

# The Phoenix Star Clubhouse

A Program of the  
Brain Injury Resource & Development  
Center, Inc.



**2008**

**Member Handbook**

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# INTRODUCTION

## Mission

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The Phoenix Star Clubhouse is a non-profit, community based day program offering ongoing support to individuals with brain injuries. The Clubhouse provides vocational and social support to its members. Members are full partners in the Clubhouse operations. Each member will be treated with dignity, respect, and given the opportunity for socialization and meaningful work.

## History and Philosophy

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Prior to 1999, the state of Virginia offered little to survivors of brain injuries after medical rehabilitation. With the increased incidence of brain injuries, the need for long term community-based services became evident. In 1999, the Virginia Department of Rehabilitative Services responded by funding the state's first Clubhouse for survivors of brain injury. The Phoenix Star Clubhouse is the sixth Brain Injury Clubhouse in the state. The Clubhouse model philosophy originated in 1948 in New York City for people with mental health disorders. The Clubhouse model was formed for members so they could work productively, have social lives and reintegrate into the community. Because of the success of the Mental Health Clubhouses it was believed that the Clubhouse model would be beneficial to people with Brain Injuries. The principal purpose of the Clubhouse was to be a center for work, education and social activities organized and administered with the help of the members.

Clubhouse programs follow a strict set of guidelines that underlie the basic tenets of the program. One of the key components of the Clubhouse philosophy is an emphasis on the power to work. Members serve as equal partners with staff, and work side by side to help run all aspects of the program. Through the process of the work-ordered day, members will gain the necessary work skills, behaviors and self-confidence to become successful upon return to work. Due to the emphasis of work, there is an expectation placed upon every member that his or her presence is not only wanted at the program, but also needed because the program could not function without their involvement.

**The Work Units:** The work of the Clubhouse is accomplished in its work units. Members of the program will select which unit they would like to participate in while at the program. Each unit is led by a staff member. The Phoenix Star Clubhouse has two work units: the Communications Unit and the Kitchen/Maintenance Unit.

**The Communications Unit:** This unit has many responsibilities at the Clubhouse. Computers with Internet access are available for member use. Members will oversee the quarterly newsletter, answer telephones, complete mass mailings, and conduct daily tours to our visitors among other tasks.

**The Kitchen/Maintenance Unit:** This unit has the responsibility of planning and preparing lunch for the entire Clubhouse. Members are involved in all aspects of the lunch from maintaining the budget to shopping for supplies, to actually preparing, serving and cleaning up after the meal. Lunch is currently served on Tuesdays, Wednesdays and Thursdays at the Clubhouse at the cost of \$2.00. Frozen dinners are available for purchase to members on the other days if they did not pack their own lunch. The unit will also be responsible for the cleaning and the upkeep of the Clubhouse and the surrounding grounds.

## List of Program Services

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### Services offered at the Phoenix Star Clubhouse

The Phoenix Star Clubhouse is designed to be a complete resource of community-based services for survivors of brain injuries. The following is a list of services that all members will have access to:

- Individualized Service Planning (ISP)
- Referral to Case Management Services
- Community Volunteer Work Experiences
- Development of Work Skills and Behaviors
- Exploration of Vocational Interests
- Development and Use of Appropriate Compensatory Strategies
- Social and Recreational Programs
- Participation in the "Work-Ordered Day"
- Access to a Variety of Meaningful Work Opportunities
- Access to a Variety of Employment Services
- Referral to DRS Vocational Counselor
- A Supportive Network of Peers

# **Membership and Service Fees**

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## **The Phoenix Star Clubhouse Member Fee Policy**

Due to limited resources, the Phoenix Star Clubhouse has established member financial participation requirements for any individual attending the Clubhouse program. The fees are used to help offset the cost of our monthly social program and program needs. The member's financial responsibility is based upon a thorough evaluation of the member/family resources and other benefits and income available to the member and, occasionally, consideration of the family's income and resources.

### **The Financial Screening Process**

Prior to activation of Clubhouse membership, the Program Director will ask a new member and/or family to provide documentation of income and resources. When at all possible, financial eligibility will be based upon the previous year's income tax return. Based on available resources, the member will be informed of the amount he or she will be responsible for under a sliding scale fee system. The financial status of the member will be reviewed annually if the person is still attending the program. Changes in their financial status may necessitate a change in their designated daily fee.

### **Billing and Invoicing**

Once a member is informed of the amount he or she is responsible for paying under the sliding scale fee system, the member will begin receiving monthly invoices. Members are asked to not bring daily member fees with them to the program, since these will be collected on a monthly basis. Failure to pay the member fees may result in the loss of Clubhouse privileges.

**\*The Phoenix Star Clubhouse will not refuse service based on a potential member's financial ability to afford services. If a member's ability to attend the program is compromised by financial resources, the member and family should seek out staff in order to identify alternate payment solutions.**

# MEMBERSHIP MEANING

## Intake & Admission

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### **The Intake Process**

Prior to attending the Phoenix Star Clubhouse, potential members must meet with the Clubhouse Program Director to complete an application and consent forms. Based on the information gathered through the intake meeting and relevant records, staff will evaluate the potential members using the Clubhouse Admission Criteria.

### **Admission Criteria**

The Phoenix Star Clubhouse serves survivors with brain injuries who reside in Roanoke City and surrounding areas, who are at least 18 years of age and meet the following criteria:

**Members must be able to manage self-care.** Self-care includes independent use of the bathroom, ability to eat and drink without assistance, and awareness and response to events which may impact one's health and safety.

**Members must be able to take medications independently.** While at the program, members must be able to independently administer all physician prescribed medications. A member must also be able to independently complete any other prescribed treatments as indicated by their physician.

**Members must desire to participate in the Clubhouse community.** Within the community, members work together with staff and their peers while participating in the work-ordered day. Members must be willing to work on the activities and functions necessary to ensure the effective operation of the clubhouse. Examples of these include fundraising, preparing lunch, performing outreach, publishing a newsletter, answering phones, tracking attendance, and undertaking routine maintenance tasks.

**Members must be able to treat each other with respect and dignity.** Treating each other with respect and dignity is essential to maintaining the Clubhouse's supportive community and work-like setting. Everyone involved with the Clubhouse strives to be accepting and accommodating of people's differences, needs and preferences.

**Members must be able to participate with limited structure and supervision.** Staff and members work side-by-side to complete essential Clubhouse activities. The Clubhouse model is designed to rely upon its members to complete these activities. Therefore, members should be able to complete these tasks/duties with limited supervision from Clubhouse staff.

**Members must be motivated to make progress towards personal and program goals.** As part of the member's ISP, the member works with designated staff to develop goals and objectives that he/she wants to accomplish while attending the program. These goals and objectives need to be congruent with work and activities that are offered at the Clubhouse.

**Members must not pose a threat to the health and safety of the Clubhouse.** A person may be denied Clubhouse membership if he or she: has a history of violence and/or sexual misconduct; has felony charges pending or past felony charges on his/her record; actively uses controlled and/or illegal substances; is on parole.

# Your Rights as a Member

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The Phoenix Star Clubhouse strives to provide members and families with the best possible services. As a person being served by the Phoenix Star Clubhouse, you have rights that are protected. No one may take away your rights, except in rare special cases. The following is a summary of these rights. If you need help in understanding them, or how to apply them to yourself, please contact a staff member.

## **It is your right as a member of the Phoenix Star Clubhouse:**

- To be informed of your rights and to participate in the development and implementation of your service plan.
- To receive care without regard to your race, color, national origin, religion, age, gender, ability and or disability or lifestyle.
- To request and receive care which respects your individual, cultural, spiritual and social values.
- To receive care which is free of verbal, physical, and psychological abuse or harassment and which promotes your dignity, privacy and safety.
- To expect that we communicate with you in a manner that you can understand.
- To make decisions regarding your care by being involved in the service plan development.
- To expect that appropriate guardians will assist in decision making when needed.
- To be informed of any proposed research that may involve either given consent or refuse to participate.
- To express complaints or grievances concerning the quality of care or service without fear of discrimination or reprisal and to receive a prompt and courteous response.
- To be allowed to access information in your records within a reasonable time of your request.
- To request and receive information regarding the charges for any services and to receive an explanation of your bill upon request.
- To have personal privacy, including confidentiality of your records.
- To receive care in a safe setting.
- To ask questions and get help with your rights.

If you believe that your rights have been taken away or violated in some way, you may call or write

**Juanita Thornton, Executive Director**  
**(540) 904-5903**  
**309 First Street, SW Roanoke, VA 24011**

If you exhaust all other avenues and are still feeling that your Human Rights complaint has not been resolved, please call your **Regional Human Rights Advocate, Nan Neese at (276) 783-1219**

## Behavior Guidelines

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The members and staff of the Phoenix Star Clubhouse must follow a list of simple behavior guidelines. Each member is asked to sign an agreement stating that he or she will abide by these guidelines at the beginning of their membership and the guidelines will be reviewed on a regular basis within the Clubhouse setting. The program guidelines are as follows:

1. **No stealing;**
2. **No abusive language, threats, violent acts, or intimidation;**
3. **No fighting;**
4. **No use or possession of illegal drugs or alcohol while participating in the program;**
5. **No sexual behavior or harassment in or around the Clubhouse;**
6. **Weapons will not be permitted in or around the Clubhouse.**

Members or staff who violate the behavior guidelines may be asked to sign and abide by additional behavioral contracts. Repeated violation by a member or staff person will be grounds for further action such as suspension which is described below.

## Suspension Policy

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It is the policy of The Phoenix Star Clubhouse that any member or staff person who engages in dangerous behavior or behavior that interferes with the rehabilitation goals of the other members will be suspended from program participation. If the individual has been warned repeatedly for an offense or if the nature of the offense is serious enough to warrant immediate suspension, a staff person will inform the individual of the suspension and arrange for the individual to leave the program early. Within the next 24 hours, the staff will contact the individual to discuss the nature of the suspension and the length of absence. Upon return to the program, the individual will meet with the Program Director to discuss the violation and plan for correction of action in the future. Individuals who violate the program guidelines and are suspended repeatedly may face an extended suspension or termination of membership.

## **Service Planning**

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### **Each new member of the Phoenix Star Clubhouse will have an Individualized Service Plan**

All services provided at the Clubhouse are delivered based on an Individualized Service Plan (ISP). The Service Plan includes an assessment of each member's strengths and needs in relevant areas. Members, with the assistance of staff, develop both long and short term goals based on the assessment information. Members and staff then identify strategies for achieving each goal, creating a plan that is revised and reviewed on a regular basis. A new member will create his or her first ISP within two weeks of becoming a member.

### **Coordinating all Community Treatment and Rehabilitation Team Efforts**

The Phoenix Star Clubhouse will coordinate the efforts of each member's treatment team. Each member has the opportunity to elect members of his or her team from family, friends, counselors, or case managers who are involved in the continued progress of the member. By the consent of the member, assigned staff will provide the team information of the member's progress through written reports, evaluation, phone contact, email and quarterly team meetings. Only those designated by the member through a signed consent will receive information of his progress. Members have the right to revoke consent or restructure a treatment team at any time during membership.

### **Accessing Any Other Needed Community Resources**

The Phoenix Star Clubhouse staff will work with each member to provide access to individualized case management that addresses needs that can be met by other resources in the community.

### **Assessing Risk vs. Choice**

Every member at the Clubhouse is encouraged to increase his or her independence both at the Clubhouse and in the community. Along with increased independence often comes an increase in potential risks. The Phoenix Star Clubhouse will help assess any potential risks and identify actions that can be taken to minimize these risks with each member and their family during our quarterly team meeting process.

# WHAT MEMBERS NEED TO KNOW

## Clubhouse Rules

-Please call the Clubhouse by 10:00 am if you plan on coming in late or if you do not plan to come in for the day. Members must sign in each day they attend the Clubhouse. This log is used in billing and also in emergency situations to account for members. Intentionally not signing in so that you will not be billed is inexcusable. Repeatable offense may be grounds for suspension.

-When leaving, always let staff know that you are leaving the building for the day and sign out. Members should stay until 2:00 pm unless they have an appointment, are working/volunteering or another valid reason for leaving early.

-Members must establish a schedule with the Program Director of what days they plan to attend the Clubhouse. This will help in daily planning with staff and meals as well as ensure that we do not exceed our maximum occupancy. Also, due to limited space it is important to know when members are planning on attending so that new potential members may begin the program.

-During Morning Meetings, please be mindful to not talk over others or to interrupt them; be considerate and wait until they have finished or get their attention (ie. raising hand) so that they may see that you would like to make a comment or ask a question.

-Please put cell phones on vibrate. We understand that you may receive important calls from your case manager, doctor's office, family, etc. Keeping your phone on vibrate will help lessen the amount of noise during meetings or during task time. You should not answer phone calls during meetings or during tasks. If you must take the call, excuse yourself and step outside or into another room so as not to interrupt others.

-Please clean up your work area after you have completed tasks. Also, please take any dishes that you may have used to the kitchen, rinse and place in the bin to be washed.

-Be considerate and respectful to other members. Members do not tell other members what to do. If you need help or if you see that another member is not completing their tasks or if they are doing something inappropriate, please see the Unit Coordinator or Program Director.

## Need to Know Information:

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### **Inclement Weather Policy**

In the event of inclement weather, the Phoenix Star Clubhouse will follow the closings of the Roanoke City and Roanoke County School Systems. In some situations, the Executive Director may decide to close when the schools do not. If this happens, Clubhouse staff will contact each member prior to Clubhouse hours. We will also post our closings on WDBJ-7.com. If the Clubhouse remains open during inclement weather, staff asks that all members take every precaution when deciding whether or not to attend the program.



### **Transportation Policy**

Members of the Phoenix Star Clubhouse will be responsible for their own transportation to and from the Clubhouse. If members need any assistance with setting up transportation to the Clubhouse or have questions regarding their current transportation, please let the Program Director know. There may be occasions that require Clubhouse staff to transport members to social events, or to vocational or volunteer opportunities. In the event that staff will be transporting members, members and/or Guardian must sign a Transportation Release annually.



### **Parking**

Currently, the Phoenix Star Clubhouse has limited parking. There is accessible parking along the streets, to include First Street, Kirk Avenue, Church Avenue and other surrounding streets. Some parking spaces are for a limited time only. Handicap parking spaces are also available on surrounding streets. There are Paid Parking Lots and Garages in the surrounding area. Costs vary for each lot and garage, averaging about \$6.00 daily. The closest parking garage is located on Church Street; there is an entrance/exit door to this garage located on First Street next to the Clubhouse.



### **Designated Smoking Areas**

Though smoking is not permitted inside the Phoenix Star Clubhouse building, the members may smoke during breaks in the designated smoking area outside in the alley on the right side of the building. Smoking is not permitted in any other area of the building or grounds. Please do not smoke in front of the Clubhouse entrance. Members and staff are also asked to dispose of cigarette butts properly, in designated containers, not tossing them on the sidewalk, street or alley. Members that smoke should do so only during break times, not during task times.



### **Clubhouse Lunches**

Members and staff prepare a homemade lunch at the Clubhouse three days during the week: Tuesdays, Wednesdays, and Thursdays. Members are invited to purchase lunch for \$2.00. If members and staff are not interested in purchasing the homemade lunch, they may bring their lunch from home or purchase something on their own at a local establishment. There is a refrigerator, stove and microwave available for use. On days that lunch is not prepared, members and staff are responsible for bringing their lunch, purchasing from a local establishment or they may purchase a frozen meal at the Clubhouse for \$2.00.



## Personal Belongings & Storage

Members may place any belongings they bring on designated coat racks in the hallway or in the Program Director's office. Due to limited program space, members are asked to limit what they bring to only what is necessary for them to participate in the daily Clubhouse routine. Members are also reminded that they are responsible for all personal belongings that they bring with them to the program.



## Clubhouse Phone Usage

Members of the Phoenix Star Clubhouse are welcome to use the phone for local calls. Long distance calls and long personal calls are not permitted. In order to maintain an open line for receiving business calls, members may not make calls from the front reception desk. Members may use the phone to make personal business calls during break times, lunch and designated social time if related to transportation, case management/counselor, and doctor's appointments. Please see the Program Director if you have a question about who and when you maybe able to place a call. Before placing personal calls, please see your Unit Coordinator or Program Director.



## Computer and Internet Usage

The Phoenix Star Clubhouse computers will be designated specifically for program use and for use in pursuing the stated goals of each member. In order to manage computer usage, Clubhouse members and staff will follow a list of computer and internet use guidelines:

- Playing games on the computers is not permitted unless during designated times.
- Only websites related to unit work or individual member goals may be accessed through the Internet during Unit tasks.
- Unless staff permission has been granted, personal tasks may not be completed on the Phoenix Star Clubhouse computers. Designated times for personal tasks are: 9:00 to 10:00 am, 12:00 to 1:00 pm and 2:30 to 3:00 pm. Accessing pornographic sites is strictly prohibited. Checking personal email should be limited to 15 minutes at a time to allow other members to be able to use the computer.
- Please follow all posted rules related to computer use to include no food or drinks at the computers and no downloading.



## Clubhouse Dress Guidelines

The Phoenix Star Clubhouse members are always encouraged to treat membership at the program as if it were a job. Since the Clubhouse is an office-like setting, members are asked to come to the Clubhouse dressed appropriately for work, wearing clean clothes and having good hygiene.



## Safety Drill Participation

Members of the Clubhouse are required to participate in health and safety drills that are regularly conducted by the members and staff. If a member has a question concerning ongoing health and safety drill participation, he or she is encouraged to consult with a staff member. These drills will include Fire Drills, Tornado/Hurricane Drills, and Threat/Harassment. During drills that involve an emergency evacuation, please exit out the front door and meet the other members and staff at the corner of First Street and Church in front of the BB&T Bank (across the street). Members also participate in performing inspections to include an Inspection of the Building, First Aid Kits, and making sure that areas are safe and free of hazards.



## Complaints & Grievances

Members are encouraged to approach a staff member with any issue or complaint that they may have concerning the program. The Clubhouse will be developing a Quality Assurance Committee, a group comprised of a few members and one staff member who will meet monthly to discuss program issues and concerns. If members have exhausted all other avenues for expressing a complaint without resolution, they are invited to fill out a Complaint and Grievances form.

# SCHEDULE & SPECIAL EVENTS

## The Daily Schedule

At The Phoenix Star Clubhouse, the typical week may look like the following:

9:00 am	Arrival & Socialize
10:30 am	House Meeting /Volunteer Project
11:00 am	Unit Work
12:00 pm	Lunch
1:00 pm	Unit Meetings
1:15 pm	Unit Work
3:00 pm	Social Time & Departure

## Holiday Closings

The Phoenix Star Clubhouse program is closed for most major holidays, including:

New Year's Eve and New Year's Day	Labor Day
Martin Luther King Day	Columbus Day
President's Day	Veteran's Day
Easter Monday	Thanksgiving Day and Friday
Memorial Day	Christmas Eve and Christmas Day
Independence Day	

The Clubhouse may also close for staff planning or training. Members will receive a calendar each month that will advise of any additional closings or special events.



### PLEASE REMEMBER

- ❖ The **program hours** are between 9:00 am to 3:00 pm, Monday through Friday. The staff cannot be responsible for opening the building or otherwise assisting members who choose to arrive at the program during hours other than the regular program hours.
- ❖ As a Clubhouse model program, the Phoenix Star Clubhouse is a **voluntary program** which allows members to arrive and depart when he/she wishes. If a member chooses to leave the premises during regular program hours, the Clubhouse staff cannot and will not prevent him/her from leaving.
- ❖ All members are asked to maintain a regular schedule at the program that is agreed upon by both members and staff. In order to ensure that the program is able to serve individuals on the waiting list, members who do not maintain a regular schedule will be moved to inactive status. If a member wishes to regain active status after a period of absence, they must contact the Program Director to schedule a meeting to do so. If the program has an active waiting list, the inactive member may need to wait a period of time before being able to return to the program.

# VOLUNTEERING

The Clubhouse currently volunteers at 3 places each month. These include the SPCA, Food Bank, and the Rescue Mission. If you have another program/project that you would like the Clubhouse to be involved in, please submit your ideas to the Program Director. The Clubhouse members and staff

## Current Volunteering Projects:

<b>SPCA</b> Volunteer the 2nd Wed of each month Time of arrival: 12:45 pm Time of departure: 2:15 pm Phone: 344-4840 x 208 Address: 1340 Baldwin Ave., N.E Roanoke, VA 24012	<b>FOOD BANK</b> Volunteer the 3rd Wed of each month Time of arrival: 10:30 am Time of departure: 12:00 pm Phone: 342-3011 x 28 Address: 1025 Electric Road Salem, VA 24153	<b>RESCUE MISSION</b> Volunteer the 4th Wed of each month Time of arrival: 10:30 am Time of departure: 1:00 pm Phone: 777-7651 Address: 402 4th Street Roanoke, VA 24013
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## Rules:

- Please follow Clubhouse rules while at Volunteering Projects. Members and staff are representing the Clubhouse at these places and must be responsible for their actions. Inappropriate behavior while at these projects may result in suspension of attending the volunteer project.
- Please dress appropriately; all three programs have specific guidelines to include:
  - Dress modestly and casually with safety in mind
  - No sleeveless shirts
  - Long pants or jeans preferred
  - Please do not wear long, dangling jewelry or belts
  - Must be able to tuck in shirt (so that tummy does not show when lifting overhead)
  - T-shirts must reflect a positive image (no reference to alcohol, drugs or vulgar language)

## The Clubhouse Social Program

Once a month, the members and staff of the Phoenix Star Clubhouse have a social program. Members and staff both submit ideas for the activity and then it is voted on by the entire membership. Social outings are scheduled outside of the regular work-ordered day, typically after the program is closed. The social program is free to the members who regularly participate in the Clubhouse program. Members who do not attend the Clubhouse one day weekly will be invited to attend the social program for a nominal fee of \$5.00. Because of limited program vehicle space, logistical concerns and staffing issues, there are a few guidelines for participation in the social program, as listed below:

1. Staff reserves the right to suspend social program privileges to members who are delinquent in paying program fees or if the members choose to violate the behavior agreement the week prior to the event.
2. Members who do not attend the program one day weekly (unless working or volunteering outside of Clubhouse hours) will be asked to pay for their fees at the social program.

## Resources & Information

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### Brain Injury Information

Brain Injury Association of Virginia	(804) 355-5748	<a href="http://www.biav.net">www.biav.net</a>
Brain Injury Association of America	1-800-444-6443	<a href="http://www.biausa.org">www.biausa.org</a>

### Benefits & Financial Information

Social Security Administration	1-800-772-1213	<a href="http://www.socialsecurity.gov">www.socialsecurity.gov</a>
Virginia Dept. of Medical Assistance	(804) 786-7933	<a href="http://www.dmas.virginia.gov">www.dmas.virginia.gov</a>
Local Social Services Offices		<a href="http://www.dss.virginia.gov">www.dss.virginia.gov</a>
Bedford	(540) 586-7750	
Botetourt County	(540) 473-8210	
Franklin County	(540) 483-9247	
Montgomery County	(540) 382-6990	
Roanoke City	(540) 853-2591	
Roanoke County	(540) 387-6087	
Salem City	(540) 387-6087	

### Crisis & Emergency Resources

Local Non-Emergency Police Numbers		
Bedford	(540) 586-7827	
Botetourt County	(540) 473-8230	
Franklin County	(540) 483-9275	
Montgomery County	(540) 961-1175	
Roanoke City	(540) 344-6681	
Roanoke County	(540) 561-8036	
Salem City	(540) 375-3010	
Adult Protective Services	1-888-832-3858	<a href="http://www.dss.virginia.gov">www.dss.virginia.gov</a>
Connect Crisis Line	1-800-284-8898	
Council of Community Services	(540) 344-1948	
Trust Crisis Center	(540) 344-8060	

### Legal & Advocacy Resources

Southwest Virginia Legal Aid Society	(276) 783-8300
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### Mental Health Services

Blue Ridge Behavioral Healthcare	(540) 345-9841
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## Transportation

Logisticare (Medicaid)	(866)586-0255
Radar	(540) 343-1721
Valley Metro	(540) 982-2222

## Housing & Life Skills

Blue Ridge Independent Living Center	(540) 342-1231	<a href="http://www.brilc.org">www.brilc.org</a>
Brain Injury Services of SWVA	(540) 344-1200	<a href="http://www.bisswva.org">www.bisswva.org</a>

## Vocational Resources

Department of Rehabilitative Services Roanoke	1-800-552-5019 (540) 776-2715	<a href="http://www.vadrs.org">www.vadrs.org</a>
Virginia Employment Commission	(540) 342-7561	
Career Search One	(540) 342-3631	
Career Support Systems	(540) 774-7822	
Goodwill Industries of the Valleys	(540) 986-1224	

## Membership at a Glance

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I attend the Phoenix Star Clubhouse on:

Monday   Tuesday   Wednesday   Thursday   Friday

Unit Coordinator: \_\_\_\_\_

Transportation: \_\_\_\_\_

While at the Phoenix Star Clubhouse I have chosen to participate in:

- The Communications Unit
- The Kitchen/ Maintenance Unit
- Both Units

### The Phoenix Star Clubhouse Contact Information:

Address: 309 First Street, SW  
Roanoke, VA 24011

Phone: (540) 904-5903

Fax: (540) 904-5906

**Juanita Thornton**  
Executive Director

**Laura H. Anglin**  
Program Director

**Tamara Underwood**  
Administrative Assistant

**Bonnie Smith**  
Communications Unit Coordinator

**Jon Weems** Program Assistant

