

FAMILY CARE PROGRAM

Resident Handbook

Sponsored through Rochester Psychiatric Center

WELCOME!

The Family Care Program is sponsored through Rochester Psychiatric Center. This handbook is to provide you with some information about the program and some answers to many commonly asked questions. We hope you find this information helpful. We wish you the best of luck in the Family Care Program.

What is Family Care?

Family Care is a residential service that offers a home for people who have a mental health diagnosis and are in recovery. The Family Care Team matches persons who are willing to share their home and community with individuals who want guidance, support, and the companionship of a family environment.

Who are Family Care Providers?

A family care provider may be single, married, widowed, or divorced. A provider may own a home or may rent a house or an apartment. They may stay at home or work outside the home, full or part time. The most important requirement is that he or she can provide the understanding and support that a person in recovery from mental health challenges desires.

Applicants are screened and evaluated as to their interests to serve and promote recovery while fostering independence. In addition, their house must meet requirements for safety, space and utility.

Who are Family Care Residents?

Family Care residents are persons of all ages and of all social, financial, ethnic and educational backgrounds, who have a mental health diagnosis and are working on recovery.

How are residents selected?

Family Care residents are selected by a process that includes interviews and careful screening. Every effort is made to match you with a home that best supports your recovery goals in terms of location, type of setting, household composition, compatibility with

provider and other residents in the home and availability of needed services.

Once a referral is made to the Family Care Program a family care specialist will come and meet with you. If it looks like the Family Care program is a good match for you, the vacancies within the program are reviewed. If a match is found, tours of the home are scheduled. Once a home is selected by you and the provider, overnight visits are scheduled before a placement decision is made. Both the provider and you must agree upon placement.

Family Care Program Rules:

- 1) Maintain your mental health treatment
- 2) Agree to an annual medical physical examination which includes a TB skin test & any other ordered procedures
- 3) Must be compliant with medications which are prescribed by your physicians
- 4) Agree to no sexual activity within or around the FC home
- 5) No use of illicit drugs or alcohol while in the FC program
- 6) Be respectful and courteous to the FC provider and the staff working with the home

Family Care Home Rules:

Each family care home has their own guidelines which the people who live in the home are expected to follow. Guidelines would be discussed with you and the provider before any placement could be explored.

Smoking: Each home is different on how they handle smoking. Most homes do not allow smoking at all. Some allow smoking in a designated area. If this is an issue for you, please be sure to discuss this with the family care specialist.

Curfews: Most family care homes have a time they expect everyone to be home by, unless other arrangements have been made. The time depends on each home and the provider involved.

Mealtimes: It is the expectation of the program that all the residents in the home eat with the family members in the home. The times for meals are unique to each home, as well as the details.

Visitation: All residents are encouraged to visit with their family and friends. The specific guidelines about when and where visits can occur are unique to each home and will have to be discussed with the provider of any home you are considering.

Chores: Generally, folks are expected to maintain their room in a neat manner in each home. Any other chores and expectations are individualized to each home and would need to be discussed with the provider and the family care specialist.

What other supports would you receive while in family care?

Once everyone has agreed which family care home you will live in, there are several supports which you would be linked with. You would have a family care specialist assigned to work with you. A family care specialist is either a registered nurse or a social worker. You and your family care specialist will meet together on a monthly basis to address any concerns you might have. You would be linked with a medical doctor for follow up with physical health issues. You would be linked to a mental health center for follow up with psychiatric issues to assist you with living in the community.

What will my daily routine/schedule include?

Family care homes require you to be involved in some type of daily activity. What type of activity would be dependent on your desires, needs and what is available in the area of the family care home. The most common choices are continuing day treatment programs, IPRT programs, social clubs, vocational programs or volunteer options. Full or part time participation depends on what is available, your desires and the providers expectations. Your daily activities will be decided together with you, your family care provider and your family care specialist.

How are challenges dealt with?

Occasionally, issues develop between providers and residents who live in the homes or with other community agencies. If possible, the best course of action would be to try to talk with the provider about

your concerns. If this is not an option for you, you have your family care specialist you can talk with and help to guide you towards a solution to the issue. The most important thing to remember is, as long as there is communication with each other; most issues can be worked out. If a problem or concern is not able to be worked out, you may contact the Family Care administrative staff either verbally or in writing to address your concern or complaint. Any complaint or concern may also be directed to any level of RPC management, the Joint Commission at 1-800-994-6610 or any agency you chose to contact.

What about finances?

Finances are also dependent upon each person's individual situation. All family care providers receive a monthly stipend for having each person in their home. This monthly stipend covers rent, food, and utilities. In some case each resident receives food stamps to help subsidize the food which is discussed at the time of placement. Each resident receives a monthly allowance. Twice a year, if eligible, you will receive monies to assist with purchasing essentials, such as, clothing and other needs which are identified.

What about your medications?

You will continue to receive medications which are prescribed for you while you reside in a family care home. The provider is responsible for giving you your medications and keeping track of when new prescriptions and refills are needed. The provider is responsible for the medications in the home for each resident.

What are your rights?

You are entitled to certain rights while you are involved in the family care program. These rights include the right to be treated well respected and to be involved in your treatment planning, they also include:

- 1) A safe and sanitary environment
- 2) A balanced and nutritious diet
- 3) Practicing a religion of your choice
- 4) Freedom from abuse and mistreatment by employees or other residents in the home
- 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, authorizing those family members and other adults who will be given priority to visit, having privacy when visiting and communicating freely with the persons within and outside the home
- 8) An individualized service or care plan and participation in the development of that plan, including the opportunity to request the participation of a relative, close friend or other persons concerned with your welfare; and
- 9) A process to address any problems or complaints.

Your specific rights will be reviewed with you by your family care specialist.