate items they use in the dishwasher after every meal.

After any snacks, all dishes, glasses, and/or garbage will be disposed by residents.

Food or drinks are only allowed in the dining room, living room, or kitchen areas. Open food items and/or dirty dishes are prohibited in the bedrooms (to avoid rodents/bugs).



\*Final occupancy number will be updated post Village Board Meeting

## Consequences and Loss of Privileges

**Consequences are meant to be naturally occurring, logical events resulting from individual choices: natural consequences promote understanding, learning, and foster changes in behavior.**

Privileges for positive behaviors will reinforce the independent living process: assist the resident to reach their goals, and can result in personal growth.

Positive behavior will be recognized and promoted by special awards and incentives on occasion as identified by the Program Coordinator.

Consequences for negative behaviors and choices may result in a loss of daily privileges, extra chores, failure to advance to an ILO, lack of programmatic support, and/or failure to achieve personal growth and maturity.

Staff reserves the right to withhold any privilege for a period of time, based on individual behavior.

Some behaviors such as drug use, stealing, unapproved absences, threats, property destruction, and violence in the facility or on grounds will result in police contact, legal charges, and possible discharge.

**The following is a list of several examples of consequences used at the TLP:**

- If you or your visitors do not follow the visitor policy, the visitor will be asked to leave, and/or possibly not be allowed to return. Your loss of visitor privileges may also occur.
- Disrupting other clients upon returning late, sleeping in overly late, chores not being finished on time, or not completing productivity time may possibly result in a loss of your offsite privileges/transportation/resources.
- Behaviors that demonstrate dishonesty, manipulation, and/or disrespect towards staff and/or peers will result in the loss of privileges at TLP staff discretion.

All staff at the TLP facility reserves the responsibility to address inappropriate behavior and can assist the resident in learning to demonstrate appropriate behavior. The resident handbook you are provided with is the same handbook used by staff to assess your behavior and determine if privileges will be removed.

**We  
are free  
to choose  
but we are  
not free from  
the consequences  
of our choices**

\*Final occupancy number will be updated post Village Board Meeting



## Shelter Inc. TLP Wi-Fi Policy

At Shelter Inc., we encourage youth to utilize internet connectivity to further their education, keep in touch with family/ friends, discover vocational opportunities, and casual usage. We want to maintain a healthy, safe, and consistent environment for individuals to benefit from internet usage. All youth are expected to adhere to the following rules so that Shelter, Inc. can ensure that the youth are acquiring the essential life skills. Wi-Fi is offered to youth as a privilege and courtesy, and it is not an agency obligation.

- Youth **must complete** their daily chore prior to obtaining leisure Wi-Fi from Monday-Friday.
- Youth **must complete** their chore at least **3 out of the 5 weekdays** in order to obtain Wi-Fi privileges for **Saturday and Sunday**.
- Youth are expected to complete their chores Monday-Friday in order to get Wi-Fi on each of the weekdays (M, T, W, Th, F). If chores are only completed for 3 of the 5 weekdays, a youth does not qualify for Wi-Fi for the remaining 2 “chore-less” weekdays.
- If a youth is **unemployed**, they are unable to obtain Wi-Fi on personal and gaming devices until **employment has begun**. Youth may be required to provide a paystub if job attendance is questioned.
  - If a youth needs to call family, their attorney, or an identified supportive adult, then they will be able to use the office phone to make these calls.
  - Phone calls to friends will not be allowed on the office phone.
  - Youth will be able to use the TLP computer in order to apply for jobs, send or review emails, or look up any important information.
  - Youth may also go to the library in order to utilize the libraries computers or Wi-Fi, if necessary.
  - If a youth must submit a homework assignment through their school issued iPad, then the youth will only be provided a limited amount of time on Wi-Fi to accomplish this task. The time allotted will be at the discretion of the staff member covering the shift in consultation with the TLP Coordinator.
- If a youth shares a wireless device with their roommate that requires Wi-Fi connectivity, **both youths must complete their assigned chore and maintain employment and/or full time school** to obtain Wi-Fi for the device.
- If youth are attending school through e-learning, Wi-Fi will be provided for **school issued devices only (no cell phones) or the TLP computer** for the duration of the school day/hours. Afterwards, the youth must complete their chore and satisfy TLP productivity conditions (i.e. maintain employment).
- If a youth is attending **high school full time** or attending **college full time (4-5 classes)**, then they do not need to obtain employment and are eligible for Wi-Fi so long as their chores are completed daily.
- If a youth chooses to not attend school, and it is **not an “excused” absence** due to illness or a prior approved appointment, Wi-Fi will not be provided to the youth for the duration of that entire day. Wi-Fi will be turned off at **12:00 am** on Sunday - Thursday and at **1:00 am** on Fridays and Saturdays.



\*Final occupancy number will be updated post Village Board Meeting

## Shelter, Inc. Dress Code Policy

While allowing diversity of taste, fashion, individual preference, gender identity and religious and cultural beliefs, Shelter, Inc. expects every youth to dress in a manner that does not compromise reasonable standards of health, safety, and decency. All youth are expected to observe the basic standards of cleanliness, modesty, and good grooming. When Shelter, Inc. Staff deem that a youth's appearance is disruptive to the program or does not comply with the following policy, the youth will be directed to change their attire.



The following items (although not limited to) will not be permitted while in common areas of the home:

- Clothing or accessories which depict alcohol or drug use
- Clothing or accessories which have sexual connotations or pornographic images
- Clothing or accessories which have obscene or threatening connotations
- Clothing or accessories which advocate violence or state racial or ethnic superiority
- Clothing or accessories that may damage program property or be readily used as a weapon
- Clothing or accessories that reflect gang membership, gang activity, or gang affiliation
- Clothing with bare skin showing such as crop tops, tube tops, bare midriff tops, low cut tops, or undergarments/swimwear worn as outerwear
- Shorts or skirts that do not fully cover genitals and buttocks while standing or sitting
- Low riding pants displaying boxers, undergarments, or bare skin
- Shirts or pants that reveal genitals, buttocks, or nipple
- Bare feet (footwear or socks must be worn at all times)



- [illegible]

The same six parks offer basketball courts, ice skating during the winter, and many other activities. TLP offers outings to sports games, such as the Chicago Sky, hockey and others that might be available throughout the seasons. Other outings we offer are to the zoo, movie theater, bowling, etc. Clients may request a specific outing if they have ideas.

\*Final occupancy number will be updated post Village Board Meeting

## Interested in moving on?

The following steps are required to get you to an ILO:

- Age 18 or older
- Stable and compliant in placement for 6 months prior to the referral
  - No UIRs for AWOL/ running, curfew violations, police contact, inappropriate behaviors, medication refusals, etc.
- Compliance with TLP requirements
  - Attend all staffings, meetings, etc.
  - Comply with service plan
  - Follow TLP rules
- High school diploma or GED
- Completion of Financial Literacy training prior to referral
- Current medical, vision, and dental records (within one year)
- Currently working for at least 45 days prior to referral
  - Verified with pay stubs
  - At least 15+ hours a week
  - **OR** enrolled and attending an accredited college or vocational school full time for at least 1 semester
- Capacity to save money
  - Printed out bank statement as proof of at least \$500 in savings account
- Compliance with recommended treatment
  - Psychiatric appointments
  - Medication
  - Individual and group counseling as needed
  - Outside treatment (substance abuse, domestic violence, anger management, etc.)
- Basic skills for self- sufficiency
- Permanency goal of Independence
- Ready, willing, and able to engage in discharge planning



Your referral to ILO/launch is based on the above requirements, **as well as** any other individual case needs. If you have any questions, talk to Caitlyn, your caseworker.



\*Final occupancy number will be updated post Village Board Meeting



### CLIENT GRIEVANCE PROCEDURE



**PURPOSE:** All clients of Shelter, Inc. programs are encouraged to participate in the planning and provision of services. You have the right to appeal decisions that affect you. Should there ever be a conflict or problem between a client and staff, the following steps provide a guide for resolution.

#### **PROCEDURE:**

1. In all cases, the first step in resolving any conflict or problem is to talk with the staff member directly about the problem.
2. If talking to the staff directly does not resolve the problem, write your complaint down and submit it to the staff's supervisor within 5 business days. If you do not know the name of the staff member's supervisor, you can call Shelter, Inc.'s Administrative Office at 847-255-8060 and you will be provided with the supervisor's name and mailing address.
3. Within 1 business day, the supervisor will contact both you and the staff member and will attempt to resolve the issue.
4. If you feel the conflict has not been properly resolved, you may request Shelter, Inc.'s Management Staff review of the resolution of the complaint. Such request must be made in writing within 15 days after the meeting with the supervisor and submitted to Shelter, Inc.'s Clinical Director.
5. Within 1 business day, the Clinical Director will contact both you and the staff and will attempt to resolve the issue.
6. If you feel the conflict has not been properly resolved, you may request Shelter, Inc.'s Executive Director to review the complaint. Such request must be made in writing with 15 days after the meeting with the supervisor and submitted to Shelter, Inc.'s Executive Director.
7. Shelter, Inc.'s Executive Director will review the documents and make a final decision with 3 business days.
8. At each stage of the grievance, the responsible staff will provide a written response to the aggrieved that includes documentation of the response in the case record.
9. Shelter, Inc.'s Continuous Quality Improvement Committee reviews all client grievances on a quarterly basis to identify any patterns of complaints and conducts such reviews as to protect the confidentiality of the client.

Note: For clients involved with the Department of Children and Family Services, this procedure does not supersede the Social Service Appeal System regarding Administrative Case Reviews (ACR) planning.

I have been offered a copy of this procedure.

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Shelter, Inc. Staff Signature

\_\_\_\_\_  
Date

\*Final occupancy number will be updated post Village Board Meeting

## Diversity, Equity, and Inclusion



Shelter, Inc.'s TLP provides equality of services and care to everyone, regardless of people's gender, gender identity, race, religion or belief or sexual orientation. We advocate and promote the safety, adjustment, and well-being for all youth within all our programs at Shelter, Inc. We have zero tolerance for anyone who discriminates, bullies, or makes any disparaging comments.



\*Final occupancy number will be updated post Village Board Meeting