

SAMPLE RESIDENT HANDBOOK



The Staff at “RTH” welcomes you. We provide a safe, caring therapeutic environment. With your cooperation we hope that your stay here will be as pleasant and productive as possible. The following pages will give you a little information about our program. If you have any questions please feel free to ask.

STAFF

The staff at “RTH” consists of a Manager and Mental Health Support Specialists.

The Residential Services Specialist will be the person who will meet with you first upon your arrival to the home. This person will go over all the forms, talk to you about your rights and responsibilities, inventory your personal belongings, take you on a tour, introduce you to the other people staying at “RTH”, and answer any questions that you have.

YOUR PART AT “RTH”

As part of living at “RTH Name” you will develop a Residential Service Plan that will outline the supports you will receive at “RTH Name”. This plan is developed with input from you, the Residential Services Specialist, and your Mental Health Case Manager. You will also have a Mental Health Treatment Plan that will define your treatment goals. We encourage you to be an active participant at “RTH NAME” by participating in your treatment goals and house activities. You will enhance your growth by taking responsibility in these areas:

1. Your personal hygiene
 2. Going to bed and getting up on the scheduled times
 3. Making your bed and keeping your room orderly
 4. Participating in group activities on time
 5. Laundry
- (If you need assistance staff will help)

FOOD

Nutritious meals are provided three times a day from 7:00 a.m. – 8:00 a.m., 11:30 a.m. – 12:30 p.m., and 5:00 – 6:00 p.m.. Afternoon and evening snacks will also be available. We ask that visitors not come during meal times unless this has been previously arranged.

VISITING

Visitors may include family, friends, caregivers and those that can contribute to your recovery. Staff members may ask you to limit your visits if they interfere with your therapeutic program. Special arrangements must be made ahead of time for visitors under the age of 3.

Visiting areas are located within the common living areas of the house and within the fenced perimeter of the yard.

Visitors are welcome between the hours of: Sunday – Thursday 7:30am – 10:30pm
Friday – Saturday 7:30am – 11:30pm
No overnight guests

SLEEP HOURS

Sleep hours are from 10:00 p.m. – 6:00 a.m. A regular sleep pattern is necessary for a balanced lifestyle. To promote sleep or rest we encourage all individuals to remain in their rooms during these hours. Please let staff know if you are having difficulty sleeping.

TELEPHONE CALLS

You make and receive phone calls as long as they do not interfere with sleep hours or therapeutic activities. Please limit your phone calls to fifteen minutes each. When calling long distance you must use a calling card or call collect.

If you receive a phone call at a time that you are not available a staff member will gladly take a message and ensure that you receive it.

LAUNDRY

All laundry supplies will be provided by “RTH NAME”. There are scheduled opportunities for you to do you laundry to ensure that you have adequate clean clothes and bedding.

PERSONAL PROPERTY GUIDELINES

We recognize that coming to a new home may be stressful. We want you to feel as comfortable as possible during your stay with us, but at the same time, we do not want any of your items to become lost, stolen or damaged. For that reason we ask that you only bring those things that are necessary and important to you.

Upon your arrival at "RTH NAME" your personal property will be inventoried. You will also be provided a small locked storage container for your valuable possessions. There is limited storage available in your private room and in the home. If you have too many belongings to safely be kept in your room or in the extra storage area, you will be asked to make alternative storage accommodations.

For the safety of yourself and other people there are some things that you are NOT ALLOWED to bring with you. These items are:

- Scissors*
- Guns and weapons including knives or tools
- Alcohol and non-prescribed drugs
- Pornography (printed or video)
- Graphic material that depicts violence
- Safety pins, bobby pins, needles*
- Wire clothes hangers
- Rope clothesline or twine

*(At the discretion of staff these items can be made available to you during your stay.)

The below items are allowed but will be kept locked up for supervised use:

- Personal toiletry items including razors, nail clipper, files and mouthwash,
- Prescribed medications and non-prescription health aids

MEDICATION

Medication is administered to you by the "RTH NAME" Staff until such time you and your treatment team determine to start a self-administration program. Staff keep all medications locked up and will assume the responsibility of giving it to you at scheduled times. If during your stay you are ordered a new medication, the staff, nurse, and/or doctor will discuss it with you so that you understand what it is for and why you should take it.

Taking your medication is voluntary. No one will make you take it. If you do not take medication prescribed for you, however, this may be cause to terminate services to you.

ALCOHOL, DRUGS AND TOBACCO

You may not use alcohol, illegal drugs, or other medications that have not been specifically prescribed for you. Doing so may be cause to terminate services to you.

Smoking is allowed only in designated outdoor areas at “RTH NAME”.

DAILY ACTIVITIES

There will be many activities for you during your stay. All activities are planned in advance and put on the weekly schedule. Activities are planned based on the needs and interests of peoples staying at “RTH NAME”. The daily activities are holistic and person centered in nature, for enrichment of both your mind and body.

LIFE SKILLS TRAINING: Personal growth and learning is a lifelong experience. Everyone needs the benefit of continued opportunities to grow. At “RTH NAME” this includes personal hygiene skills, housekeeping skills, social skills, vocational skills, identification/communication of feelings, positive self-identity, community mobility, and communication skills.

GROUP MEETINGS: Once a week, all people staying at “RTH NAME” will get together to talk about important things. Discussion topics will include: review of daily schedule, food menu and house rules; problem solving; and goal development. You are encouraged, but not required, to participate in these groups.

SUGGESTIONS AND COMMENTS

We want “RTH NAME” to be productive and therapeutic. If anyone has ideas for the groups, topics, procedures, or general ideas please tell someone or write them down and give them to any staff member. Your ideas are of great importance.

ISSUE RESOLUTION

When you have a concern or an issue associated with “RTH NAME”, we expect you to follow this process:

1. Talk directly with the person(s) involved. If it is a programmatic concern, or about the service that you are getting from “RTH NAME”, talk with the RTH Manager. Try to work it out informally.
2. If you can't resolve your issue/concern informally, you may do one of the following:
 - Follow “RTH NAME”'s Issue Resolution Process
 - Contact your Community Mental Health Program

- Contact Oregon Advocacy Center.

More information, including names and telephone numbers of contact people, will be provided to you at your request. Staff will provide assistance if necessary for any kind of issue resolution process you seek.

No one will retaliate against you for filing a complaint.