

ALTERNATE LIVING RESIDENCE RESIDENT HANDBOOK

Table of Contents

| | | |
|--------|--|---|
| I. | WELCOME | 2 |
| II. | RESIDENT GUIDELINES..... | 2 |
| III. | EXPECTED BEHAVIORS OF ALR RESIDENTS | 2 |
| IV. | PSYCHIATRIC CARE | 2 |
| V. | MEDICAL CARE | 2 |
| VI. | PARTICIPATION IN CRISIS RESOLUTION..... | 2 |
| VII. | PROGRAM..... | 3 |
| VIII. | LENGTH OF STAY | 3 |
| IX. | PHONE / TTY / COMPUTER / CELL PHONES | 3 |
| X. | MEDICATION..... | 3 |
| A. | Self-Medication with Supervision | 3 |
| B. | Over-The-Counter Medication..... | 4 |
| XI. | USE OF DRUGS/ALCOHOL | 4 |
| XII. | SEXUAL ACTIVITY | 4 |
| XIII. | RESIDENTIAL ACCOMMODATIONS..... | 4 |
| A. | Door Policy | 5 |
| B. | Leaves: | 5 |
| C. | Valuables & Storage | 5 |
| D. | Financial Management..... | 6 |
| E. | Meals | 6 |
| F. | Laundry Facilities | 6 |
| G. | Clothing | 6 |
| H. | Chores | 7 |
| I. | Community Meeting..... | 7 |
| J. | Visitors | 7 |
| K. | Smoking..... | 7 |
| L. | Transportation..... | 7 |
| XIV. | ALTERNATE LIVING RESIDENCE FEES | 7 |
| XV. | DISCHARGE FROM THE ALR..... | 7 |
| XVI. | No Call/ No Show..... | 7 |
| XVII. | RIGHTS | 8 |
| XVIII. | GRIEVANCE PROCEDURE | 8 |

I. WELCOME

The Alternate Living Residence (ALR) welcomes you. The program and its staff are here to help you during the crisis you are having and support you in your efforts to resolve it. Please see staff for any questions about this, any needs you may have, and what the handbook says.

II. RESIDENT GUIDELINES

This handbook tells you the rules for your stay at the ALR. Please read it and ask staff any questions you may have.

Help with Reading

Much of the material given in this program is in writing. We have tried to make it easy to understand. If it is hard for you to understand something or you need it in a different language, we will try to provide what you need.

Confidentiality

The ALR Staff will not share information about you unless you agree.

III. EXPECTED BEHAVIORS OF ALR RESIDENTS

While you are here we expect you to be polite and treat everyone with respect. Behaviors such as fighting, stealing, destroying property, and the use of foul language will not be tolerated. Display of such behavior may result in discharge from the ALR.

IV. PSYCHIATRIC CARE

Your mental health provider in the community is responsible for meeting your needs during your stay at the ALR. If you have trouble at a time other than when you are scheduled to meet with your mental health provider, the ALR staff will help you to get in touch with them.

If you experience an emergency, you will be transported to the emergency room.

V. MEDICAL CARE

Your medical care remains the responsibility of the doctor and/or clinic that you usually deal with. If you need medical attention, staff will assist you as appropriate to get in touch with your doctor. In the event of an emergency, you will be transported to the emergency room.

VI. PARTICIPATION IN CRISIS RESOLUTION

We expect you to work with your mental health provider in doing whatever is needed to resolve the crisis so that you may return to the community as soon as possible. You must keep appointments and follow-up with any necessary visits, etc. We also expect that you will work with your primary care provider as they advise. Failure to work with the primary care provider may be reason to be asked

to leave the Alternate Living Residence. No one can remain at the Alternate Living Residence unless they are active with a mental health provider.

VII. PROGRAM

The Alternate Living Residence is a co-ed setting. When leaving your room appropriate dress is required. You must also sleep in pajamas since both male and female staff do the rounds at night.

If you have a program in the community, as directed by your primary care provider, we expect you to go to that program.

If you have no appointments, or program, scheduled for a particular time, you may stay at the Alternate Living Residence in one of the common areas. You may not stay in your room during the day other than to get needed items. Bedrooms will be locked from 9:30 a.m. to 11:30 am and 1:30 pm. to 3:30 pm week days.

VIII. LENGTH OF STAY

The length of stay at the Alternate Living Residence is 21 days or less. We expect you, along with your mental health provider, will do whatever is needed to resolve your crisis so you may leave as early as possible, to continue with your usual activities in the community. Exceptions to this length of stay may be negotiated with the Alternate Living Residence management, by your mental health provider.

IX. PHONE / TTY / COMPUTER / CELL PHONES

There is a phone available for residents to make and receive phone calls. The phone is for use to look for housing, make calls to your therapist or case manager, and to call family. For those who need it, there is a TTY machine for making and receiving calls. Ask staff for the TTY if you need it. There is also a computer for resident use in looking for housing and checking your email if you have it. Talk to staff about use of the computer. Cell phones may be used only in your room or other areas where you are alone.

X. MEDICATION

When you enter the Alternate Living Residence you are to receive your medication under supervision. Any additions or changes to your medication prescriptions, remains the responsibility of your treating doctor in the community. You must bring with you, your medication in the original bottle from the community pharmacy. If it appears that you will be at the ALR longer than your medication supply, you are responsible for making arrangements for refills through your usual procedures. Staff will help if needed.

A. Self-Medication with Supervision

ALR residents will receive medication with staff supervision. Your medications will be turned into the staff and kept under lock and key in the

medication room. At medication time, staff will supervise you taking your medication.

The medication times are as follows:

7:45 a.m. – 8:30 a.m.

11:30 a.m. – 12:15 p.m.

4:00 p.m. – 4:30 p.m.

8:00 p.m.

Hour of sleep (if prescribed)

The medication room is located on the west wing.

B. Over-The-Counter Medication

The ALR must receive written permission from your doctor in order to dispense over-the-counter medications (such as Tylenol, Maalox, etc.).

The referring doctor will be asked to consider a written order for Tylenol, Maalox, Milk of Magnesia and Kaopectate prior to your admission to the ALR. Additional over-the-counter meds (cold medicine, aspirin, etc.) will also require the written order of a physician, but must also be supplied by you as they are not stocked by the ALR.

If over-the-counter medications are brought to the ALR (and there is no written order for them), they cannot be used by you. Staff will label the medications with your name and store them for you. They will be returned at the time of your discharge from the ALR.

XI. USE OF DRUGS/ALCOHOL

The use of non-prescribed drugs and alcohol while at the Alternate Living Residence or on the grounds of RPC is against the rules. Use of non-prescribed drugs or alcohol is a serious breaking of the rules and can lead to immediate discharge from the ALR.

XII. SEXUAL ACTIVITY

By signing the Admission Agreement, you agree to not have sexual activity in the ALR and on the grounds of RPC. Breaking this rule is considered serious and may lead to immediate discharge from the ALR.

XIII. RESIDENTIAL ACCOMMODATIONS

The ALR is located on the second floor of the Howard II Building and is next to the Forensic Unit on the grounds of RPC. You will get a tour of the ALR when you are admitted.

The ALR has both single and double bedrooms. If you have a roommate, it will be a person of the same sex. It is your responsibility to keep your room or sleeping area neat and clean.

Since the ALR has both men and women, it is important that you are dressed appropriately when leaving your room. Residents are not allowed in each others' bedrooms.

Each resident's bedroom will have a bed, a small wardrobe, a dresser, a desk, a chair and a bedside stand. Linens will be provided for you. Extra towels/sheets are kept in a small linen closet in the residential wing. Bedrooms may be locked at a resident's request. You can also have a lock for a drawer to secure your personal possessions.

There are large male and female bathrooms located on the floor.

Your personal belongings will be inspected upon admission, in your presence, and any items considered inappropriate or unsafe will be removed and stored until you leave the residence. Examples of items not allowed to remain in your possession include knives or any really sharp objects, alcohol containers, anything glass, or any drug paraphernalia. Items brought into the ALR are always subject to search.

A. Door Policy

The main door, by the elevator, is open daily at 7:00 a.m. and locked at 10:00 p.m., Sunday through Thursday. The door is locked at 11:00 p.m. on Fridays, Saturdays and holidays. Staff will unlock the door for you should you need to leave or enter during "locked door" hours.

You are expected to be back at the ALR by 10:00 p.m. on weekdays and 11:00 p.m. on weekends and holidays. If you need to make other arrangements, please do so ahead of time with staff.

B. Leaves:

You may arrange for leaves from the ALR. All leaves must be approved in advance by your primary therapist. Written permission is required with date and time of departure and date and time of return. You must let the ALR staff know of your plans. If you do not return to the ALR when planned, the ALR will contact your primary care provider the next working day. Generally, after an unauthorized leave of 24 hours, your discharge from the ALR will receive serious consideration.

C. Valuables & Storage

It is suggested that you do not keep large sums of money or valuable articles at the ALR, for your own protection. The ALR can not be responsible for these. If you have valuables, it is suggested that you turn them over to your case manager or family. If you decide to keep any valuables, we suggest that you keep them locked in your room. We strongly suggest that large amounts of money be kept in the bank or credit union that you deal with. The ALR can not hold cash. In an emergency, staff will lock up the large sums overnight. Your therapist will be notified the next working day and the money must be put in an alternate location that you and your therapist find agreeable.

The ALR does not have the ability to store your personal belongings for any length of time. When you leave the ALR, be sure to take your possessions with you. We will be throwing away items left behind after 30 days.

D. Financial Management

You should continue with whatever money management system you follow in the community while you are at the ALR. There are no emergency funds available to you at the Alternate Living Residence. Staff will assist you in contacting your primary care provider should this be problematic.

E. Meals

Meals are served in the dining room. You and your provider should notify the ALR intake nurse of any special dietary needs prior to ALR admission.

It is important to get to meals on time so that you may enjoy the food at your leisure. Lunches are provided as bag lunches (except weekends and holidays) as we expect you to be at your program at that time.

Meal time is as follows:

| | |
|-----------|--------------------------|
| Breakfast | 8:00 a.m. to 8:30 a.m. |
| Lunch | 11:30 a.m. to 12:00 p.m. |
| Supper | 4:30 p.m. to 5:00 p.m. |

There is an evening snack at about 8:00 p.m. Staff will let you know when it is time for snack.

If you have appointments or other reasons for missing a meal, and would like staff to save you some food, please see staff ahead of time and provisions will be made. If you have a program requiring that you be out of the residence during regular meal time, a brown paper bag lunch can be provided if you let staff know a day ahead.

You may not keep food in your rooms, except for non-perishable, unopened small supplies. There is a refrigerator in the kitchen. Staff will provide access to this area so that you can store small quantities of snack foods to be consumed within 24 hours.

F. Laundry Facilities

There is a washer and a dryer for your use as needed. Please see staff for laundry detergent and instructions. An iron and ironing board are also available if you need them. You must remain present while doing your laundry.

G. Clothing

We expect that you will have enough clothing to handle your needs during your stay here. Staff will help you make arrangements with your provider if you have a problem in this regard.

H. Chores

All residents are expected to participate in routine chores required within the ALR. You are expected to keep your room neat, clothes picked up, garbage disposed of properly. There are also chores assigned which need to be completed. The assignments are posted on a large board in the hall.

I. Community Meeting

There is a community meeting held each Thursday, at 8:15 p.m. You must attend and participate in this meeting. The meeting is for talking about issues, upcoming plans, as well as chore sign-ups occur.

J. Visitors

Visitors are welcome at the ALR from 8:00 a.m. until 8:00 p.m. as long as you are not in program at that time. Visitors must respect residents and staff at the ALR. Visitors who are disruptive or who come to visit under the influence of drugs or alcohol will be asked to leave. Visitors may be in the common areas of the unit only and may not go to your rooms. Children under age 13 may visit as long as they are with an adult at all times. There is a sign in book that all visitors must sign.

K. Smoking

RPC and the ALR is a smoke free environment. Smoking is not allowed in the building or on RPC grounds except for two designated gazebos. Staff can direct you to these locations.

L. Transportation

You and your provider should be getting what transportation you need while at the ALR. The ALR has a limited amount of bus passes. The bus passes are to be used for needed trips only.

XIV. ALTERNATE LIVING RESIDENCE FEES

There is currently no charge for your stay at the ALR. If this changes you and your provider will be told before it happens.

XV. DISCHARGE FROM THE ALR

Discharge from the ALR is worked out with you and your provider as your crisis is resolved. If you do not follow these guidelines and the Admission Agreement you may be told to leave the ALR. If you say that you want to or plan to leave the ALR, your request to leave the ALR will be taken seriously.

XVI. No Call/ No Show

If you are out after curfew, and do not call to tell staff and do not have a good reason, you will be discharged the following morning.

XVII. RIGHTS

What are your rights?

You have certain rights while you stay at the ALR. Your rights are reviewed at the time of admission. You have a right to have your personal values, beliefs, and preferences respected. All people have the right to be treated with dignity. The Patient Rights Handbook is also provided at time of admission.

These rights basically include the right to be treated well, to be safe, and to be involved in your treatment planning:

- 1) A safe and sanitary environment;
- 2) A balanced and nutritious diet;
- 3) Practice of religion;
- 4) Freedom from abuse and mistreatment by employees or other residents of the ALR;
- 5) A reasonable amount of safe storage space for clothing and other personal property;
- 6) A reasonable degree of privacy in sleeping, bathing and toileting areas;
- 7) Receiving visitors at reasonable times;
- 8) A process to address any problems or complaints.

Your specific rights will be reviewed with you by the ALR staff when you are admitted.

XVIII. GRIEVANCE PROCEDURE

If you have a complaint or problem with your stay at the ALR, please talk with staff. If you are not satisfied, please contact the ALR Manager. If you are still not satisfied, you may see or write to the Treatment Team Leader, Community Services/Residential Programs. We will provide any needed support for you to work towards resolution. You can also contact the Joint Commission at 1-800-994-6610 or www.jointcommission.org 

During your stay, you will be asked to comment on the service, in the form of a survey. You may do so without signing your name. This will help the ALR to better monitor needs of its residents. Your comments are valued.