



# TRANSITIONAL LIVING MANUAL

# Transitional Living Program Admissions Procedure

Hamilton Center, Inc.  
Transitional Living program

Hamilton Center's Transitional Living Program is designed for adults with dual diagnosis disorder. It is our vision for individuals with both a mental illness and substance use disorder to live a purpose filled life focused on long term recovery. Our mission is to instill hope and empowerment for persons with dual diagnosis disorder, regardless of age, race, national origin, religion, gender or sexual orientation, through transitional housing, supportive care, advocacy, and recovery-focused skill development in the following areas:

- Daily living self-care
- Employment services
- Socialization
- Recreation
- Community service
- Living independently
- Re-integration into society
- Trauma specific care
- Individual/Group therapy
- Recovery focused individual planning

Our transitional living program functions as a place to provide consumers the skills necessary to transition back into the community while gaining resources and working towards long term recovery. The program is of personal responsibility-meaning, you will get out of the program what you put into it. Our rules, policies, and procedures are in place to ensure consumer's safety, health and overall well-being.

This handbook is to provide you with a better understanding of the transitional living program in order for you to make an informed decision about your participation with us.

### **ADMISSION CRITERIA**

To be considered for treatment at Hamilton Center's transitional living program, consumers must meet the following criteria:

- Be at least 18 years of age or older.
- Meet criteria for substance use disorder and mental illness (dual diagnosis).
- Be willing to follow program rules, programming, and treatment recommendations.
- Free of indications of possible harmful behavior.
- Make a three month commitment to Hamilton Center, Inc. unless otherwise ordered by a criminal justice entity.
- Comply with community agreements.
- Agree to random urine drug screens and breathalyzer testing.
- Agree to financial responsibility.

### **ADMISSION OF CONSUMERS WITH CRIMINAL CHARGES**

Consideration of current, pending or past criminal charges will be given to each consumer assessed for placement in the Transitional Living Program. Consumers with current, pending or past convictions, including, but not limited to domestic violence, battery, assault, and intimidation, will be reviewed individually by the clinical management team. Consumers will be accepted on a case by case basis depending on the Program's ability to manage the needs of the consumer while maintaining safety of the program staff, consumers, and property.

### **DISCHARGE CRITERIA**

Program discharge may occur, but is not limited to the following reasons:

1. **Successful Completion:** A consumer is considered to have successfully completed the program when they are to do the following:
  - Maintain sobriety
  - Live independently
  - Increase compliance with medication
  - Develop a system of social and community support
2. **Inappropriate Placement:** If a consumer's level of physical functioning, at risk behavior, or non-compliance with the program preclude him/her from taking full advantage of the transitional living program, they may be referred to a more appropriate placement.
3. **Non-Compliance:** If staff determine that a consumer's behavior places others at risk, dismissal will be immediate. If a consumer leaves the program without notice, his/her bed may be held for a 24 hour period if appropriate.

## **ORIENTATION PHASE**

Orientation is the time to learn everyone's name, learn the community agreements, rules and house chores. It is an opportunity to begin developing support and structure in your life and within the house. It is an opportunity to keep it slow and not rush your program. Inability to follow these guidelines, rules or house chores can lead to an extension of orientation, or discharge. Should you become non-compliant with obtaining employment, obtaining a sponsor, treatment recommendations, or community agreement requirements at any time, you will be returned to orientation and must complete a new case management plan with your case manager.

**Residents must remain on the property for the first 30 days with the exception of:**

- Attending programming at the Addictions Office and community meetings with staff.
- Residents who attend religious services will be accompanied by staff.
- Attending medical appointments or attending legal appointments to meet with probation officers or attorneys.
- Residents may meet with their sponsor at the house.
- All other activities must be submitted to the manager for approval.

**The following list must be completed before you can complete the orientation phase:**

- Obtain and maintain employment. You must maintain a minimum of 32 hours per week.
- Be sure to let your employer know that you are unavailable during hours of treatment sessions, house meetings and that you are not available after curfew.
- Complete employment information sheet and provide staff with your work schedule. If you are receiving disability you will still be required to work or volunteer at least 20 hours weekly.
- Obtain and maintain a 12 step program, sponsor, and work with a peer recovery specialist, or spiritual mentor.
- A peer recovery specialist is a good way to begin. It is suggested that the sponsor/mentor have at least 2 years of sobriety and is not currently a Hamilton Center, Inc. consumer or staff.
- Complete a 12-step Meeting Attendance Log Form-bring the form to your meetings with the case manager. The form should include the chairperson's signature.
- Read and comply with the community agreements.
- Ask staff to clarify anything you do not understand.

## **Mission and Vision**

### **Our Mission:**

Hamilton Center exists to provide quality behavioral healthcare, wellness, and human development services to our community.

### **Our Vision:**

Our vision is to advance excellence in behavior health services through compassion, customer responsiveness, innovation, and flexibility.

## **CONFIDENTIALITY STATEMENT**

### **Confidentiality of Records-Alcohol and Drug Abuse Consumers**

The confidentiality of alcohol and drug abuse consumer records maintained by this program is protected by federal and state laws and regulations (Federal confidentiality rule 42 CR Part 2) which prohibits disclosure of information unless expressly permitted by written consent of the person to whom it pertains or as otherwise permitted by Part 2. A general authorization for the release of medical or other information is not sufficient for this purpose. The Federal rule restricts any use of the information to criminal investigation or to prosecute any alcohol or drug abuse consumer.

In general, the program may not share consumer information outside the Hamilton Center, Inc. program except in the event of:

The consumer consents to specific disclosure in writing. Staff of the transitional living program are responsible for ensuring signed releases of information (ROI) are in place prior to the release of any consumer information.

There is a receipt of a subpoena and court order, disclosure allowed by the court.

Disclosure is made to emergency healthcare providers, qualified personnel for research, audit or program evaluation

Violation to the Federal and State laws and regulations is a crime and any suspected violations will be reported to appropriate authorities in accordance with the Federal regulations

Federal law and regulations do not protect information about suspected child abuse or neglect from being reported under the State of Indiana law which mandates reporting of any event.

Elder abuse may be reported, however this will be done in a manner that will protect the consumers status as an individual in substance abuse treatment

Federal law and regulations do not protect information about a crime committed by a consumer either at Hamilton Center, Inc. or against any person who works for the program, the program itself or about threats to commit such a crime.

All threats to harm self or others, or crimes against children must be reported.

### **Bill of Rights**

Each consumer shall be given a copy of the consumer's Bill of Rights upon admission. The Consumer's Bill of Rights will be reviewed at time of admission and annually if applicable. Staff will obtain signature from the consumer indicating that they have received and reviewed the Consumer's Bill of Rights with a staff member. The Consumer's Bill of Rights are as follows:

### **Consumer's Bill of Rights**

- Each consumer has the right to be treated with respect and dignity.
- Each consumer has the right to a safe, sanitary, and humane living environment.
- Each consumer has the right to a humane psychological environment protecting them from harm, abuse, and neglect
- Each consumer has the right to an environment which provides reasonable privacy, promotes personal dignity, and provides opportunity for the consumer to improve his or her functioning
- Each consumer has the right to communicate, associate, and meet privately with persons of the consumer's choice unless it infringes upon the rights of other consumers or is restricted as part of the consumers treatment plan.
- Each consumer has the right to receive services suited to his or her condition and needs for treatment without regard to his or her race, religion, sex, ethnic origin, age, degree of disability, handicapping conditions, or legal status.
- Each consumer has the right to participate in the development of his/her recovery plan. Consumers have the right to request family participation in recovery and discharge planning.
- Each consumer, on admission, has the right to inform others of their new address.
- Hamilton Center, Inc. shall not deprive any consumer of civil, political, or personal property rights.
- Each consumer shall have and retain the right to confidential communication with an attorney, personal physician, or clergy.
- Each consumer has the right to have his/her own clothing and personal possessions. This right may be forfeited, or limited, if the personal property is determined to be potentially dangerous to the consumer, or other, or if the property is determined to be functionally unsafe.
- Each consumer has the right to manage his/her own financial affairs.
- Each consumer shall have the right to practice his/her own religious beliefs, an afforded the opportunity for religious worship. No consumer shall ever be coerced into engaging in, or refraining from any personal religious activity, practice, or belief.
- Each consumer has the right to seek legal and advocacy services at any time at the consumer's expense.
- Each consumer has the right, without fear of reprisal, to present grievances on behalf of his/herself to Hamilton enter, Inc. staff, governing board of directors, government officials, or any other person in order to work for improved consumer care. Each consumer has the right to access adequate medical care; however, Hamilton Center, Inc. does not accept responsibility for any debts incurred by consumers.



- Each consumer has the right to receive a written statement of the services provided. Every consumer will have access to information about consumer fees.
- Each consumer shall have an orientation to the program that shall be no less than 30 days and will include a review of program rules, guidelines, and consumer responsibilities. Staff reserve the right to extend the orientation phase if clinically indicated.
- Staff shall respect the privacy of consumers and hold in confidence all information obtained in the course of professional services.
- Consumers are not, at any time, required to be a participant in a research study.

### **Transitional Living House Rules**

The following rules apply to all consumers receiving services in the Transitional Living Program. Staff reserve the right to evaluate and revise the rules when necessary. Consumers will be notified of any rule change and will be provided with an updated copy of the revisions.

#### **Visitation:**

1. The Visitation schedule is as follows: Saturday 1:00 -4:00 P.M, Sunday 1:00 -4:00 P.M., visitors are allowed to visit for three hours max during these times.
2. All visitors will sign in and out in the visitor's log.
3. All visitors will be asked to leave purses and other personal items in their vehicle. All visitors must be searched when arriving for visits. Visitors will not be allowed to return to the car during visits. Doing so will terminate the visit.
4. All consumers are allowed a maximum of two visitors at a time.
5. Visitors are not allowed outside of the schedule hours of visitation.
6. If consumers need individuals to bring clothing or packages during non-visiting hours, consumers are to speak with a staff member and staff must notify the house manager for approval. If given approval, only staff will retrieve the items and search them before giving to the resident.
7. All visitors will be required to sign a confidentiality agreement which includes a clause stating visitors are subject to all of the house rules. Visitors will be asked to leave if they are being disruptive and if they appear to be under the influence of drugs and/or alcohol.
8. Visitors will not be allowed upstairs for any reason and must remain in the common areas during visits.
9. Visits with children will be conducted at an off-site location with staff supervision.

#### **Medications and Appointments:**

10. Controlled medications will not be permitted.
11. Consumers are required to take medications as prescribed in order to be in compliance.
12. Consumers need to take morning medication between 7:00 a.m.-7:55 a.m. and evening medications between 8:00 p.m.-9:00 p.m.
13. Consumers are not to have any medications on their person at any time. All medication must be approved by the Chief Medical Officer including over the counter medications and herbal supplements before they will be permitted.
14. Consumers are not permitted to purchase or consume energy drinks due to potential adverse reactions with medications.
15. Consumers are not permitted to pick up medications without staff present.
16. Medication Assisted Treatment will be permissible on a case-by-case basis.
17. When consumers attend outside doctor appointments, they are to report any newly prescribed medications or changes to current medications to staff in writing upon return to the house and provide the completed consult sheet.
18. Consumers are responsible for scheduling their own appointments and should schedule them around required programming. **It is the responsibility of the consumer to notify staff of their appointments at least 48 hours in advance, unless there is an emergency requiring medical attention.**
19. Consumers are required to keep all appointments with staff and with outside providers in order to be in compliance.

20. If a consumer needs to cancel an appointment, 24- hour notice and approval by the manager is required.

**Programming:**

21. Consumers are required to attend self-help meetings daily.
22. Consumers are subject to transitional living drug screening policies and procedures.
23. Day's 1-30 consumers will receive random drug screens at no charge.
24. Days 31-90+ consumers will be charged a fee of \$10.00 per screen.
  - a. DCS screens (approved through DCS) are covered through the drug screen vendor and there will be no charge to the consumer.
25. Upon arriving at the transitional living home, all consumers will be on orientation for 30 days.
26. All consumers will be required to obtain an AA/NA sponsor spiritual mentor, or advisor (aside from your house mentor) within the first 30 days of treatment.
27. Meetings with sponsor/spiritual mentor/advisor will be require weekly and meetings must be in the house while on orientation.
28. Consumers will begin job readiness and employment search in the first 30 days unless otherwise decided by clinical staff.
29. Consumers are encouraged to seek employment. Consumers are encouraged to secure employment within the first 30 days, unless therapeutic benefits indicates otherwise.
30. Consumers are not permitted to leave the house for free time during scheduled groups/meeting times unless otherwise approved.
31. Consumers are required to be out of their room and downstairs at the group table by 8:00 a.m. daily for morning meditation meeting/house huddle.
32. Participation in ALL groups is mandatory. Consumers who refuse to participate in services will no longer be eligible to reside in the dual diagnosis transitional living program. Enrollment will be immediately terminated, unless otherwise approved by the Chief Clinical Officer.
33. Consumers will be assigned specific chores and are required to complete their chores daily. Staff will sign chore sheets daily after checking completion.
34. Consumers are not permitted to isolate or remain in their rooms for extended periods of time.
35. If a consumer experiences a relapse, the consumer will return to 30 day restriction and restart the 90 day program.
36. Consumers will adhere to a 10:00 p.m. curfew.
37. Consumers are not allowed to leave the house between the hours of 10:00 p.m. and 7:00 a.m. without prior written approval.
38. Consumers are to be in their rooms by 11:00 p.m. each evening.
39. If a consumer is found with illegal substances at either transitional living locations, staff reserve the right to notify the police. Consumers found with illegal substances and/or alcohol may be immediately removed from the program.
40. Consumers who smoke will be required to follow the smoking policy.
41. All rooms are subject to random room searches with or without the consumer present.
42. There is not to be any food and/or drinks, lighters, cigarettes, drugs, urine, hair clippers and/or cleaning supplies in their rooms (any other items that can be considered harmful/dangerous).

43. Use of profane obscene, or disrespectful language, including telling ethnic or sexual jokes that offend a staff member or another consumer is not permissible.
44. Consumers will not use threats or physical violence towards staff or other consumers.
45. Consumers are not allowed to engage in sexual relations in the dual diagnosis facilities.
46. Theft of any kind will not be tolerated.

**Dining /Meal Prep:** Meal preparation may begin 30 minutes prior to the start of each meal

47. Breakfast will begin at 6:30 a.m.-7:30 a.m.
48. Lunch will begin at 11:30 a.m-12:30 p.m.
49. Dinner will begin at 4:00 p.m.-5:00 p.m.

**Coffee Time:** Coffee may be consumed during the 6:30 a.m.-7:30 a.m. breakfast time only.

### **Phone use**

50. Consumers are permitted to make or receive up to three personal phone calls daily that should not exceed five minutes each.
51. There will be limited cell phone use within the facility and consumers must turn their cell phones into staff when not in use.
  - a. Cell phones will not be permitted during programming. This includes groups in the house, Addictions Office, and in the community.
  - b. Cell phone use will not be permitted during the first 30 days of orientation.
  - c. Cell phones can only be used in the common area.
  - d. Consumers who have successfully completed 30 day orientation, days 31-60, and are taking eight hour passes, may have their cell phone during their passes. This will count as their phone time for the day.
  - e. Consumers are allowed to have a cell phone at all times up until 9:00 p.m. during days 61-90, as long as they are following treatment recommendations and programming guidelines.
  - f. Cell phone use will not be permitted after 9:00 p.m. and all cell phones must be turned in to staff by 9:00 p.m.
  - g. Borrowing and lending of cell phones is not permitted and may result in revocation of cell phone privileges.

### **Passes**

52. Prior to leaving on pass, consumers must sign out on the pass log. Upon return to the house the consumer must sign in on the pass log.
53. Consumers who wish to go on overnight and weekend passes must request permission to do so by Wednesday at noon. Transitional Living Manager (TLM) will have 24 hours to approve all passes.
54. Consumers must be in compliance with all group attendance and participation, prescribed medications, chores, and house rules to be considered for approval. Staff reserve the right to deny a pass on a case by case basis.
55. After successful completion of orientation and compliance with all aspects of treatment, consumers may be eligible for passes in the following progression:
  - a. Days 31-60: consumers may receive two hour passes daily, which should be utilized for programming and/or obtaining employment.
  - b. Four eight hour passes each to occur on Saturday and Sunday for two weeks.

- c. Following the successful completion of eight hour passes, consumers will be allowed two 24 hour passes to occur on Friday or Saturday.
  - d. Days 61-90: consumers will be eligible for 48 hour weekend passes on a weekly basis until completion of the program.
56. Consumers are expected to attend all programming and self-help groups daily, even while on pass.
57. Consumers will be responsible for having sponsor sheets signed each day while on pass. Consumer will turn them in to staff upon their return.
58. Failure to comply with any of these rules may result in the consumer receiving an incident write up. Further disciplinary action may be taken at the discretion of the treatment team, which may include but is not limited to up to a one- week restriction.

**Written Warnings:**

59. A written warning will occur when any of the above rules are violated or negative behavior is displayed.
60. Any consumer who receives three written warnings will meet with the supervisor for treatment recommendations. This may include, but is not limited to dismissal from the program.
61. When a consumer is dismissed from the program, all community partners will be notified immediately.

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Consumer Signature and Date

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Staff Signature and Date

## **Transitional Living Program Procedures**

### **1. General Safety:**

- Weapons of any kind are prohibited. This includes knives, guns bows, martial arts equipment, etc.
- Space heaters are strictly prohibited
- The burning of candles or incense is strictly prohibited. This is held to the same zero-tolerance standard as the smoking policy. Violations of this may result in immediate dismissal.
- Physical violence, verbal aggression, and intimidation is not permitted. Consumers who engage in such behaviors threaten the safety of the community and will be terminated immediately.
- All consumers are required to adhere to safety/evacuation drills or procedures.

### **2. Program Fees:**

Consumers who enter the transitional living home without insurance coverage will be responsible for paying for services provided until insurance coverage has been obtained.

### **3. Program Participation:**

- Consumers are required to complete transitional living programming.
- Consumers are required to attend house meetings.
- Consumers are required to attend an AA and/or NA meeting daily while unemployed, and 2 meetings each week after employment has started. Consumers are required to attend one meeting while on 24-48 hour passes. A meeting must be signed and turned into staff.
- All consumers are required to obtain an NA/AA sponsor, mentor, spiritual advisor, or certified recovery specialist within the first month of admission and maintain a relationship with them during residency at Hamilton Center, Inc. The individual must have a minimum of two years continuous sobriety if they are in recovery.
- The resident and a member of the treatment team will develop an individualized treatment plan.
- The treatment plan consists of: A problem list, goals, interventions, and outcomes with target dates.
- Consumers will meet weekly with a case manager to review the activity log and progress toward treatment goals.

### **4. Consumer Admission Procedure**

- All new admissions must report to the house by 12:00 p.m.
- Consumer will place all belongings on the porch and sit with staff to search belongings.
- Consumer will search through items while staff observes. This includes pockets, purses, etc.
- All clothing and linen items will be placed in dryer on high heat, washed, and dried again.

### **5. Staff will review each rule with the consumer and ensure that consumer understands before signing**

6. Consumer will receive a signed copy of the rules and staff will place original copy in consumer file.
7. Each consumer shall be given a copy of the consumer's Bill of Rights upon admission. The Consumer's Bill of Rights will be reviewed at time of admission and annually if applicable. Staff will obtain signature from the consumer indicating that they have received and reviewed the Consumer's Bill of Rights with a staff member.
8. Care manager will assist consumer with applying for MRO services and recovery works immediately.
9. Staff will introduce new consumer to house mentor and show consumer to his/her room, laundry, etc.
10. Staff will provide consumer with hygiene items if consumer did not enter the house with these items
  - o If consumer does not have clothing, staff will assist consumer with finding clothing through donated items and request a voucher for consumer through the Goodwill.
11. Staff will provide consumer with towels, washcloths, one fitted sheet, one flat sheet, one comforter, one pillow, and one pillowcase. The consumer will sign for these items and staff will explain that these items will be returned when consumer leaves the facility.
12. Staff will take consumer to the grocery store to obtain his/her weekly \$25 allotment for groceries.
13. Staff will provide each consumer with a schedule of programming. Staff will explain and answer consumer questions about groups and activities.
14. Consumer will be seen by a therapist prior to being admitted into the house. The therapist will submit a referral for primary care, and a psychiatric evaluation following the assessment. The care manager will verify that this has been completed in the electronic medical record (EMR). If it has not been completed, then the care manager will notify the house manager who will notify the director of addictions services.

### **Consumer Admission-First Week**

1. Community Care Coordinator will assist consumer with obtaining insurance coverage if/when consumers enter the house without insurance coverage. This process will consist of a phone call to Medicaid to ensure that all documents are turned in timely for MRO eligibility. Checking the status of the ANSA and whether or not a reassessment is needed. If the reassessment is due, the Community Care Coordinator will complete the reassessment immediately. Community Care Coordinator will complete the initial ANSA if one has not been completed. When the consumer is eligible for **Recovery Works (RW)** an RW assessment must be completed with the therapist in order to take advantage of the units associated with RW funds. A RW referral must be submitted by a member of the judicial system and the consumer must have the RW assessment with a therapist within ten days of the RW referral being signed.
2. If there are barriers to any of the directives listed above, please contact the house manager for approval to submit a Clinical Necessity Application. Clinical Necessity forms are only good for 72 hours. A source of insurance coverage must be secured within the first week of admission.
3. The Community Care Coordinator will assist the consumer with signing up for food stamps.
4. The Community Care Coordinator will assist consumers with obtaining all proper documentation for employment and housing.
5. The discharge plan will be completed with the care manager.
6. Community Care Coordinator will assist consumer with signing up for food stamps.
7. Community Care Coordinator will assist consumer with obtaining all proper documentation for employment and housing.

### **Discharge Plan:**

1. If a consumer does not have a current residence, staff will obtain housing applications and or consumers may continue to seek treatment for sober living
2. Community Care Coordinator will send an internal referral to the manager of the Employment Solutions Program
3. Community Care Coordinator will call 14 days prior to discharge to verify permission and location of discharge.
4. Community Care Coordinator will introduce consumers to outpatient service care manager and be given follow up appointments with their therapist, for the medical provider and nurse (if applicable). This information is to be sent to the house manager.
5. Staff will complete a relapse prevention plan with the consumer. This form can be found in the clinical record of the EMR.



**On Call Procedures:**

1. On call coverage will be provided 7 days a week, 24 hours a day. The staff on call calendar should be kept for necessary contact. When staff have a question or concern that needs to be addressed immediately, staff are to contact the house manager or the person or whomever may be providing coverage in place of the house manager.
2. After hours on call coverage begins at 5:00 p.m. at the end of the work day and will continue until 8:00 a.m. the beginning of the following work day. When calling the staff member on call, please allow 15 minutes for a response. If no response, attempt a second call. If no response after the second attempt, please call the director and follow the chain of command on up the chain until assistance is obtained.
3. During emergencies in which police, fire, ambulance or any emergency services should be called, the staff on-call should be contacted immediately after the call for assistance has been made.

**Dietary:**

1. Consumers will be responsible for daily preparation and storage of their own food.
2. Assistance will be available for consumers during the first 30 days or orientation in the purchasing of meals. If consumers are eligible for and are currently receiving TANF/Food stamps consumers will be expected to use those resources.
3. Consumers will be screened for any dietary needs. Staff will encourage consumers to alter diets as directed by their physician or as needed.
4. Meal plans will be altered when directed by a physician.
5. The Hamilton Center, Inc. infection control nurse will monitor for sanitary food storage, preparation, handling of food, care and cleaning of dishes, equipment, and work areas.

**Medication:**

1. Medication observation will take place from:
  - a. 7:30 a.m.-8:00 a.m.
  - b. 12:00 p.m.
  - c. 2:00 p.m.
  - d. 7:00 p.m.-8:00 p.m.
2. All Medications must be approved by the Chief Medical Officer (CMO) prior to admission. This includes over the counter medications and supplements. Controlled substances must be stopped prior to admission.
  - a. In the event a controlled substance is prescribed, this must be approved by the CMO prior to administration in the Transitional Living Home.
  - b. Controlled medication counts will be completed at the end of each shift and documented on the Hamilton Center Controlled Medication Count form.
3. Medications will be monitored monthly, and as needed, by a Hamilton Center Inc. RN (HCI RN).
4. While participating in the program, all medications will be transferred to Genoa Pharmacy for consistent monitoring. Once discharged, medications may be filled at the pharmacy of consumer's choice.
5. Medications will be packed using dispill packaging.
6. All prescribed medications must have a pharmacy label and the consumer's name.
7. All medications will be stored in the med cart, including over the counter medications.

8. Consumers are prohibited from sharing medications, including over the counter medication and health supplements.
9. HCI RN will provide annual, and as needed, medication training for TLM and staff.

#### **Medication Administration:**

1. Consumers in the Transitional Living Program will self-administer medication under the supervision of staff during scheduled medication times.
2. Staff will record self-administration of medications in the Medication Administration Record (MAR).
3. Medication Administration Records will be reviewed monthly, and as needed, by an HCI RN.
4. **In the event that a consumer appears to be under the influence, or has tested positive for an illicit substance, the Transitional Living Supervisor should contact the on call physician or NP prior to the administration of any medications.**

#### **Medication Ordering:**

1. All new or changed medications will be faxed, called in, or submitted electronically by Transitional Living staff, HCI RN, or by the doctor's office directly.
  - a. TLM and mental health technicians are not permitted to call in new medication orders.
2. TLM will ensure consult sheets, and any other pertinent documentation, from all appointments is reviewed and orders are in place.
3. Once a new medication is received, staff must transcribe the order in the next available box on the MAR or start a new sheet if need. The following information should be included when transcribing and order:
  - a. Date
  - b. Name of medication
  - c. Dose of medication
  - d. Frequency or time medication is to be given
  - e. Route
  - f. Prescribing doctor's name
  - g. Staff name transcribing order
4. Write out all words. Do not use abbreviations.
5. Fax the order to Genoa, if this has not already be completed.

#### **Medication Delivery:**

Medications will be delivered to the houses by a representative of the Genoa Pharmacy.

1. Staff should verify that a list of medications is included with the delivery bag. Staff should remove all medications from the delivery bag and begin to compare the medications delivered to the list of medications. Staff must initial beside the medications that have been confirmed as being received. **If there are any medications that did not arrive with the delivery but are on the list, staff will need to locate the medications before the delivery driver leaves the house. Call the pharmacy to locate the medications and report that we did not receive the missing medication. If all of the**

**medications are confirmed, sign the sheet and return to the driver. There should be two copies, if two copies are not present make a copy for the binder.**

2. Staff must verify the quantity of medications when checking them off of the list.
3. Staff will compare all medications received in the delivery to the current ordered medications in the MAR for each consumer. This ensures that the consumer is receiving the most recent prescribed dosage and that there have been no dosage changes and ensures accurate documentation.
4. When dosages from the new delivery do not match what we have currently, locate the last consult form to check for any missed orders. Notify the house manager if assistance is needed to confirm a change.
5. Staff will transcribe the new orders in the MAR
6. Staff will discontinue the old order by writing the appropriate terminology, staff will initial and date the change.
7. Once staff have confirmed that the order is correct and matches the medication received, place the medication in the approved storage location.
8. Staff will place the delivery list of medications in the binder.

#### **Discontinued Medications:**

1. All discontinued medications will be returned to the origination pharmacy.
2. For discontinued medications, the following should be documented in the MAR:
  - a. Write **“discontinued”** across the medication box in the MAR
  - b. Write the date.
  - c. Write the name of the doctor that discontinued the medication.
  - d. Staff name
  - e. Highlight the box to signify the medication is not to be given.
  - f. Pull that medication from the consumer’s medications, complete the chain of custody form, and return to the pharmacy.
3. Discontinued medications from Genoa may be sent back to the pharmacy with the delivery driver.

#### **Release of Medications:**

##### **Successful Discharge with Release of Medications:**

Upon successful discharge the consumer will have one week of medications packed to take with them. The consumer will pick up the remainder of their medications from the medical outpatient team located at 620 8<sup>th</sup> Ave.

##### **Unsuccessful Discharge:**

If the consumer’s discharge is not a planned discharge, the TLM will contact on the call physician to determine the amount of medication that will be provided to the consumer. The consumer will pick up the remainder of their medications from a member of the medical outpatient team at 620 8<sup>th</sup> Ave.

##### **MAT Consumer Dosing Procedure:**

While it is the consumers right to seek Methadone Assisted Treatment (M A T), we do not have to allow dosing while in the transitional living homes if it is not clinically appropriate. All consumers must have consent to start and/or continue MAT services.

**When a consumer is admitted and later expresses an interest in MAT:**

1. The consumer must submit a request with the house manager. The house manager will then staff the consumer's current medication list and request for approval with the Chief Medical Officer (CMO).
2. The TLM will communicate with WIRS regarding the approval from the CMO along with any medication changes made to prepare the consumer for dosing.
3. The TLM will communicate with the management team regarding the request and approval and any medication changes made to prepare the consumer for dosing.
4. If the consumer is not approved for dosing, the consumer had the option to seek further recommendations from their designated provider.

**Urine Drug Screens:**

1. All consumers are called to the common area of the house. They will not be able to leave the common area until all of the consumers have completed the screens.
2. One consumer at a time will be called to the restroom for the following process:
  - Consumer will wash his/her hands
  - Lift his/her shirt above their waist
  - Lower his/her pants to their knees
  - He/She will turn around in a 360 degree turn for staff to observe that they do not have anything to alter the test
  - He/She will be given a cup by staff
  - He/She will open the cup breaking the seal and submit a urine sample
  - After urination he/she will then replace the lid
  - He/she will wash their hands again and then exit the bathroom
  - On the red seal he/she will write their initials and current date. He/she will place the seal over the cup sealing the cup.
  - On the yellow seal he/she will write their name and date of birth on the seal and place the seal over the red tape in the opposite direction in order to seal the cup.
3. He/she will then place the sample in the small plastic lab bag and seal it
4. He/she will then hand the plastic lab bag to staff who will secure the sample in the office.
5. Staff will place a face sheet in the outer envelope of the lab bag.
6. Staff will then enter an order to Millennium Lab for testing.
7. Staff will then place the sample in a UPS delivery bag and seal the bag. Several tests can be place in the UPS delivery bag for pick up.
8. If the tests will not be picked up by UPS that night, the tests are to be placed in the designated refrigerator until the next morning.
9. Urine screens are not to be kept in the house for longer than a 24hour period during the regular work week and no longer than 72 hours for the weekend.
10. Any drug screen in which the consumer is not able or refuses to produce a sample within two hours of the request to screen will be considered a positive drug screen and the consumer may be required to restart the program.

### **Illicit Substances:**

1. Use of alcohol, mood altering drugs or chemicals by consumers may result in immediate discharge from the transitional living program.
2. The court, probation, and treatment providers will be notified of the violation as needed or required.
3. Visitors who bring alcohol, mood altering substances, or chemicals into the transitional living home will be banned from future visits.
4. Drug and alcohol screens may be taken at any time.
5. Random house searches will be done to eliminate any items which are not permitted into the houses. Residents are not always present for the searches.
6. Staff should report any suspicion of impairment or illicit substance use to the manager immediately.

### **Smoking:**

#### **All tobacco will be kept by staff at time of admission (including lighters).**

1. All consumers will be allowed to smoke cigarettes or cigars every 2 hours (even hours).  
**No vapes or chewing tobacco will be allowed at any time.**
2. Smoking hours start at 8:00 a.m. and will end at 10:00 p.m. Consumers will be allowed to smoke for 15 minutes.
3. All consumers will be observed during the smoke break by staff.
4. Consumers will be allowed to take one cigarette to community meetings when fellowship interaction happens before or after the meetings.
5. If a smoke break is missed due to a scheduled appointment, the consumer will be allowed to smoke when returning to the house.
6. All consumers must use the smoking posts located at least 8 feet from the front door when disposing of their cigarettes. Disposal of cigarette butts in yards, streets, or sidewalks is prohibited.
7. Consumers will be allowed to take their tobacco when leaving for passes.
8. **No smoking in the houses or bedrooms will be allowed at any time. Doing so will result in a write up and/or termination from the program.**

### **Confidentiality:**

1. Consumers must observe confidentiality of names or stories related to other consumers.
2. It is the consumer's responsibility to inform their visitors about confidentiality. All visitors must sign a confidentiality form which will be facilitated by staff.
3. All employees and volunteers shall abide by Federal Rule 42 CFR, part 2. Title rule is printed in the Federal Register, Volume 52 number 110. A copy is on file in the staff office.

### **Hourly Checks:**

Consumers in the house and all areas should be checked on every hour. To do this the following should be completed:

### **Checking areas of the house:**

- Staff must walk through all areas of the house. During this walk you need to be looking for any items which are not permitted in the houses or items which are unsafe to have, are out of place or suspicious.
- Checking the areas in the house also include such things as open windows and removed screen windows.

### **Confirming Consumer presence on site:**

1. Hourly checks for consumer presence must be completed on each shift: day, evening and night. Consumer absence from the house must be documented in the log for each shift.
2. During hours of sleep, staff must confirm that consumers are in their assigned beds and that there are not identified issues related to breathing or health concerns. Hourly checks will be documented in the night shift log as indicated.
3. At any time a consumer leaves the house, they are expected to sign out and must sign in upon their return.
4. **Any absence during a check, or a consumer leaving AMA, will result in an immediate phone call to the Transitional Living Supervisor. An incident report must be completed any time a consumer leaves AMA. Supplemental documentation must also be completed. Please see “Discharge Against Medical Advice” for further information.**

### **Notification of Chain will occur as follows:**

- Facility staff on duty will notify the manager
- The manager will notify the Director of Addictions Services
- The director will notify the Executive Director of Addictions Services (ED)
- The Ed will notify the Chief Clinical Officer (CCO)
- The CCO will notify the Chief Medical Office (CMO) and the Chief Executive Officer (CEO).
- Manager or on call designee will make a determination as to how to proceed
- The consumer’s personal belongings should be searched and secured. All belongings will be held for no longer than 48 hours. After 48 hours all unclaimed personal belongings will be donated.

### **Discharge Against Medical Advise**

It is the right of the consumer, who is not court ordered to treatment, to leave at their discretion from the Transitional Living Program. In the event that a consumer chooses to leave the program against staff advice, the following precautions will take place:

1. Staff will obtain the following information:
  - a. Consumer’s symptoms and behaviors.
    - i. If the consumer is experiencing suicidal or homicidal ideation, or is grossly psychotic, staff should stay with the consumer and immediately contact the TLM.
      1. In the event a consumer in crisis leaves the home, staff should contact the police.

- b. Consumer's reason for the leaving the home.
  - c. Consumer's discharge plans, including housing and transportation.
- 2. Staff will contact the TLM to staff the consumers desire to leave the home. In the event the TLM is unavailable, staff should continue up the chain of command until contact is made.
  - a. The Manager will be responsible for contacting the Director of Addictions Services who will ensure the information is relayed to the Executive Director of Addictions and Substance Abuse Services (ED).
    - i. The ED will determine whether or not the consumer's bed will be held for 24 hours.
  - b. The ED will contact the Chief Clinical Officer (CCO) to relay the information.
- 3. Staff will search consumer belongings to obtain items that may belong to the program and will ensure the consumer has their belongings prior to leaving the home.
  - a. Items left at the house will be held for 24 hours.
  - b. Consumers who leave AMA, will not be provided with medications. Medications will be turned into to Genoa pharmacy for pick up.
- 4. Staff will provide consumer with a list of upcoming appointments.
- 5. Staff will complete a Safety Plan with consumer and provide a copy to consumer.
- 6. Staff will inform the consumer of the bed hold policy.
- 7. Staff will update the Manager of time of consumer's exit from the program. The Manager will then relay information to the Director who will communicate the information up the chain of command.
- 8. Staff will document, in a Supplemental Note and send to the Manager, the following:
  - a. Time of consumer's exit from the program.
  - b. Events leading up to consumer's exit of the program.
  - c. Consumer's behavior at the time of exiting the program.
  - d. Consumer's identified plan for transportation and housing when exiting the program.
    - i. If the consumer leaves on the foot, staff should document the direction consumer was headed when leaving the property.
  - e. Items provided to consumer at time of discharge.
  - f. Appointments scheduled at the time of discharge.
  - g. Notification of TLM.

**Mail:**

- It is the responsibility of the consumer to report any time sensitive information such as court dates and report any insurance needs to staff or case manager.
- When a consumer moves out, the mail will be returned to sender. Consumers who move out are responsible for updating their mailing address for all commercial and personal correspondence. Hamilton Center, Inc. is not responsible for forwarding mail.

- When a consumer residing at the house receives mail it will not be opened by staff. If packages or bulky letters are received, staff can request a consumer to open in the presence of staff.

### **Visitation:**

- The visitation schedule is as follows: Saturday and Sunday 1:00p.m.-4:00 p.m. Visitors are allowed to visit for up to three hours during visitation.
- All visitors will sign in and out in the visitor's log. All visitors will be required to sign a confidentiality agreement which includes a clause stating visitors are subject to all of the house rules. Visitors will be asked to leave if they are being disruptive.
- Visitors will be asked to leave purses and other personal items in their vehicle. All visitors must be searched when arriving for visits. Visitors will not be allowed to return to their car during visits. Doing so will terminate the visit.
- Consumers are allowed a maximum of two visitors at a time. Visitors must be 18 years of age or older and must present a valid form of identification if applicable.
- **Visitors are not allowed during non-visiting hours.**
- Visitors will not be allowed upstairs for any reason and must remain in the common areas during visits.

### **Child Visits:**

- Children under the age of 18 are not allowed to visit consumers at either house during visiting hours.
- Child visits will need to be submitted for approval a week in advance prior to the visit.
- Child visits will take place during normal business hours Monday through Friday 8:00 a.m. to 4:00 p.m.
- Child visits will take place at an off-site location
- Child visits will be supervised by Hamilton Center, Inc. staff and/DCS family case manager during the first 30 days, unless otherwise required by DCS.
- Child visits will last no more than 2 hours during the first 30 days unless required by DCS.
- Hamilton Center, Inc. will not be liable for any accidents during the visit.
- Staff reserve the right to end the visit if circumstances are not favorable for the consumer or the child.

### **Passes:**

After successful completion of the initial 30 days and compliance with all aspects of treatment, consumers may be eligible for passes. Consumers may not increase time allowed for passes without successful completion of prior passes. Passes will occur as follows:

- Consumers will be eligible for four eight hour passes to occur on 2 separate weekends.
- One 24 hour pass to occur on the weekend which may be taken on Friday at 5:00 p.m., or on Saturday.
- After 60 days consumers will be eligible for a 48 hour pass to occur on weekends. **Prior to leaving on pass, consumers must sign out on the pass log. Upon return to the house, the consumer should sign in on the pass log.**



- Consumers who wish to go on overnight and weekend passes must request permission to do so by Wednesday of each week by noon. The supervisor will have 24 hours to approve all passes. Consumers must be in compliance with all group attendance and participation, prescribed medications, chores, and house rules to be considered for approval.
- Consumers are expected to attend all programming and self-help groups daily even while on pass.
- Consumers will be responsible for having sponsor sheets signed each day while on pass. Consumer will turn the sponsor sheets in to staff upon their return to the house.
- Failure to comply with any of these rules may result in the consumer receiving an incident write up. Further disciplinary action may be taken at the discretion of the treatment team, which may include but is not limited to up to a one week restriction.

### **Transportation:**

- Staff will be assigned duties of transportation daily on the monthly schedule.
- If the staff assigned is involved in another task, it is the responsibility of other staff on shift to assist in transporting the consumer. If any conflicts arise, then the supervisor must be notified.
- Staff will not allow consumers in the vehicle while unoccupied by staff.
- Staff will not leave the vehicle running unoccupied by staff at any time.
- Staff will not allow any consumer to drive personal vehicle of staff at any time.
- Staff will not allow consumer in personal vehicle at any time for any reason other than to transport if necessary.
- When the vehicle is not in use the vehicle must be locked.
- Staff must report immediately any damage or repair issues to supervisor
- If involved in an accident staff must contact the police first and then contact the supervisor.
- Staff must complete agency driver training as required by HCI policy before being permitted to transport in HCI vehicles again.
- Staff must ensure that the van has enough fuel to accommodate appointments at all times.
- Only HCI employees, designated volunteers and consumers are allowed to ride in the HCI vehicle.
- During inclement weather, outings and appointments may need to be rescheduled or cancelled. If there is any question, please contact the supervisor.

### **Orientation Period:**

- Transportation will be provided to consumers with scheduled appointment in the local area.
- All appointment out of town will need to be approved by management if the consumer is in the orientation phase.
- If not approved, it will need to be rescheduled.

### **After Orientation:**

- Consumers completing the orientation phase will be allowed to make arrangement for transportation with family members or support systems to appointments.

- Staff and case manager will work with consumers to learn how to schedule Medicaid cab transportation (if eligible) or will assist in the consumer obtaining a bus pass and navigating the bus routes.
- Transportation to and from work will be the responsibility of the consumer once employed.
- Consumers will be allowed to drive their personal vehicles following the orientation period and only I agreeable to the following conditions:
  - Must provide proof of insurance to staff
  - Provide proof of valid Indiana driver's license
  - Must park in an approved location
  - Must acknowledge that Hamilton Center, Inc. will not be responsible for any vehicle damage and personal injury
  - Must be responsible for their own gas
  - Vehicles are subject for random searches by staff at any time.
  - Must acknowledge that the agreement to use the vehicle can be terminated at any time for non-compliance.

#### **Curfew:**

- Curfew is at 10:00 p.m. daily
- All consumers are required to be in the house by curfew unless accompanied by staff. Consumers on pass must return by 10:00 p.m. and remain on the property until 7:00 a.m.
- Consumers are expected to be out of bed by 7:00 a.m. daily

#### **Communication:**

- Communicate directly with others.
- Unresolved issues in the house need to be brought up at the house meeting.
- Complaints, inability to resolve conflict, or grievances with other consumers should first should first be addressed with the parties directly involved. If consumers are unable to solve conflict, please refer to staff for assistance and or mediation.
- If a resident wishes to file a formal complaint, the grievance policy and forms are available from the staff office as needed.
- Check-ins during house meeting is a time to share highlights of the week, both positive and negative, and to get feedback and support.
- Consumers are expected to participate in creating a positive, recovery-focuses atmosphere, while fostering a sense of community within the program
- Consumers do not enable negative behavior. If a resident believes another resident is under the influence of mood altering substances, a staff person must be contacted immediately. It is **everyone's responsibility to keep the house safe. Failure to notify staff of another resident's use of substances may result in immediate discharge.**
- Consumer's ideas and suggestions are valued. Hamilton Center, Inc. encourages consumers to make suggestions in writing in order to communicate feedback.
- When clinically indicated, staff will provide skills training related to effective communication skills.

### **Consideration of self and others:**

- Consumers must dress appropriately. Clothing with violent, sexual, or drug related themes is not permitted.
- Consumers are expected to shower daily and wear clean clothes.
- Clothing is expected to be worn at all times, including while sleeping.
- Clothing should not be revealing and should adequately cover the body. The following articles of clothing will not be permitted as acceptable attire:
  - Spaghetti strap tank tops
  - Low cut shirts
  - Shorts/skirts that do not meet fingertip length
  - Pants that expose undergarments and/or are not pulled up to the waist.
  - Staff reserve right to identify clothing as inappropriate should it be offensive to fellow consumers and/or counter product to treatment.
- Feelings should be expressed appropriately. Fighting, wrestling, throwing objects, yelling, slamming doors, etc. will not be tolerated.
- Verbal and physical aggression will not be tolerated, and may result in immediate discharge.
- Consumers are to be respectful of others and limit profanity. Prejudicial language or jokes will not be tolerated.
- Sexually provocative magazines, videos, posters, etc. are prohibited.
- Consumers are to be respectful of all residents and their property.

### **Employment:**

- All consumers are required to make a consistent effort to find and maintain employment with the expectation of having employment at the completion of orientation.
- Consumers may sign out for job searching with a job coach during orientation as long as it does not conflict with required programming.
- **Employment at bars, alcohol retail stores, or factories will not be permitted.**
- Consumers may not quit a job until they have obtained another one.
- Consumers who receive disability income are required to participate in a volunteer work a minimum of 20 hours per week. Consumers will remain on orientation until this is arranged.
- **Employment and volunteer schedules must coordinate with scheduled treatment sessions and required house programs.**
- Consumers are required to have full time employment 32-40 hours a week.

### **Gambling:**

- Gambling of any kind is prohibited. This includes, but is not limited to lottery tickets, dice, cards and betting.
- Consumer will be assessed for gambling related issues.
- Consumers need to discuss any gambling activity with staff; if there is any difficulty with seizing this activity, this can be addressed as part of the treatment plan.
- Any gambling activity that has not been shared with staff is considered as dishonest behavior and is reason for immediate discharge.

- Any questions regarding gambling should be addressed with staff for clarification.

### **Housekeeping:**

- Each resident is responsible for cleaning up after themselves (including cups, eating utensils, etc.)
- Beds should be made daily and bedding changed once a week.
- Rooms should be kept organized, neat, clean, dusted, and vacuumed at all times.
- Consumers should not leave personal electrical appliances turned on or plugged in.
- Toiletries, towels or personal items are not to be left in the bathrooms or general living area, and will be confiscated by staff.
- Chores are assigned weekly and are completed daily. Each resident is expected to rotate through all chore assignments (see chore schedule).
- Consumers must clean their bedroom area and take all personal possessions upon leaving the program. Items will be stored no longer than 48 hours.
- Pets will not be permitted at any time.
- Candles are not permitted within the housing facility.

### **Laundry:**

- If consumers need individuals to bring clothing or packages during non-visiting hours, consumers must notify staff. Staff must notify the supervisor for approval. If given approval, only staff will receive the items and search them prior to giving them to the consumer.
- Bed Bug Policy will be followed at all times. Any clothing or bedding materials will be searched on the front porch before be brought into the house and then immediately placed in the dryer on high heat for no less than 30 minutes and then washed and dried again.
- Consumers will be respectful of other consumer's laundry days and work together to accomplish new items being brought in that need to be washed.

### **Personal Property Liability:**

- All personal property is the responsibility of each consumer. Items such as computers, MP3 player, etc. are permitted, however, Hamilton center, Inc. is not liable for any items that are lost, stolen or damaged.
- Consumers will be responsible for lost or damaged items belonging to the residence
- Any personal belonging left on the property for more than 48 hours will be disposed of.

### **Personal Search:**

- Consumers will be asked to remove all items from their pockets turning them inside out.
- Staff will ask the consumer to remove any extra clothing or layers.
- Staff will ask consumers to remove their socks and shoes. Staff will check the shoes.
- Staff will ask them whether or not they have anything else in their pockets that could potentially cause harm to staff.
- Staff will then begin the search by feeling the consumers' pockets.
  - Males will be asked to shake their underwear to ensure nothing is concealed.

- Females will be asked to lift the bottom of their bra and to also shake their undergarments.
- Staff will search the items that were removed from their pockets to ensure nothing is concealed.
- Staff will search any belonging such as purses, wallets, bags, etc.
- Any items which are found to be inappropriate to bring into the house will be confiscated by staff and reported to the supervisor.

**Notification of the chain of command will occur as follows:**

- Facility staff on duty will notify the supervisor
- The supervisor will notify the Director
- The director will notify The ED
- The ED will notify the CCO
- The CCO will notify the CMO and the CEO
- Any illegal substances will be reported to the supervisor immediately staff reserve the right to call the police and report the incident.

**Consumer Bedrooms: Staff reserve the right to search all property with or without the consumer present.**

- Staff will wear gloves while searching through personal belongings for their own safety.
- Staff call all consumers down to the common area or living room. (Consumers are not allowed to leave the area until all rooms are searched by both staff).
- One staff will supervise the consumers while another staff starts the search
- Staff will start in one room searching all areas including chest of drawers, underneath and between mattresses, in pillows, pillow cases, pockets of clothing, socks, inside any boxes, folders, etc.
- All items found to be inappropriate will be confiscated by staff. There will be a write up issued from staff regarding possession of contraband.
- Supervisor will be contacted immediately.

**Notification Chain of Command will occur as follows:**

- Facility staff on duty will notify the supervisor
- The supervisor will notify the Director
- The director will notify the ED
- The ED will notify the CCO
- The CCO will notify the CMO and the CEO
- Once the staff member is finished, the staff will then trade places and the second staff will complete a walk through to ensure nothing was overlooked.

**Common Areas:**

- Staff will start the search looking under all couches, chairs, and cushions.
- Kitchen tops of cabinets, inside of cabinets examining any persona item that appears to be suspicious this includes all open boxes.
- All laundry areas will be searched

**Notification of the chain of command will occur as follows:**

- Facility staff on duty will notify the supervisor
- The supervisor will notify the director
- The director will notify the ED
- The ED will notify the CCO
- The CCO will notify the CMO and CEO

**Razors:**

- All razors are to remain in the shower caddy that will be supplied to consumers during admission into the house.
- All razors must have a plastic cap on them.
- Once a razor has been used it is considered a contaminated sharp and if it is to be discarded, it must be placed in the sharps container.
- Staff are not to handle used razors, it must be placed in the sharps container by the consumer.
- Prior to the consumer disposing of a razor in the contaminated sharps container, staff must check the contaminated sharps lid to make sure there is a clear opening to avoid possible exposure.
- After the resident places the razor in the contaminated sharps container staff must check the container to make sure the razor did indeed drop into the container and is not stuck in the lid.
- For razors designed to be reused, they must be kept in proper storage containers that are only opened and closed by the resident. These containers will be marked with indelible marker with the resident's name.
- The contaminated sharps container should be mounted in a safe place. Anyone who throws away a razor should be able to see inside the top of the container without stretching to see into the lid.
- The contaminated sharps container must be changed when it is  $\frac{3}{4}$  full. Staff would need to lock down the inside container, remove it, wipe down the inside of the wall mount with a disposable disinfecting wipe. The container should be replaced and the wall mount locked back up. The full container is to be properly disposed of at the corporate office.
- Used razors are never to be disposed of in the trash and must always be disposed of in a designated contaminated sharps container.

**Telephone:**

- Consumers will keep phone calls to a maximum of five minutes when use of the office phone is required.
- Consumers are allowed to use the phone three times a day. This does not include business calls or calls with sponsors.
- Consumers should not answer the office phones.
- Cell phone use is a privilege. Staff reserves the right to restrict the use of cell phones.
- Cell phones are not allowed during scheduled programming or meetings.
- Consumers will have access to their cell phones 3 times a day for an hour each. The designated times of the day are in the morning, afternoon, and evening.

**Television:**

- TV, DVD, and video games operate by majority rule of consumers present.
- Consumers are encouraged to socialize and spend time in the common areas.
- X-rated movie are not permitted. All videos and TV programming are subject to staff approval.
- Bootleg or illegally downloaded material is not permitted.

**Noise:**

- All electronic devices are expected to be kept at a respectable volume.
- Consumers should respect roommates who are sleeping. Quiet hours are from 10pm to 7am daily.
- Consumers are not allowed to prepare a meal, watch television or listen music after 12:00 a.m. on weekdays (Sunday through Thursday) and 1:00 a.m. on weekends (Friday and Saturday).

**Physical Boundaries:**

- Consumers are not permitted to change beds or rooms without staff permission.
- Consumers must always use the sign-out/sign-in sheet when leaving or returning to the property even when leaving with staff.
- Be respectful of Hamilton Center, Inc. property including furniture, appliances, etc.
- Consumers are prohibited from entering another resident's room without the resident being present.
- Bars, taverns, luges, and nightclubs are off limits for any reason.
- Smoking is not allowed on the property except in designated areas. The use of e-cigarettes is prohibited.

**Relationships:**

- While at Hamilton Center, Inc. consumers are expected to focus on their recovery. Consumers are discouraged from engaging in new intimate relationships while in early recovery
- Family case management and family therapy is available for consumers to promote healthy relationships.
- Intimate, physical, sexual behavior is not permitted on the premises of the transitional living homes. This applies to both residents and their visitors.

### **Emergency Management Procedures:**

**Medical Emergencies are defined as a cessation of breathing or heartbeat, arterial or uncontrolled bleeding, open compound fractures, seizures lasting over 3 minutes, unconsciousness, severe allergic reaction suspected poisoning or overdose or other unusual medical condition.**

Transitional Living staff shall be trained in agency procedures such as response in medical emergencies and basic life sustaining techniques such as CPR, and First Aid.

- In the event of a medical emergency, staff will notify emergency personnel immediately.
- Administer emergency CPR or First Aid
- Contact the TLM as soon as time permits
- Follow the chain of command if unable to reach TLM
- Notification of the chain of command will occur as follows:
- Facility staff will notify the director
- The director will notify the ED
- The ED will notify the CCO
- The CCO will notify the CMO and the CEO
- Proceed with directives given by supervisor, management, designee or emergency personnel
- Notify consumers emergency contacts as soon as time permits
- Complete an incident report on HCI intranet before shift end
- Staff will accompany the consumer hospital, as available. Staff shall remain at the hospital until dismissed by appropriate medical personnel or supervisor.
- If the consumer's family lives out of town and is not able to be with the consumer, the case manager or supervisor will communicate with the family with update regarding consumer's condition.

### **Hospital Discharge:**

When notified by any hospital that a consumer is ready for discharge the TLM must be notified immediately.

- The Manager will call to obtain discharge report and instructions.
- Supervisor will determine appropriate transportation arrangements.
- Notification change will occur as follows:
- Facility staff on duty will notify the director
- The director will notify the ED
- The ED will notify the CCO
- The CCO will notify the CMO and the CEO
- The case manager will follow up with making any appointments necessary for further recommended care.

### **Emergency Drills:**

Monthly drills will be completed using a designated schedule. This schedule ensures that each shift is practicing drills on a routine basis. The drills will be completed on the first Tuesday of each month.



**Fire Drill:**

- Consumers will be prompted that a drill will be taking place
- Once staff activates the drill the consumers will follow staff directives
- Consumers will be asked to exit the building in a controlled and calm manner.
- Consumers will be positioned in the designated areas away from the building and safe from emergency personnel traffic.
- Staff will conduct a role call ensuring everyone has exited the building
- Once everyone has been accounted for staff can terminate the drill and re-enter the building.
- Staff will complete a fire drill report on the HCI net following the drill

**In the event of a fire staff will exit the building with the following information:**

- Medication Record (MAR)
- Visitors log/sign in log

**Tornado Drill:**

- Consumers will be prompted that a drill will be taking place
- Once staff activates the drill the consumers will follow staff directives
- Consumers will be asked to move in a controlled and calm manner
- Consumers will be positioned in the designated area away from windows, or potential hazards.
- Staff will conduct a role call ensuring everyone has reported safely
- Once everyone has been accounted for, staff can terminate the drill and re-enter the building.
- Staff will complete a tornado drill report on the HCI intranet following the drill

**In the event of a tornado, staff will secure the following information:**

- Medication Record (MAR)
- Visitors log/sign in log

**Loss of Occupancy due to Natural Disaster**

If damage of the fire prevents continued occupancy, the facility supervisor will notify appropriate members of the management team to activate temporary placement at another HCI facility.

**The notification chain will occur as follows:**

- Facility staff on duty will notify the supervisor
- The supervisor will notify the director
- The director will notify the ED
- The Ed will notify the CCO
- The CCO will notify the CMO and the CEO
- Prior to exiting the property the supervisor will complete a log of all consumers and place of relocation.
- Family members of consumers will be notified as soon as time permits.

# **Transitional Living Forms**

### **Documentation for Consumer Admission**

Documentation of admission should occur with each new admission to the Transitional Living Program. Documentation will be completed using the Supplemental Note in the Clinical Record and should include tasks completed from the Admission Checklist. Staff should initial by each task that they completed with the consumer and for which they will be completing documentation.

- ☐ Time of arrival
- ☐ Mode of transportation at admission
- ☐ Search completed, including items that were confiscated during the search
- ☐ Completion of laundry
- ☐ Completion of urine screen
- ☐ Completion of orientation to the house, including common areas and bedroom
- ☐ Review of Transitional Living Rules, including signed copy scanned into the Clinical Record
- ☐ Review of chore list and expectations
- ☐ Review of house schedule and expectations
- ☐ Medications recorded in the MAR
- ☐ Inventory Checklist completed along with items provided
- ☐ Completion of grocery shopping
- ☐ Review of Monthly Emergency Procedures of fire and tornado drills, including use of the fire escape ladders.

Consumer ID: \_\_\_\_\_

### Care Management Checklist

The following items are to be completed for each consumer in the Transitional Living homes. Please initial and date beside each item once completed. Completed forms should be kept in the Admissions Binder at each Transitional Living Home.

\_\_\_\_\_ Opened to Program

\_\_\_\_\_ Insurance Application Completed

Date: \_\_\_\_\_

Type: \_\_\_\_\_

RW: Eligible? Y or N Referral received? Y or N

\_\_\_\_\_ Check ANSA Last Date Completed: \_\_\_\_\_

\_\_\_\_\_ Check STPR Last Date Completed: \_\_\_\_\_

\_\_\_\_\_ Releases of information completed

\_\_\_\_\_ Emergency contacts (including persons with whom consumer will reside post discharge)

\_\_\_\_\_ DCS if applicable

\_\_\_\_\_ Probation Officer if applicable

\_\_\_\_\_ Physician

\_\_\_\_\_ Verify court dates and document in the schedule book including county and division

\_\_\_\_\_ Verify scheduled appointments and document in the appointment book

\_\_\_\_\_ Referral to Primary Care Physician sent by Therapist

\_\_\_\_\_ Referral to Psych Nurse Practitioner sent by Therapist

\_\_\_\_\_ Treatment Plan Completed Date \_\_\_\_\_

\_\_\_\_\_ Goodwill Voucher

\_\_\_\_\_ Food Stamp Application Completed

\_\_\_\_\_ Discharge plan identified and documented

## How to Complete a Safety Plan

### Purpose

Safety planning is a brief intervention involving a prioritized list of coping strategies and supports developed collaboratively between an individual and a provider. The safety plan is an intervention to provide patients with a set of specific, concrete strategies tailored to their individual needs and circumstances or strengths that they can use to decrease the risk of exacerbated symptoms and increase treatment motivation and compliance. Safety plans incorporate elements of several evidence-based suicide risk reduction strategies that are a part of the Zero Suicide approach, including means reduction, brief problem-solving and coping skills, social and emergency crisis support, and motivational enhancement for treatment.

### When to Complete a Safety Plan

- A consumer identifies any **CURRENT** self-harm, suicidal or homicidal ideation, plan or intent.
- A consumer has had self-harm, suicidal or homicidal attempts/actions, ideation, plan or intent in the **PAST 30 days**.
- A consumer has a **HISTORY** of self-harm, suicidal or homicidal attempts or actions, and presents with symptoms of depression, agitation, psychosis or other concerns that **INDICATE INCREASED RISK** for these behaviors.
- A consumer is being discharged from the house either AMA or Completion of Program.

### Crises Safety Plan

- Once the clinician has staffed the case and the consumer is determined to be safe for release the clinician will complete the safety plan collaboratively with the consumer present and parents/legal guardians when evaluating a child. If evaluating a child and there is an open CHINS case the DCS family case manager will be contacted for safety planning purposes. The therapist will ensure that the consumer has a signed copy of the safety plan.
- The treatment plan will be updated with the consumer present and consumer will complete signature of the treatment plan indicating concern for current suicidal/homicidal ideation or gravely disabled symptoms. If consumer does not follow up with services advised, the consumer signature will indicate that they are doing so AMA (against medical advice).

### Completing the Safety Plan Form

#### Section One

Identify triggers and warning signs. Ask the consumer what happens to them when they feel like harming themselves or others. (Review prior crisis and safety plans for suggestions)

#### Section Two

Internal Coping Strategies. Ask the consumer what they can do internally to help decrease thoughts of harming themselves or others. For example: Prayer, Mediation, Deep Breathing, Self-Talk. If the

consumer is unable to come up with coping strategies introduce new coping strategies with explanation of how to use ex. Progressive Muscle Relaxation, Grounding, etc...

### Section Three

Social Situations and Activities. Ask the consumer what events and activities decrease their thoughts of harming themselves or others. This portion typically differs from Section two as section two is regarding internal coping strategies. This portion can include hobbies such as: fishing, listening to music, watching television, drawing, coloring, going to the movies, playing basketball, etc...

### Section Four

People the consumer can contact for help if their symptoms become elevated. Note, this is natural supports of the consumer. Gather full name and contact information. Ask your consumer if they would like to complete a release of information for this person.

### Section Five

How can the consumer keep their environment safe? This will be individualized and specific to each consumer. Possible answers may include but are not limited to: limiting access to lethal means, taking medication as prescribed, parents providing supervision, or avoiding triggers.

### Section Six

Professional Agencies that the consumer can contact during a crises situation. Note that Hamilton Center is listed in the title bar. Please list an additional three agencies including local hospital, physician, or suicide prevention hotline.

### Completion of Document

Upon completion of the 6 Safety Plan Sections, explain to the consumer that their signature indicates that they understand that if they do not follow up with services advised, the signature will indicate that they are doing so AMA (against medical advice).

Client must sign the document electronically or on paper copy, and they will receive a printed copy to take with them.

- If completed electronically and signed on e-pad, document will be located in the clinical record under progress notes.
- If completed on paper, scan document into the EMR and it will be located in the clinical record under scanned documents.

*This document is to be reviewed at each session and written within the progress note that the document has been reviewed.. If update is needed, complete a new safety plan and ensure the client and provider sign the document and the client receives a copy.*

# Hamilton Center

Consumer Name

# Safety Plan

Consumer ID:

<b>Identify Triggers and Warning Signs (what happens when you feel like hurting yourself or others)</b>		
1.		
2.		
3.		
<b>Internal Coping Strategies (what I can do to help decrease my thoughts of hurting myself)</b>		
1.		
2.		
3.		
<b>Social Situations and Activities (what events and activities help decrease my thoughts)</b>		
1.		
2.		
3.		
<b>People I can contact for help</b>		
1.	Relationship:	Number:
2.	Relationship:	Number:
3.	Relationship:	Number:
<b>How can I help keep my environment safe</b>		
1.		
2.		
3.		
<b>Professionals or Agencies I can contact during a Crisis ( Hamilton Center (812) 231-8200 or 800-742-0787)</b>		
1.	Number:	
2.	Number:	
3.	Number:	
4.	Number:	

If you are experiencing a medical emergency, please call 911

If you feel you are in danger please contact 911 or your local police department

If you need medical assistance you can utilize your local Hospital Emergency Room

My signature indicates I understand if I do not keep the scheduled appointment to begin the services recommended, my actions are Against Medical Advice (AMA).

Consumer/Family/Guardian Signatures
Client Signature:  _____ Date: _____
Family/Guardian Signature:  _____ Date: _____ Relationship: _____

Provider's Signature
  _____ Date: _____



## Documentation for Consumer Discharge

Documentation of discharge should occur with each discharge, regardless if the consumer's discharge was planned or consumer is leaving Against Medical Advice (AMA). Documentation will be completed using the Supplemental Note in the Clinical Record and should include completion of the following tasks. If staff is not able to complete a task due to a consumer leaving prior to completion, that should be noted in the Supplemental Note.

\_\_\_Date and Time of discharge

\_\_\_Type of discharge (Planned or AMA)

\_\_\_Consumer behavior and symptoms at time of discharge

\_\_\_Consumer's plan for discharge

- Residence post discharge
- Mode of transportation at discharge
- Person present to transport consumer at time of discharge
- If the consumer leaves on foot, please indicate the direction consumer was headed.

\_\_\_Search of consumer's bedroom and personal belongings.

\_\_\_Review Bed Hold Policy (if applicable)

\_\_\_Safety Plan completed and copy provided to consumer (reference how to complete a safety plan in the forms section)

\_\_\_Medications provided at discharge.

- Chain of Custody form completed.
- Inform consumer of the location of the pharmacy to pick up the remainder of his/her medications.
- **If the consumer is leaving AMA, medications will not be provided.**

\_\_\_Transition Checklist provided to consumer to include list of providers, contact information, and future appointments.

- **If consumer leaves without scheduled appointments, staff will contact consumer to offer outpatient follow up appointments.**

\_\_\_List of community meetings and resources

\_\_\_Any additional items directed by management staff.

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