



Student Handbook

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Welcome to Turas

Welcome to Turas and congratulations on taking this important step towards reaching your goals. This handbook contains information you will help you to get the most from your time in Turas.

While much of the material in this document will be covered during the induction process, you may wish to read through each section yourself. Not all of our policies are detailed in this handbook. However, a full list of policies including the Health & Safety Statement, Grievance and Complaints Procedures and others are on our website and available to you at any time.

Our aim in Turas is to provide the best recovery-based day programme possible. Our approach is to work in partnership with you and create a welcoming and productive environment. At all time we strive to provide a service that is client-centred and trauma informed.

Your input and feedback are essential to help us improve our service and we would like to encourage you to share your views with us as much as possible.

From all the team in Turas, good luck on your journey ahead and we look forward to working with you and supporting you to reach your goals.

Vision Statement

Our vision is a society free of the harms associated with substance misuse.

Mission Statement

Our mission is to provide a holistic rehabilitative education and training programme for people living with addiction within the Canal Communities and local areas.

Values

Our values in Turas are the standards by which we conduct and manage our relationships in order to carry out our mission and include:

Safety

- o Safe welcoming environment
- o Psychological and physical safety

Respect,

- o Equality and Fairness
- o Respect for ourselves, others, and property
- o Everyone treated and valued equally

Confidentiality

- o Recognition of the need for privacy
- o Deal with sensitive information appropriately
- o Acknowledge Boundaries

Transparency

- o Openness
- o Honesty
- o Clear communication

Commitment

- o Punctuality, attendance, and participation
- o Work Towards Individual & Group Goals
- o Responsibility/Accountability

Peer Support and Teamwork

- o Provide/accept support
- o Cooperation
- o Share relevant experiences & knowledge

Overview and Pillars

Turas Training is funded by the HSE and the DEASP, and is a member of the Canal Communities Local Drug and Alcohol Task Force providing a holistic day programme for persons in recovery from substance misuse. The organisation is founded on four Pillars:

Recovery with regular one-to-one support each participant is facilitated through the recovery process. This Pillar focuses on one-to-one work, care planning, group work and peer support.

Education is supported by a number of agencies including by the City of Dublin Education & Training Board (ETB) and the DEASP. It provides the opportunity to avail of a range of accredited awards including: Mathematics, Communications and Computer Literacy and individualised training as well as Employability Training.

Outdoor involves participation in a range of outdoor activities for personal growth under the guidance of qualified instructors. Activities include Team Building, Hill Walking, Horticulture and Crafts.

Holistic involves activities designed to improve wellbeing by alleviating the effects of stress and anxiety. Activities in this programme area include on offer include Meditation, Stress Management, Drama and Crafts.

General Information and Policies

Programme Hours

Participants' timetables are variable and will be based on your individual needs. Some will attend for one-to-one support only, others attending our day-programme through Community Employment will engage for up to 19.5-hour week, while others may have schedule somewhere in between. You will be given a timetable that details what you will be doing, when and where. Timetables may change over time following discussion with you.

Sick Leave

For those on CE the number of sick days allowed for is 7 days per year. Please note that there is no sick day entitlement during the three-month probationary period. Doctor's certs must be provided for sick leave. Please note: You must ring us on 01 450 5396 to let your keyworker know on the first day of sickness.

Holidays

CE allows for 81 hours holidays based on a full 52-week project year, that is approximately 4 weeks holidays per year. Specific holiday dates will be discussed with your keyworker. Participants will not receive payment instead of holidays. If you are not attending through CE, it is helpful to let us know when you are planning to take holidays.

Punctuality

Punctuality is an important life-skill and essential for the smooth running of all programme activities. Persistent lateness will not be accepted. Participants must be on time for sessions and activities.

Signing in

You will be signed in the on the fire sheet at reception on entering the building and signed out on departure. This is required for health and safety purposes and will also be used to record attendance.

Absences

If you know you will not be able to attend on any given day, you are required to make contact with Turas yourself before 9.15am, by calling us on 01 450 5396 and speak to your key-worker if possible (Messages passed on through other programme participants will not be accepted).

CE Wage Payments

You must have a current bank account or an An Post account before you can receive a payment and start on CE. Wages are paid directly into your bank account every Friday.

Fire Exits

Please familiarise yourself with the Fire Exits and the Health and Safety manual, these are in the canteen and front office. The Health and Safety manual is kept in the canteen at all times.

Smoking Policy

Turas is a non-smoking building. A smoking area is provided in the outside area at the back of the canteen.

Minibus

When using the Minibus service, participants must wear seatbelts and not access or exit via the back door. All participants must respect that the driver's decision and direction as final. Respect and dignity apply equally during off-site sessions and while travelling on the bus.

Mobile Phone

In order to avoid the distractions that are caused by mobile phones, it is our policy to ask everyone to leave their phones at reception on arrival and collect them when leaving.

Appointments

Advance notice and evidence of appointments should be given to your keyworker. You are requested to attend clinics outside programme hours where possible. This also applies to appointments with, for example, counsellors, doctors and hospitals etc where possible.

New or Expectant Mothers

All female participants must inform Turas should they become pregnant or have recently given birth (within the last six months or is breastfeeding). This will help us risk assess your programme activities.

Portfolios/Folders of Work

As part of each course that you undertake, written and printed material may be generated. This is known as your Portfolio of Work and it belongs to you. It will be stored in Turas for 6 months after the programme ends. After this time you will receive your portfolio of work. If you do not want the material or do not collect it within a reasonable, it will be disposed of appropriately.

Keyworker

Every participant will be assigned a keyworker. Your keyworker is your first point of contact for any questions you may have or information you need. Your keyworker will meet with you on a regular basis to help you set goals that you want to achieve and review your progress.

Your work with the Keyworker can include:

1. Helping you to identify what you want to achieve. This can happen through discussion and using other resources like questionnaires and surveys
2. Creating a Care Plan: Set recovery goals and other goals you want to achieve
3. Having regular meetings to review progress
4. Providing support and advocacy
5. Working with you and other agencies that can also help you reach your goals
6. Challenging you in a positive way to get the most from the programme and stay on track

Respect, Safety and Confidentiality

Turas is a recovery-based education and training programme that operates on the basis of Respect, Safety and Confidentiality. That is treating yourself and other people with consideration, politeness, and positive regard. The property of the organisation should also be respected. Safety includes the freedom from the risk of danger, injury, offence or any form of bullying including inappropriate behaviours, comments or discussions.

What is said in the group stays in the group. Confidentiality includes the understanding that participants can speak to team members about any concerns knowing no further disclosures will be made outside of the team without their consent, with the exception of self-harm or harm to another person, child protection or abuse matters*. It is very important to be aware of these guidelines. The integrity and success of the programme depends on maintaining these principles.

*In accordance with the Data Protection Act. Details of the disclosure policy will be covered with your keyworker as part of the induction process.

Code of Conduct

1. Buying, selling or arranging to buy or sell illicit substances is strictly prohibited.
2. Maintain good attendance. You are expected to attend during the hours specified in your contract. Authorised absence may be granted in specific circumstances once agreed with your keyworker.
3. Punctuality, be on time for sessions and back on time from breaks.
4. Bad language is not acceptable; swearing undermines the principals of
5. respect and dignity in the workplace.
6. Dress appropriately for the workplace, includes closed footwear. See section below.
7. Listen to each other and respect each other's opinions and comments.
8. Trading of any goods or services is strictly prohibited.
9. Money lending/ Money exchanges on the premises is strictly prohibited.
10. Selling of raffle tickets including fund raising tickets or scratch cards is not permitted.
11. Exchanging or soliciting cigarettes or smoking paraphernalia is not acceptable.
12. Accept direction and instruction from staff members.
13. No flasks, drinks or bottles are allowed to be brought onto the premises. Tea, coffee, juice and water are provided.
14. Please avoid bringing newspapers, magazines and similar material onto the premises. This policy will be explained further by your keyworker.
15. Respect for yourself and everyone else you will meet in Turas

Dress Code

Participants should present themselves appropriately by wearing clean, neat and appropriate attire.

Inappropriate slacks or pants includes: sweatpants; exercise pants; Bermuda shorts; short shorts; bib overalls; spandex or other form-fitting pants; tank tops; midriff tops; shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans; halter-tops; tops with bare shoulders.

Skirts, Dresses, and Skirted Suits

Casual dresses and skirts, and skirts that are split at or below the knee are acceptable. Inappropriate items include mini-skirts and beach dresses.

Shoes and Footwear

Conservative athletic or walking shoes, loafers, clogs, sneakers, boots, flats, and leather deck-type shoes are acceptable. Inappropriate footwear include: flip-flops, slippers, and any shoe with an open toe.

Jewellery, Makeup, Perfume, and Cologne

All should be in good taste, with limited visible body piercing.

Hats and Head Covering

Hats are not appropriate at work. Head covers that are required for religious purposes or to honour cultural tradition are permitted.

For outdoor trips appropriate clothing includes smart jeans, slacks, sweaters, t-shirts, jackets and suitable footwear that comply with health and safety requirements. For certain activities you may wear suitable clothing, tracksuits, t-shirts and appropriate footwear and boots.

Participation and Presentation

Participants are expected to have good attendance, punctuality and behaviour. It is also a requirement that participants present throughout the day in a fit and sober manner, willing and able to participate as fully as possible in activities.

If a staff member is concerned about your presentation at any stage, you will be invited to have a discussion and support will be provided.

Group Guidelines

As a group member, each participant is expected to work within the Group Guidelines. While participants set and review guidelines regularly themselves, the following list is an example of what is expected in order to get the most from group sessions:

1. Arrive to sessions on time
2. Make sure mobile phone is off
3. One person to speak at a time
4. Listen to others
5. Respect yourself and others
6. Be honest in what you share
7. What is shared in the group is confidential
8. Participate the best you can

Medication

The aim of this policy is to ensure that Turas's drug free* and safety ethos is maintained while taking reasonable measures to facilitate individual circumstances.

It is required that all participants leave their medication at home and avoid bringing it with them during programme times.

If you have no alternative but to travel directly with your medication to Turas, you must leave your medication with the front office, where it will be kept securely and you can collect it before leaving.

Medication is not permitted elsewhere in the building and disciplinary procedures may follow if medication or other substances are brought into the building and not left at the front desk.

It is extremely important that you remember to collect your medication before leaving the programme. Medication will not be stored on the premises after 3.30pm and will be disposed of.

Turas accepts no responsibility for Medication, during transportation on the bus or resulting from failure to follow the procedure outlined above.

Free of illegal, illicit and non-prescribed substances including alcohol

Follow-Up/Tracking

When participants complete their time on the programme, we will continue to make contact by letter for six months. The aim of this follow-up, also known as 'tracking' is to continue to provide support services if it is required. There will be a focus on further education, employment and job-seeking support. Rehabilitation support may also be identified through this process. There are four steps to the process:

1. Agreement

Participants will be informed of the Tracking Process during Induction and asked to sign a form agreeing (or otherwise) to take part in the Process.

2. Letter 1

A letter will be sent to participants a week after they leave the programme. This letter is a reminder of the contact and support that will be available for the following six months. The participant retains the right to disengage from the tracking process at any time.

3. Letter 2

A second letter is sent out after three months reminding participants of our ongoing contact and support if they are not already availing of the support.

4. Letter 3

A final letter will be sent to mark the end of the process. A record of any telephone calls and meetings that have taken place during tracking process will be noted.

Guidelines for Dealing with Discipline

1. All matters of discipline should be dealt with in a manner that protects the dignity of the individual and should not be administered in the presence of other participants.
2. Before action is taken the individual should be given the opportunity to provide an explanation and unless the circumstances are exceptional be allowed at least 24 hours to furnish it.
3. Each participant should be given all reasonable facilities to explain his/her position.
4. Each participant has the right of appeal against disciplinary action. He/she may invoke the grievance procedure.
5. The maintenance of discipline is the responsibility of the management team

The following rules are intended as a general guide:

- a) Isolated faults or omissions in details of duty or conduct should normally be dealt with verbally.
- b) In the event of disciplinary action being implemented the participant should be notified in writing of this action. Where such a notice is given, a copy should be placed on the personnel file of the participant who should be told that this is being done.
- c) If, following the formal warning, the matter is resolved the record should be removed from the personnel file.
- d) If the employee wishes to appeal against the proposed disciplinary action he/she should do so within Seven Working Days of being told of the proposed action by the management team

Disciplinary Schedule³

1st Offence – Written Warning

2nd Offence – Disciplinary Lay-off

3rd Offence – Termination

The following areas may result in disciplinary action including dismissal:

1. Fighting
2. Gambling
3. Discrimination
4. Bullying
5. Sexual Harassment
6. Gross Misconduct
7. Drug Dealing
8. Deliberate damage to equipment/property
9. Theft
10. Disrespectful Practises
11. Horseplay
12. Physical/Verbal Aggression
13. Failure to comply with Health & Safety
14. Failure to attend or make contact as required for a period of three days or more within 5 consecutive programme days