

**ELMWOOD TRANSITIONAL RESIDENCE (ETR)  
RESIDENT HANDBOOK**

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## **I. WELCOME**

The Elmwood Transitional Residence (ETR) welcomes you. The program and its staff are here to support you in your efforts towards recovery and community living.

## **II. RESIDENT GUIDELINES**

This handbook tells you the rules for your stay at the ETR. Please read it and talk to staff or your peer mentor about 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 ETR Staff will not share information outside of the team about you unless you agree. We follow the HIPAA guidelines for confidentiality.

## **III. EXPECTED BEHAVIORS OF ETR 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.

## **IV. PSYCHIATRIC AND MEDICAL CARE**

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

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.

## **V. PROGRAM**

If you have a program in the community, as directed by your primary care provider, we expect you to go to that program. ETR staff expectation is that you will plan to be involved in constructive activities in the community as identified in your service plan.

## **VI. WHAT WILL ETR STAFF OFFER?**

The ETR staff are here to support you and offer assistance when you need it. They will work with you on skills but they will not complete tasks for you. There are Resident Program Counselors who can help you with your links to community agencies and help with making appointments. The staff of the house are knowledgeable and can help you in a variety of ways. It is important to remember they are here as a support, but the responsibility for recovery rests with you.

## **VII. WHAT IS EXPECTED OF ME?**

You are expected to use your time at the ETR to link with the community, strengthen your skills, and move towards a different community living option. You are expected to participate in treatment with your team, participate in events and activities in the community, take your medication as prescribed, and treat everyone with respect. You will need to take care of your room, wash your laundry and practice self care skills everyday.

Mentoring: Once you are settled and established and succeeding, you may be asked to serve as a mentor for someone new to the residence. We would look for you to help someone else learn how to access the community and adjust to living at the new residence.

## **VIII. LENGTH OF STAY**

The Length of Stay at the ETR is determined on an individual basis depending upon your needs. The time frame will be determined with you, your team, and the residence staff. This is a transitional residence and you can not stay any longer than your needs dictate. We believe that you will gain and strengthen skills so you can become increasingly independent while you are here.

## **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. Specific guidelines for computer use will be posted. Talk to staff about use of the computer. Cell phones may be used only in your room or other areas where you are alone to protect privacy of others.

## **X. MEDICATION**

When you enter the Elmwood Transitional 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.

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. Staff will also be here to help teach you about your medications and offer any assistance as needed.

### **Over-The-Counter Medication**

The ETR 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 ETR. 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 ETR. Staff will label the medications with your name and store them for you. Over-the counter medications will be returned at the time of your discharge from the ETR.

## **XI. USE OF DRUGS/ALCOHOL**

The use of non-prescribed drugs and alcohol while at the ETR 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.

## **XII. SEXUAL ACTIVITY**

By signing the Admission Agreement, you agree to not have sexual relations in the ETR and on the grounds of RPC. Breaking this rule is considered serious and may lead to immediate discharge. If you have concerns, please feel free to consult with ETR staff.

## **XIII. RESIDENTIAL ACCOMMODATIONS**

The ETR is located on the first floor of RPC. You will get a tour of the ETR when you are admitted.

The ETR 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 ETR 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. The ETR is a co-ed setting. When leaving your room appropriate dress is required. You must also sleep in pajamas to be respectful of both male and female staff who may be entering your room at night to check on your welfare.

You will have a key to bedroom and closet. You are encouraged to personalize your room to make it more comfortable for you. See staff for guidelines.

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. You will be asked to review any items brought into the residence with staff to insure safety for all residents.

### **A. Door Policy**

The external door will be locked at 11:00 p.m. It will be unlocked at 7:00 a.m. Staff will unlock the door for you should you need to leave or enter during "locked door" hours. If you need to make other arrangements, please do so ahead of time with staff. Please call if you know you will be late for curfew at 241-1226. Please note the emergency exits will not be locked and you will always be able to exit safely in an emergency.

**B. *Overnights, Visitors, and Friends:***

You may arrange for leaves from the ETR. All leaves need to be communicated with staff. You must let the ETR staff know of your plans. If you do not return to the ETR when planned, the ETR will contact your primary care provider the next working day. There may be a decision made by your clinical provider to contact the police to file a missing persons report. Generally, after an unauthorized leave of 24 hours, your discharge from the ETR will receive serious consideration.

Visitors and friends are welcome 10:00 a.m. to 8:00 p.m., in common areas. Visits are expected to be no longer than two hours. Children have to be supervised at all times. Visitors must respect residents and staff or they will be asked to leave.

**C. *Valuables & Storage***

There is very limited storage within the residence. You will have in your room a lockable closet in which to store items. You are encouraged not to keep large amounts of cash with you. Staff can assist you in accessing local banks. The residence is not responsible for lost or stolen items.

**D. *Financial Management***

You should continue with whatever money management system you follow in the community while you are at the ETR. There are no emergency funds available to you at the Elmwood Transitional Residence. Staff will assist you in contacting your primary care provider should this be problematic. There are personal needs allowance funds which will provide you with a small spending stipend each month if you are eligible.

Staff will also be able to assist you with locating a bank and opening an account. Many banks offer services to pay your bills for you at no cost and this might be a helpful option to explore so it is in place when you move into another community setting.

**E. *Meals***

Meals are served in the dining room. You should notify the ETR staff of any special dietary needs prior to ETR admission or if any special diets are recommended by your physician.

It is important to get to meals on time so that you may enjoy the food at your leisure. Breakfast will be self serve in the dining room. Lunches are provided as bag lunches (except weekends and holidays).

Meal times are posted in the residence.

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.

You may not keep food in your rooms. There will be a small space provided in the house where you can keep a small amount of food but it will not be lockable space and the residence is not responsible for lost missing items.

**F. *Laundry Facilities***

There is a washer and a dryer for your use as needed. Please see staff for laundry detergent and instructions. You will be made aware of the scheduled time allotted to you to do your own laundry.

**G. *Chores***

All residents are expected to participate in routine chores required within the ETR. 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.

**H. *Community Meeting***

There is a community meeting held each week. You are encouraged to attend and participate in this meeting. The meeting is for giving positive feedback, develop upcoming plans, review community options for activities or living, identify and discuss issues or concerns, and practice problem solving solutions.

**I. *Smoking***

The ETR does not allow smoking in the building. There is no other smoking area for residents on the grounds of RPC other than the gazebos. Smoking in the residence will result in immediate suspension.

**J. *Transportation***

You will be encouraged to utilize public transportation. The staff at the residence will be happy to work with you on learning to use public transportation.

**XIV. ELMWOOD TRANSITIONAL RESIDENCE FEES**

The monthly rent amount will be determined when you are referred as it is dependent upon your resources.

**XV. DISCHARGE FROM THE ETR**

At the time of your admission, you will begin working with your team towards your discharge. This is a transitional residence and the time you need will depend on your needs. We will help you move towards community inclusion, independent living, and help you learn how to access the community.

**XVI. RIGHTS**

**What are your rights?**

You have certain rights while you stay at the ETR. 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 and respect. 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 ETR;
- 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 ETR staff when you are admitted.

## **XVII. GRIEVANCE PROCEDURE**

If you have a complaint or problem with your stay at the ETR, please talk with staff. If you are not satisfied, please contact the ETR Manager in person or by phone at 241-1922. If not satisfied contact the Residential Supervisor at phone # (585) 241-1995. 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. There is also an RPC policy for communicating complaints and staff can provide you with that policy and procedure. You can also contact the Joint Commission at 1-800-994-6610 or [www.jointcommission.org](http://www.jointcommission.org). You can also contact the OMH complaint line at 1-800-597-8481.

You may also contact Mental Hygiene Legal Services at:

Mental Hygiene Legal Services  
1655 Elmwood Ave.; Suite 230  
Rochester, NY 14620  
Phone: (716) 271-7430

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 ETR to better monitor needs of its residents. Your comments are valued.