



Wisconsin Department
of Veterans Affairs

Veterans Housing & Recovery Program (VHRP)

RESIDENT HANDBOOK

Chippewa Falls
Green Bay
Union Grove

Introduction

The Veterans Housing and Recovery Program is operational 24 hours a day, seven days a week. The office personnel are present Monday through Friday, from 6:00am to 6:00pm. The center offers a wide range of services to help veterans who are homeless and/or at risk of becoming homeless get back on their feet. The Veterans Housing and Recovery Program - staff is made up of professionals who work together as a team to provide each veteran with the skills he needs for successful independent living.

The staff believes in your ability as a veteran to take control of your own life. The staff provides every homeless and at-risk veteran a place where you can develop a sense of dignity, belonging, and have an opportunity to succeed. **However, the staff will not do for you, what you can do for yourself.**

The Problem

One third of America's homeless are veterans. The US Department of Veterans Affairs estimates that there may be as many as 270,000 homeless veterans in the United States on any given night. Two percent of the total national veteran population (540,000) resides in Wisconsin with estimates indicating as many as 10,000 of these veterans as being homeless or at risk of being homeless. This problem is the result of many factors: Low pay and high rent, chemical dependencies, and mental illness including the lingering effects of Post Traumatic Stress Disorder.

The Wisconsin Department of Veterans Affairs and the U.S. Department of Veterans Affairs cooperate in this effort to bring change into the lives of all veterans at risk under the guidelines and policies of Wisconsin Veterans Housing and Recovery Program.

Program Focus

It is the focus of this program to: "transition homeless veterans into society's mainstream by assisting them in securing safe, decent, and sanitary housing." Under the guidelines of the Veterans Housing and Recovery Program, is *not* an emergency shelter.

Program Philosophy and Mission Statement

The staff strives to create an environment of unity and mutual concern. The staff request adherence to policies, rules, and regulations to aid in producing a safe and comfortable environment for success. The staff will help support and empower every veteran to remain sober and maintain standards of cleanliness, and personal hygiene. By following these simple rules, an environment is established where veterans can heal themselves and help each other heal. The staff realizes that structure is a skill that often needs to be re-learned and we are prepared to help veterans. Ultimately, the goal of the staff is to work themselves out of business by ending homelessness among veterans – one veteran at a time

To the New Resident

You have begun a thirty – day assessment period here at the Veterans Housing and Recovery Program. During this assessment period you will become familiar with the operation and layout of the center, the grounds, the policies, and the staff. Please note that this assessment period may extend beyond the thirty days, if necessary. This period is designed to stabilize your life and evaluate your needs in one or more of the following areas:

- Psychological/Emotional
- Medical – Physical Health
- Education
- Job-Training – Vocational
- Family Relationships & Support
- Long Term Housing Plan
- Finances and Credit
- Federal and State benefits eligibility
- VA or Social Security claims status
- Long Term treatment needs (alcohol, gambling and/or drug dependency)
- Legal (fines, warrants, child support, court appearances, etc.)

The information that you furnish your therapist/case manager and staff will determine what type and to what extent services can be provided. Because of this, it is very important that you be truthful during the administrative process that takes place during this assessment period. It is possible that through staffing it will be determined that the VHRP cannot meet your needs. In that event, you will be referred to other sources of care or services through the VA and/or community. SLOW DOWN! It's quiet here and that helps everyone to think seriously about life.

Respect for ALL residents, staff and security is to be practiced by ALL regardless of race, ethnicity, religion, gender, sexuality, etc.

“Be aware of how you present yourself in the community because you represent this program and all veterans”

VHRP Benefits

There are many benefits at the VHRP; some of those benefits include the following

- **County Veterans Service Officer:** All residents are enrolled in our county's veterans' office, so they receive assistance with claims and benefits
- **Community Base Outpatient Clinic: If eligible, the Resident** has the use of a VA clinic for primary care
- **Veterans Work Force Development:** Residents may utilize the representative that comes for employment and resume development.
- **Job center:** Residents may utilize this service for resume and employment opportunities.
- **Technical College:** Residents may utilize this college for short term or certification of employment.
- **Gym Membership:** Free membership to residents at local gym.
- **Library:** Residents may obtain free library card.
- **Citizens Employment:** Residents over the age of 55 may embark upon employment in the community (Chippewa Falls and Union Grove locations)
- **Volunteer:** Residents may volunteer at many locations in the community

Program Structure

The VHRP is a participatory experience that enables veterans to start from where they are to work towards regaining and sustaining permanent housing. From wake-up until lights out, each participant will be engaged in meaningful, productive planned activities. Individual as well as group activities are available. You will receive a plan with the goals and objectives you and your therapist/case manager develop together. A daily activity schedule will accelerate your passage through the program and to give you the opportunities needed to regain your self-sufficiency.

This is accomplished by:

- Vets helping Vets
- Individual responsibility
- Helping yourself
- Refraining from negative comments
- Not giving up
- Being accountable
- Accepting progressive responsibility
- Structured time management
- Accepting in-house and referred services
- Hard work
- Teamwork
- Commitment
- Positive Attitude
- Increasing care of yourself and others
- Group and Individual counseling / programs

Weekly Schedule

At any WDVA (VHRP), we believe in strong person-centered planning. This means the veteran and their Therapist/CM develop an ISP using the person’s strengths and supportive services to meet the veteran’s identified needs. Due to this fact, the weekly program schedule is developed new each week based on the needs of the current residence of the program. Below is the general schedule to give the residents a sense of routine.

Each veteran’s schedule will depend on their needs and would be flexible to meet these needs. Thus, some veterans may follow the full schedule, others may be working or volunteering. For the later, they would take part in less of the programming, but the scheduling of the programming they need would be made available during times of their availability.

SAMPLE OF A POSSIBLE DAILY SCHEDULE

Monday	Tuesday	Wednesday	Thursday	Friday
0600-0800 Cleaning Chore and Breakfast	0600-0800 Cleaning Chore and Breakfast	0600-0800 Cleaning Chore and Breakfast	0600-0800 Cleaning Chore and Breakfast	0600-0800 Cleaning Chore and Breakfast
0830-0900 Daily Meditation	0830-0900 Daily Meditation	0830-0900 Daily Meditation	0830-0900 Daily Meditation	0830-0900 Daily Meditation
0900-1000 Core Group	0900-1000 Core Group	0900-1000 Core Group	0900-1000 Core Group	0900-1000 Core Group
1000-1200 Individual Sessions	1030-1200 Elective Group	1000-1200 Individual Sessions	1030-1200 Elective Group	1030-1200 Elective Group
1200-1245 Lunch	1200-1245 Lunch	1200-1245 Lunch	1200-1245 Lunch	1200-1245 Lunch
1300-1400 Life Skills Group	1300-1400 AA Meeting	1300-1400 Life Skills Group	1300-1400 Life Skills Group	1300-1400 NA Meeting
1430-1700 Individual Sessions	1430-1700 Individual Sessions	1430-1700 Individual Sessions	1430-1700 Individual Sessions	1430-1700 Individual Sessions
1700-1800 Dinner	1700-1800 Dinner	1700-1800 Dinner	1700-1800 Dinner	1700-1800 Dinner
1830-1930 NA Meeting	Personal time	1830-1930 AA Meeting	Personal time	Personal time
2030-2100 Recovery Reflections	2030-2100 Recovery Reflections	2030-2100 Recovery Reflections	2030-2100 Recovery Reflections	2030-2100 Recovery Reflections

Weekly schedules will be printed and posted a week in advance of the week the schedule covers, and will list the actual Core Groups, Elective Groups, and Life Skills Groups that are to be offered for that week.

Examples of Core Groups: Art Therapy, Cognitive Behavior Therapy, Stages of Recovery, Relapse Prevention, Recovery Principles, Family Dynamics, Process Group, Spirituality, Recreational Activity Therapy, Anger Management, Stress Management, Suicide Prevention and Intervention, and Conflict Resolution. These groups will be facilitated by licensed clinical staff.

Examples of Elective Groups: SMART Recovery, Nutrition, Grief and Loss, Communication Skills, Employability Skills, General Math, Big Book, Fitness, and Prayer Group. These groups will be facilitated by case managers.

Examples of Life Skills Groups: Confidence Building, Budgeting and Money Management, Time Management, and Organizational Skills, Problem Solving, Medication Management, Cooking, Tenant and Landlord Interactions and Personal Appearance. These groups will be facilitated by licensed clinical staff and/or case managers.

Examples of Individual Sessions: Individual MH and/or SUD Therapy, Family Therapy, Case Management; along with outside providers who come to the facility weekly: SOAR Representative, VORP Representative, DWD Representative, GPD Liaison and Legal (as requested). These sessions will be facilitated by the appropriate provider within their scope of practice.

Daily Meditation and Recovery Reflections Groups: Mental health, substance use, and over all support groups to aid the veterans to begin their day with gratitude and purpose, and to end their day with new insights about their day and hope for tomorrow. These groups will be peer run by the veterans themselves.

Program Goals

The goals of VHRP are; to provide a clean, decent, and safe environment where veterans can feel at home; meet immediate health and welfare needs of each veteran; to work with each veteran to overcome the obstacles he faces in trying to live a productive life; and to work cooperatively with federal, state and local service organizations and programs in business and industry to provide services and funding to the center.

Eligibility

Any homeless or at risk of becoming homeless veteran who qualifies for Wisconsin Veterans Benefits or Wisconsin Veterans Home admission standards is eligible to participate in the program at Veterans Housing and Recovery Program. Veterans with less than honorable discharges may qualify if the USDVA has ruled he is eligible for Federal benefits.

Veterans must be emotionally, physically, mentally stable, and able to manage personal medicines, if any. If you qualify for the program, your Case Manager will help establish your eligibility for state and federal veteran services, benefits, loans and grants.

Policies, Resident Rules and Responsibilities

This **Resident Handbook** is designed to acquaint you with the Veterans Housing and Recovery Program. It should serve as a reference and guide as you begin your journey through a process designed to enable you to regain or enhance important components of your life. It was also designed to move you toward a goal of empowerment and self-sufficiency. To that end, the WDVA has established policies, rules, and procedures for parameters for you while participating in the program. Because WDVA contracted staff are responsible for all residents safely and success within the facility, they must enforce these policies, rules, and procedures. Should a resident choose to disregard the program rules, policies, and/or procedures they will need to discuss the issue with their therapist/case manager and determine program appropriateness.

Serious or repeat violation of rules, policies, and/or procedures may result in a resident's complete termination from the program.

Decision to discharge or terminate a resident's participation in the program is made by a team comprised of the therapist/case manager, director, and all other available professional staff involved in the resident's case plan. The Veterans Housing and Recovery Program staff make final determination. Volunteer Community Service is expected from all residents depending on work, school, and/or program schedule. Assigned house chores are to be completed daily or as specified. Additional volunteer help required as needed by staff.

For now, this is YOUR home, take pride in how it looks and keep it clean, neat, and orderly.

Resident Responsibilities

As stated above, you are responsible for knowing and following the policies and rules contained in this document. You are further responsible for:

Conducting yourself in a courteous manner and respecting the rights of other residents and staff.

- Completing all assignments/tasks related to your individual program plan.
- Complying with program instructions given to you by clinical staff involved with your program within or outside the program. This includes maintaining appointments, case plan, progress, and personal management of any prescribed medications.
- Checking the daily program schedule and attend all activities, classes, and/or meetings, agreed to in your ISP, unless specifically excused by your Therapist/Case Manager.
- Being responsible in doing your assigned chores, by scheduling personal events around your requirements of program participation.
- Meeting weekly with your Therapist/Case Manager to follow up on ISP progress.

Therapist/Case Manager One–On–One Sessions

A core part of programming includes one-on-one sessions with your Therapist/Case Manager. These sessions are designed to help assess an individual's needs, track progress, note obstacles, and further develop a plan for progression through the program, including recovery and rehabilitation as applicable to you. Therapists/Case Managers will give you the time you are scheduled for these sessions. It is the veteran's responsibility to keep these meetings.

Individual Service Plans and Programs

Individual service plans will be mutually developed between the resident and their case manager. These plans aid the resident in identifying goals, making progress in achieving short-term and long-term goals and in determining which parts of the programming will be most beneficial to the resident. It is worth noting that one of the tools used to assist residents is facility restriction to aid in goal achievement when appropriate. It is then the veteran's responsibility to follow the plan they have created and adjust as necessary and appropriate with your therapist/case manager. Program case managers meet at a minimum, weekly or on demand with the veteran to ensure ongoing interactive communication and support are made available to facilitate success in the agreed upon goals and objectives. Within 30 days of the initial ISP, the case manager and veteran review the progress made, barriers encountered, and progress achieved. The ISP will continue to be reviewed with you and your team quarterly thereafter.

Program Fees

Residents in the VHRP that are working (full-time, part-time or seasonal) or are receiving supplemental security income SSI, SSDI, NSC or SC, or any other disability or pension benefits other than Compensated Work Therapy (CWT) or Industrial/Incentive Therapy (IT) will be assessed a program fee. The fee shall be 30% of your net income with a max of \$193 at Union Grove/Green Bay and \$194 at Chippewa Falls. Monthly income allows deductions for medical expenses, childcare expenses, court ordered child support payments, or any other court ordered payment.

Current month's payment for weekly or bi-weekly income is calculated as follows ((previous month's checks – deductions) *30%) i.e. Vet receives a check June 1st, 15th, 29th. All three are used to calculate July's payment. For monthly income, the payment is 30% of net to be paid the month received regardless of date, i.e. resident receives NSC for the 1st time June 25th. On June 25th, the resident makes a payment. When a second check is received in early July, resident will make another payment.

When a lump sum is received for a retroactive payment, 30% or program fee max will be paid for all prior benefit months received in lump sum. The assessment will begin upon receipt of the pay or benefit check. The program will work flexibly with the veterans to address payment of program fees should a veteran have any difficulty paying them. Veterans are not immediately discharged for being late or not pay their fee; case managers will work with them to develop a plan of payment. Program fees are due on the 5th of each month.

Savings Policy

The primary goal of the program is to secure safe, stable, and permanent housing for residents. To do this, the program requests that residents establish a savings or checking account once income is obtained. After the mandatory 30%, or \$193 (Union Grove/Green Bay) or \$194 (Chippewa Falls) max, program fee is accessed, the resident is encouraged to save 50% of the remaining income. The purpose of this savings/checking account is to help each member accumulate the funds needed to make the transition back into independent living. To aid you in this process residents will share with their therapist/case manager a copy of each check or pay-stub as well as a deposit slip or copy of their savings book issued from a designated financial institution showing deposit of funds. Residents will also share a copy of their credit report to their therapist/case manager so they can assist the resident in building and improving their credit worthiness.

Consumer Notice

This Agency receives funding from U.S. Department of Housing and Urban Development and/or the State of Wisconsin Department of Administration, Division of Housing to provide services for individuals and families who are homeless or at risk of becoming homeless. In order to receive this funding, this agency must participate in the Wisconsin Homeless Management Information System. This system collects basic information about clients receiving services from this agency to get a more accurate count of individuals and families who are homeless and to identify the need to provide different services.

We collect only the information that we consider to be necessary to fully assist you, and we only share information as allowed by law. The collection and use of all personal information is guided by strict standards of confidentiality. A copy of our Privacy Notice describing our privacy practices is available to all consumers upon request.

Your information will be shared with other area agencies that participate in HMIS, unless you request that your information remain closed (confidential). Keeping your information closed means that your information will only be available to case workers and intake workers within this agency. If you are interested in keeping your records closed, please talk to a case manager or intake worker.

Public Notice (*Federal Register/Vol. 69, No. 146*) Effective August 30, 2004)

Therapeutic Community.

The VHRP utilizes a Therapeutic Community model of care that enhances the provisions of residential rehabilitation and clinical services. The therapeutic communities utilize both peer and professional support services in the residential environment that fosters personal growth leading to personal accountability. The therapeutic community emphasizes the integration of a veteran within the community and views the community as a model for change. This mutual self-help model requires veterans to actively participate in their own recovery and the recovery of others using the community as the method.

The VHRP demonstrates the use of the mutual self-help model through:

- Adherence to program rules.
- Adherence to existing schedules.
- Adherence to behavioral expectations of the community.
- Acceptance of responsibility for self, applicable others, and the health of the community.
- Positively influencing other members of the community by teaching and role modeling appropriate behaviors in program functions, activities, and the community itself.
- Providing honest feedback and guidance to other members of the community that leads to interventions occurring in a community forum.
- Demonstration of empathy and genuine concern for other members of the community

VHRP Information and Resources

Each site will provide an information sheet to residents with program contact information and telephone numbers as well contact information and phone numbers for local resources and supportive services.

Clean and Sober Living Environment

The VHRP has established a comprehensive policy to ensure a safe and sober environment. This policy includes the following guidelines and procedures:

- Personal Area Inspection
- Possession of Weapons/Pornography
- Contraband Disposal
- HIV/TB Communicable Disease
- Medication Control
- Substance Free Environment
- Alcohol and Drug Screenings
- Residents under the Influence of Substances

Personal Area Inspection

The VHRP will perform inspections of personal areas and property to assure no prohibited items are on site. Personal area inspections will be completed upon intake, randomly and at least once a month per veteran. Prohibited items include but are not limited to:

- Alcohol or items containing alcohol (mouthwash/medications/cups/bottles)
- Illegal drugs
- Paraphernalia or items that may be questionable (items with burn marks for example)
- Pornography or sexually inappropriate items
- Alcohol, drug or gambling advertisements
- Racial or gender demeaning items in any format.
- Weapons including knives over 3in., guns, arrows, axes
- Vehicle liquids/flammables including fuel, anti-freeze, oil, lighter fluid, propane, fireworks
- Urinalysis or drug testing tampering items: bottles of urine, additives to alter/dilute test

Possession of Weapons/Pornography

Weapons

1. Possession of firearms carried either openly or concealed, whether loaded or unloaded (except by Federal or State law enforcement officers on official business) is prohibited.

2. Introduction or possession of explosives, or explosive devices, which fire a projectile, ammunition, or combustible, is prohibited.
3. Possession of knives, which exceed a blade length of 3 inches; switchblade knives; any variety of hatchets, clubs, or hand-held weapons; or brass knuckles, is prohibited.
4. The unauthorized possession of any of the variety of incapacitating liquid or gas-emitting weapons is prohibited.

Pornography

1. Possession of pornographic materials or sexually explicit materials while a resident of the program is prohibited. **NOTE:** Possession of any pornographic material involving what “appears” to be a minor will result in the authorities being notified per duty to report child abuse.
2. Pornographic materials include books, movies, posters, pictures or magazines, or any other written print that depicts erotic behavior which is intended to cause sexual excitement, materials that depict erotic behavior and is intended to cause sexual excitement and the depiction of acts in a sensational manner so as to arouse a quick intense emotional reaction.
3. Erotica consisting of literary or artistic works having an erotic theme or quality.
4. Examples of this material include, but is not limited to:
 - Publications such as Playboy, Hustler, Stag, etc.
 - Movies with an X, XX or XXX rating.
 - Posters or pictures depicting people with minimal clothing that could be considered offensive in a group living environment.
5. If you possess materials that are questionable, see your Case Manager for a determination on whether it is allowed.

Residents possessing any of the above items must turn them over to their Case Manager. These materials will be placed in a secure area and will be returned to the resident upon discharge from the program.

Contraband Disposal Procedure

If a resident has items that are considered contraband for the program, they must be discarded properly. Contraband items are weapons, alcohol, illegal drugs, and pornographic material.

If a resident has possession of alcohol, 2 staff members will take the container of alcohol document what it is, how much is in the bottle, and where it was found. They will then pour the contents of the bottle down the drain in the sink in the security office. They will both sign the document stating it was disposed of.

If a resident has possession of illegal drugs, either physically or in their POD or room, do not touch it; secure the area until law enforcement officials are notified and arrive for proper evidence collection. If a staff member touches or moves evidence, it may not be admissible in a court if charges are filed. Document what the substance was and annotate or note that it was turned over to the local law enforcement department.

If a resident has possession of any pornographic material, it will be discarded in the trash and documented that it was removed and discarded by the case manager.

If a resident arrives at the facility with any weapons, the resident may call someone to come and pick the weapons up. The local law enforcement agency can be called to come and clear the weapons and take possession of the weapons until the resident is discharged from the facility. They are not allowed to possess any weapons when coming in or at the facility.

If a resident has possession of any weapons while at the facility, the local law enforcement agency will be called to clear the weapons and will take possession of the weapons until the resident is discharged from the facility.

If a resident has the local law enforcement agency take possession of the weapons, it will be the resident's responsibility to retrieve the items upon their discharge. The facility is not responsible of any weapons that are held by the local law enforcement agency.

HIV/TB Communicable Disease

Standard precautions are designed for the care of all residents regardless of the diagnosis or presumed infection status.

- a. Standard precaution techniques should be applied to all body substances from all residents, not only those with diagnosed infections since the presence of the infectious organisms always precede the diagnosis. Contact with body substances from any individual infected or uninfected should be avoided.
- b. Standard precautions is a consistent method of taking precautions with body substances (blood, pus, feces, sputum, urine or other body fluids) of all individuals, all the time, regardless of their diagnosis in order to prevent the transmission of infectious disease.
- c. Residents are required to practice standard precautions for all individuals in order to protect themselves from infectious disease.
 1. Wash hands after touching any bodily fluids, whether gloves are worn. Wash hands immediately after gloves are removed.
 2. Use plain soap for washing hands.
 3. Residents are to wash their hands.
 4. If unanticipated contact with body substances occurs, thorough washing with soap and water is to be done as soon as possible.
- d. Food and drink will not be kept in refrigerators, freezers, shelves, cabinets, or on countertops or bench tops where blood or other potentially infectious materials are present.
- e. All procedures involving infectious materials (urine screens) will be performed in such a manner as to minimize splashing, spraying, spattering, and generation of droplets of these substances.
- f. Specimens of infectious materials will be placed in a container that prevents leakage during collection, handling, processing, storage, transport, or shipping.
- g. Gloves:
 1. Will be worn when it is anticipated that the employee may have hand contact with body fluids/mucous membranes/non-intact skin of any resident.
 2. Will be replaced as soon as is practical when contaminated, or as soon as feasible if they are torn, punctured, or when their ability to function as a barrier is compromised.
- h. Living areas:
 1. All residents must practice good personal hygiene.
 2. When a resident's personal hygiene is questionable; a private room may have to be assigned.
- i. Facility cleaning:

1. Daily cleaning of the facility will be performed, including prompt cleanup of body substances using gloves and a disinfectant.
 2. Bed linens will be changed on a weekly basis and washed.
- j. Exposure to tuberculosis:
1. Residents exposed to TB will receive testing from the VAMC.

Medication

Veterans who are accepted into the VHRP are required to handle their own medications. VHRP staff will not dispense medication to the veterans. There is no nursing staff on site to perform this function.

It is required that your Therapist/Case Manager be informed of any prescription drugs you may be in possession of and/or that are prescribed for you; as well as the dose of each medication. This requirement is extremely important because it enables us to take the proper action should you: undergo a drug test; have an adverse reaction and it is necessary to consult a physician or seek medical treatment; experience any other type of medical emergency.

Over-use or excessive use of prescribed medications will be viewed in a similar fashion as drug abuse and will affect your status in the program. Only alcohol-free mouthwash is approved for member use.

Each veteran has a lockable drawer in their living quarters for their medications upon admission to the program. They are instructed to keep all medication except emergency medication within the drawer and that the drawer must always be locked. If they leave their sleeping area, the lock must be in place and locked. The case managers and staff do random room checks and if medication is found unlocked, there will be a rule violation given to the resident. All residents will have an individual lock for their assigned drawer. Staff has universal master key for all locked drawers.

Emergency medications must be maintained either on the Veteran's person or by the Veteran's bedside. The Veteran must have quick seamless access to these medications. Emergency medications are those that if not used within a relatively short period of time would increase the risk of death or disability for the Veteran. These medications have a low likelihood of resulting in death by overdose should they be used by the Veteran or someone else. Examples are:

- Naloxone
- Rescue inhalers for COPD and asthma
- EpiPen
- Glucose oral gel
- Glucagon injectable
- Nitroglycerin sublingual

Medications that are received by mail are delivered to the veteran's personal mailbox and are locked within it. It is the veteran's responsibility to report any medication changes to their case manager so the medication log can be updated. There is no refrigerated storage available for medications.

If staff or security find any medication that residents have in their possession and does not have their name on it or has someone else's name on the label, medication will be taken from resident. Staff or

security will put all medication in a locked medical box in security room (CF), case file room (GB), office (UG) until disposal through local law enforcement or the VA.

Sharp containers: It is the veteran's responsibility to maintain the supply of needles and sharps container and the disposal of that container. Veterans may deliver the sharps container to the VA CBOC Clinic for disposal.

Chippewa Falls: All residents using needles to test or take medication will dispose their needle in the sharps needle container located in the security office immediately after use. Security will watch you dispose of the needle.

Union Grove/Green Bay: Each resident holds their own sharps container and returns it to either VAMC, Union Grove CBOC, or Green Bay CBOC.

Medication disposal: Medication that has expired or is no longer prescribed to the veteran are to be turned in to the VA hospital near the veteran or mailed in using the VA medication mail in envelope.

Chippewa Falls: If staff or security finds any expired medication that residents have or if residents have any expired medication, they need to turn it over to security or staff. Staff or security will put all medication in a locked medical box near security. All medication will be disposed of and logged properly.

Union Grove: Return to either VAMC or Union Grove CBOC or drop off at the local medication disposal bin at the Union 'Grove Municipal building.

Green Bay- Return to either VAMC or Green Bay CBOC.

Medication Refills: Residents are responsible for ordering their own medications. Need to order 10 business days prior to running out of medication. For refills, call the appropriate VA.

Chippewa Falls-Minneapolis VA Pharmacy at 1-855-560-1721 or 1-612-467-2090

Union Grove/Green Bay-Milwaukee VA Pharmacy at 1-888-469-6614 (option 5) or 1-414-382-5287

Do not flush any medication down the toilet or dissolve any medication in the sinks

Substance-Free Environment

All Residents upon entry sign agreements regarding the base line alcohol/other drug test and program requirements for random testing. On the WDVA Form 2504 A-8 residents agrees to remain totally abstinent from any mood-altering substance, including alcohol while in the VHRP. On the WDVA Form 2511 A-13 "Contract" the resident again agrees to abide by policies which include possession of illicit drugs and alcohol while in their program and agrees to participate in periodic drug and/or alcohol testing. This signed agreement also includes unannounced searches of the resident, their locker, and living area and transportation devices. Also reaffirms the weapons of any kind are prohibited on the grounds.

Residents of the VHRP are prohibited from using or possessing alcohol and non-prescribed drugs while residing in the VHRP. To ensure a substance-free environment, residents must agree to observed alcohol and drug screenings on a regular, random, or as-clinically-indicated basis.

- Returning from pass, residents will have a breathalyzer and urine toxicology screen.

- Monitoring procedures will include observed sample collection in space specifically designed for this purpose.
- VHRP utilizes Rapid Test panels for urine toxicology screening that accurately detects substances which may remain in a resident's system for several days or weeks.
- Veterans with a positive urine toxicology screen or who fail to adhere to the VHRP monitoring policy will not be subject to immediate discharge, but will be staffed with their Case Manager, Site Director, and VA Liaison to evaluate possibility to continue in the program.
- Veterans who refuse to submit to toxicology testing will be presumed to test positive.
- A clinical review to determine the appropriate level of care will be held for veterans with a positive breathalyzer, urine toxicology screen or who fail to adhere to the VHRP monitoring.

Urine and Breathalyzer Testing

If a veteran refuses the initial urine screen for intake, they may not be admitted to the program. Once the veteran is part of the program, they are required to conduct a urine screen upon returning to VHRP after overnight pass or when a VHRP staff request to screen at random. If a veteran refuse to honor a request for a urine screen at any time, the veteran will be in violation of program rules for refusal, and a plan developed to address the issue. This is explained to each veteran at the intake process. Staff and security reserve the right to test any resident at any time.

Site Directors will create a monthly random selection urine screening list using random number generator excel file to create individual day of the week

- Testing is accomplished in bathroom without soap dispensers or other liquids.
- Veteran completes U.A. drop and staff/security tests the sample per Drug Test Card instructions.
- Results are read. Negative results noted on security report. Positive results are also noted, plus the Test Card photographed with veteran's signature, date, and time of testing.

If the results are positive, there will be a staffing of the case with the individual, the VHRP Therapist/Case Manager, Director and VA liaison to discuss the results and any changes that are needed to the veteran's ISP to continue participating in the VHRP.

If a veteran refuse to test, that is considered a positive result and the staff will be notified. If there are signs of intoxication, and veteran refuses to test, they must receive medical clearance to stay at the VHRP. Either way with veteran's refusal of testing, they will have a staffing with the Site Director and Case Manager to determine the reason for refusing to comply.

Residents under the Influence of Substances

New Resident Admission: A rapid urinalysis will be performed to ensure the test results are negative. If a perspective resident has a positive test reading, they will need to have medical clearance to be admitted into the program. Once cleared, can return to the VHRP to continue the admission process.

Current resident: If the screen is positive for alcohol with a BAC of 0.1 or higher, or positive for benzodiazepines, they will need medical clearance from a medical doctor or emergency room before

they can return to the VHRP. If a positive alcohol screen is less than 0.1 BAC; they should sit with staff/security being retested with the by breath every ½ hour until they have a reading of 0.00, showing no alcohol in the system.

Once the veteran has decreased alcohol intake to 0.00 from <0.01, or they have returned to the site with medical clearance from benzodiazepines or for an alcohol BAC of >0.01, or their positive screen was due to other chemicals than alcohol or benzodiazepines, the resident's case will be staffed to include the individual, the VHRP Therapist/Case Manager, Director and VA liaison to discuss the results and any changes you may need or want to your ISP.

Any reading over 0.29, Staff or security will immediately call the Ambulance to have the individual taken to the Emergency Room to be treated.

Emergency Plan

An emergency plan and procedure to deal with fire, tornado, medical, intruder, and suicidal emergency have been developed and are reviewed annually by Site Director and VA Safety Officer to assure compliance with VHA and all Crediting Agencies.

- All VHRP staff will be provided with annual training on managing emergency situations
- The VHRP will conduct emergency drills according to hospital policy

General Timeline

The following is a general timeline of a veteran's involvement with the VHRP. The timelines are estimates and each veteran is coached through the series of services based on their individual progress with the number one goal of securing safe and affordable housing.

Intake, Orientation, and Assessment

- Assessment, ISP development and discharge planning
- Participate in individual personalized treatment
- Attend classes, groups, events, activities
- Complete Bio-psycho-social assessment, including information on areas of vocation, education, financial and legal information
- Complete per diem paperwork & meet with the designated clinician at VA Clinic
- Begin one-on-one meetings with therapist/case manager and orientation group

Program Focus

- Participate in individual personalized treatment as outlined in ISP
- Attend classes, groups, events, activities based on your ISP
- Goals reviewed no and on an ongoing basis with therapist/case manager
- Sufficient understanding of VHRP- Handbook and Rules
- VHRP- Volunteer plan set

Re-Entry

- Continue participation in individual personalized plans as needed
- Attend classes, groups, events, activities
- Working as volunteer or the Work Therapy Program and/or actively job seeking and/or preparing for school attendance and/or actively working with DVR/WDVA/WFDC
- Determining time frame, destination, and goals looking toward program graduation

Transition

- Employed 20 or more hours a week, taking 2 or more classes in school, working **and** going to school part-time, or in a special transitional program
- Attend groups, classes, events, activities based on current ISP
- Settle financial and legal obligations
- Prepare for graduation and independent living

Independent Living

- Complete a discharge evaluation summary for ongoing program assessment
- Graduation
- Conduct Follow-up to ensure stabilization of the veteran, including VORP participation as appropriate.

Program Wellness Committee

As an opportunity for VHRP residents to have a platform to voice any concerns they may have about the VHRP and/or its programming, the VHRP has policy that requires the appointment of a Program Wellness Committee.

This Committee will meet monthly and scheduled to allow time for the report to be submitted to the Site Director and a written response can be presented at the next scheduled Town Hall Meeting.

This group will be made up of a committee chair, 3 program residents, and a committee recorder. For mixed gender programs, one member shall be female.

Committee will not only identify and discuss issues but also develop and provide recommendations for improvement and staff and resident involvement. The areas they will discuss are Food Service (Menus, dietary needs, KP), Facilities (Living quarters, safety, betterment), Transportation (Van services, POVs, Parking), Program betterment ideas (Picnics, luncheons, outings, sporting events), and Program Services (Participation, Training, education, health, income, employment, housing, volunteering). If you are interested in being a part of this committee, please let your case manager know.

Normal Daily Schedule

Experienced, trained staff provides security on site 24 hours a day. They are in charge with maintaining the security of the facility and supervising the whereabouts of each resident. The following schedule may be used for your reference: These times are subject to change.

Meal Hours:	Chippewa Falls	Breakfast, 0700 – 0745 Lunch, 1045 – 1115 Dinner, 1645 – 1715
	Union Grove	Breakfast, 0530 – 0730 (continental, cold breakfast) Lunch: 1200 – 1230 Dinner: 1700 – 1730
	Green Bay	Lunch, 1130 – 1230 Dinner, 1630 – 1730

Lights On/Wake Ups: Chippewa Falls (Daily) 0700
Union Grove (Daily) 0630
Green Bay (Daily) 0630

Lights Out: Lights will be secured at the following times. During the secured time, only lights authorized to be on are the light over the kitchen sink, room sink light and lamps in the rooms and suites.

Lights off: Sunday – Thursday at 2230
Friday – Saturday/Holidays at Midnight

For safety and security residents are not allowed in other resident's rooms.

Resident Checks: Staff security performs a morning and evening resident check. Checks are cross referenced with the sign-in/sign-out logs. Daily Check are at the following times:

Chippewa Falls (daily) 0700/2200
Union Grove (daily) 0600/2200
Green Bay (daily) 0600/2200

Access to Building:

Chippewa Falls:

The entrances are always locked unless staff supervises unlocked time periods.

Green Bay:

All exterior doors are locked at 10pm. The doors are unlocked at 6 am.

Union Grove:

All exterior doors are always locked. Each veteran will be given a code to enter the keypad to gain entry into the building. This entry number is unique to each veteran.

Curfew: Daily, 10:00 PM curfew means being in the building or in designated smoking area, not in parking lot or on the outside grounds. VHRP resident returning late from curfew will need to take part in drug and alcohol screening upon their return to the VHRP, which if positive may result in needing to go to the emergency room for medical clearance before returning to the VHRP. Residents that were late for curfew will meet with their therapist/case manager as soon as able to the next morning to discuss what happened and how it can be avoided in the future. Residents are allowed to leave the building at 06:00 AM for walks but need to be back for 08:00 cleaning. Residents are allowed to leave the building as required for appointments, meetings and work.

Computer Access: Access to program computers are allowed 24/7.

Computer Rules: The main purpose of the lab is to search for employment, to check emails and do research. No food or drinks are allowed in the lab. Headphones must be used when in the computer lab.

Life Skills Class: Residents are required to attend all classes based on their ISP and stay until class is excused by staff.

Personal Electronic Equipment: Residents are allowed electronics including laptops and personal mobile devices. Electronics must be used with headphones, or at a respectful volume. All personal electronic equipment will be screened for pornography or any unauthorized material. Any unauthorized material found will be erased. If pornography is found, and the subject matter includes those who **appear to be** minors item will be confiscated and reported to authorities.

TV's: Unless tv's are provided in residential room, no televisions and are not allowed in Resident rooms.

Cleaning Schedules: Completed daily, schedules are posted in the suites. Residents will be accountable for their cleaning duties. If resident will not be available to finish their assigned duties, the resident must find another Suite mate to cover for him/her.

Chippewa Falls-(daily) 0800 to 0900

Union Grove-(daily) after 5pm or before 8am

Green Bay-(daily) after 5pm or before 8am

Utility room: Will be open 24/7. Please use only the required cleaning supplies, and return all products, equipment or supplies to lockers after use. If supplies are low contact Site Director, Admin, or Case Manager for more supplies.

Laundry Hours: Please sign in and out on the laundry room log and do not start any washer load after 8:30 PM. Please ensure the lint trap is cleaned out after each use.

Hours are daily 6:00 AM –10:30 PM

The Laundry Room will be locked at 10:30PM

Food / Drinks: No food or drinks are to be taken out of the kitchen and brought to your suite/sleeping rooms because of pest control. No opened food is allowed in rooms. Food kept in resident rooms must be stored in a sealed container. If authorized for Saved Meal, these meals will be eaten in the dining room.

Kitchen Food: Meals, drinks and dinnerware from the kitchen will remain in the kitchen/dining area.

If you are going to be gone for a meal, inform the Kitchen Manager, and if you want a meal to take along to your appointments, put your request into the Kitchen Manager the night before.

Dining Hall: Below are the rules for the dining hall. Discretion is up to the staff and security.

- Must wear shoes and socks
- Wash hands before eating
- No tank tops/sleeveless shirts
- No sweaty/dirty clothes
- No hats to be worn in dining hall
- Single serving, until all have eaten
- Clean up after yourself
- Put dishes in proper trays
- Dispose of food into proper containers

As part of the VHRP community, all residents are expected to do their part, this includes being on KP, duties will be assigned by the kitchen manager. Residents on KP, must report to dining room for

- Breakfast at Chippewa Falls-0900 and Union Grove/Green Bay-none, continental meal.
- Lunch Chippewa Falls is 1130 and Union Grove/Green Bay is 1115
- Dinner Chippewa Falls-1730 and Union Grove/Green Bay-1615
- Dinner KP must be completed by 2100 at Chippewa Falls
Union Grove/Green Bay is 1900 (unless discussed with kitchen manager or case manager).

If resident is not able to make it to assigned KP shift, we ask that the resident find another resident to take his/her place.

Staff Phone: In the event using the resident phone is not feasible or in an emergency, contact staff or security to schedule a call. Staff phone number may be given to potential employers to ensure a positive contact.

Resident Phone: Available for local calls. For long distance calls, pre-paid cards are needed. Limit all calls (incoming & outgoing) to **15 Minutes per resident**. Residents are responsible for answering the phone. Chippewa Falls-Messages for residents who are not available will be placed on the bulletin board via residents, security or staff personnel. Union Grove/Green Bay-Messages for residents are placed in the residents' mailbox, there is no voice massaging option on the resident phone. No phone calls are to be made or received after hours, unless in an emergency, verified by security. Chippewa Falls- There is a voice messaging system on this phone.

Sunday - Monday – Thursday 6:00 AM - 10:30 PM
Friday - Saturday – Holidays 6:00 AM – Midnight

Cell Phone: Residents may have a cell phone, but they are restricted from recording or taking pictures of others while on grounds, and phones must be on silent during meetings and classes.

Resident Personal Vehicles: Residents with a valid WI Operators License are allowed to keep one, safe, working, titled, licensed, and insured motor vehicle [or motorcycle] at the program site for personal transportation. Parked in a VHRP parking stall. Additional vehicles, a nonoperational vehicle, boats, snowmobiles, jet skis, ATV's and other vehicles are not allowed on site. Within the first 30 days of programming, resident will not be able to drive vehicle. Keys will be held with therapist/Case Manager. All drivers of vehicles will have to provide proof of a valid driver's license, current registration, and proper insurance. If a vehicle does not have current registration and proper insurance the vehicle will not be permitted to park on property. If vehicle is not removed within 24 hrs., the vehicle will be towed off the property.

Program Transportation: VHRP sites provide free, safe, legally licensed and insured transportation and drivers to our residents for appointments, employment and supportive services. Drivers will be made-up of staff and program volunteers. In the case of an emergency the appropriate area medical services will be requested to assist based on site emergency plans. In the case of employment our sites will provide transportation as available, until such time a resident can obtain suitable transportation. Transportation for employment will be provided within a **20-mile commuting distance** from the facility. All other support will be determined based on availability of drivers, vehicles and other transportation resources.

If a veteran needs transportation to work, school or a medical appointment they will need to notify staff and arrangements will be made. To assist in the demand, a veteran of the program that passes the requirements may volunteer to drive.

Driving Schedules: A weekly calendar for transportation requests is posted outside the site director's office with all scheduled appointments and runs. This schedule may only be changed by staff personnel or security in case of emergency. Last minute, special requests will made on a case by case basis depending upon availability.

Chippewa Falls: Transportation Requests must be turned in by Thursday of each week for next week's transportation schedule.

Union Grove: Transportation Requests must be turned in by Thursday of each week for next week's transportation schedule.

Green Bay: Transportation Requests must be turning in within 48 hours prior to transport.

Town Runs: Approved town runs will be listed for the following and posted: (Wal-Mart, the library, NA, GA, AA and the YMCA)

Smoking Areas: Smoking is not allowed within the facility at any time, VHRP vehicles, or any personal vehicle on grounds. Cigarette butts must be properly disposed of in specified containers; they are not to be thrown anywhere on VHRP grounds.

Designated smoking areas

Chippewa Falls: Courtyard smoking is: Weekly 6:00 AM - 10:30 PM
Friday – Saturday & Holidays, – 6:00 AM – Midnight
Outside shack smoking is: Weekly 10:30 PM-6:00 AM

Union Grove: Courtyard smoking is: Weekly 6:00 AM - 10:30 PM
Friday – Saturday & Holidays, – 6:00 AM – Midnight

Green Bay: Smoking is permitted on the rear patio.

Mail: Chippewa Falls-Drop off box outside of Security office. Union Grove/Green Bay-Drop off to Admin or to security to place in mail bin. Mail is delivered around 12:00, Monday – Friday. All boxes and packages will be opened in front of staff or security.

Regular mail can be picked up from:

Chippewa Falls-Your designated mailbox in the activity room
Union Grove/Green Bay-Your designated mailbox

Resident package mail can be picked up from:

Chippewa Falls-Security
Union Grove- Security
Green Bay- Front Desk/Admin

Stamps: Chippewa Falls-See Site Director if you need stamps or envelopes, they may be obtained there if needed, or purchased in town if you are employed. Union Grove/Green Bay-See your case manager or Admin person.

Beds: All bedding will be washed each week.

Suite doors: Remain closed from 10:30pm – 06:00am and open the other times between 6am-10:30pm. (Chippewa Falls and Union Grove only)

Suites: Suites will be cleaned daily. Ensure kitchen area and refrigerator is cleaned and no food is left out and food is covered and labeled (Name and dated) in the refrigerator. Food with no proper label will be tossed. (Chippewa Falls only)

Evacuation Plan: Follow procedures and meet outside the building for roll call. (No smoking)

Chippewa Falls-by the smoke shack/flagpole area
Union Grove- By park bench
Green Bay- By the flagpole

Tornados: Follow procedures and meet for roll call.

Chippewa Falls- in the laundry room on the main floor
Union Grove-By park bench
Green Bay- in the hallways by the laundry room

Fire Alarm: All residents will report for roll call.

Chippewa Falls-in the front of the building by the smoke shack/flagpole area
Union Grove- By park bench
Green Bay- by the flagpole

TV's:

Chippewa Falls/Union Grove – TV's are only in activity rooms/dayrooms. Residents need to agree on what is watched. If there is any problem and residents cannot agree on what to watch, the TV will be turned off. For communal rooms with TV, the volume may need to be turned down, if there are other activities going on in the room. Respect each other's space.

Green Bay- TV's are provided in resident rooms with access to 20 plus live local channels. Residents can choose to purchase internet-based applications (like Netflix or Hulu) at their own discretion.

Volume needs to be played at a respectful level or headphones need to be used. TV's are not allowed to be on during quiet hours.

TV Usage: Hours for use 6:00 am and 11 pm.

Wi-Fi: Wi-Fi internet access will be provided for resident use. Wi-Fi access points will be turned off at night in resident rooms.

Library: There is a library room with books, magazines, tables and chairs to relax in. (No food or drinks in this area) take items to security office to have the items checked out.

Music: Should not be heard outside their rooms. In single/double rooms/residents need to respect the others, not disturb them. If problems exist, the music will be shut off. Please use headphones.

Crafts: Please contact security if you are interested in completing crafts items, i.e. leather shoes, purses, paint projects, wood projects, and sun catchers. There is a limit of one craft project per person until that project is finished, then another may be checked out, there is also a postcard with each project that must be filled out and returned to security.

Medical APPT: Residents are responsible to tell Therapist/Case Manager of all scheduled appointment and schedule changes. Rides may be scheduled on the

DVA van (even days)-(Does not apply to Union Grove)

VHRP van Chippewa Falls-(Tues., Thur.)

Union Grove/Green Bay- (fill out transportation slip/submit to case manager for coordination)

(In Chippewa Falls only) on the Chippewa Valley Airport Shuttle.

Travel Vouchers: Residents are **not eligible** for travel vouchers from the VA, if you are transported in a VHRP vehicle or CVSO van.

VA Liaison APPT: VA Liaison will be on site Chippewa Falls-Monday
Union Grove-Monday-Friday
Green Bay- When noted

Examinations:

1. Residents **must** agree to undergo a physical, psychological and drug/alcohol examination as a condition of participation in the program.
2. Residents with VA health care are eligible for dental after 60 days in the program. If the resident is not eligible for VA health care or needs immediate dental care, the VHRP will find free dental care for the resident.
3. Residents are also able to address issues with hearing and vision, through their primary care physician.

Medical Emergencies: Medical emergencies can occur at VHRP. Each resident is responsible to him or herself, as well as to other residents to promptly identify any medical emergency to staff including security.

1. Should you experience a medical emergency, arrangements for medical care will be made by staff at your expense.
2. Should you experience a medical emergency, which does not require hospitalization; the staff will assist you in accessing medical treatment either through the VA or community resources at your expense.
3. If an injury occurs to you or any other veteran, it must be reported to a staff or security *immediately* so that assistance with medical care and documentation may begin.

Non-medical Emergencies: The following procedure has been developed for non-medical emergencies.

1. Should a program member experience or observe any incident requiring attention, he should report it as soon as possible to a staff or security.
2. Security will contact staff as required.

Property Damage: If an item, which belongs to the facility, a resident, or the building itself, is damaged, report the damage immediately to a staff or security and be prepared to provide details of the incident.

Sign In/Out Log

1. It is MANDATORY that each resident sign out whenever he/she leaves the facility, and signs in upon his/her return to the facility.
2. Residents are not allowed out of the building, for more than 4 hours, unless you are at appointments or working.
3. The sign in/out log is located by the security office. It is MANDATORY you clearly PRINT your name, your destination, and the time of departure. Upon return to VHRP you must sign back in on the same sheet. This procedure is necessary to verify attendance at meetings and to locate residents in times of emergencies, etc.
4. All residents who want to be off-site more than 4 hours must be approved for a DAY PASS.
5. No Resident can leave the facility overnight without approval for an OVERNIGHT PASS.
6. If you are absent more than 4 hours without a pass or a phone call explaining your unavoidable and verifiable circumstance, you will be considered AWOL and could be considered administratively discharged from the program. Upon return, resident will be placed on restriction until meeting with treatment team to discuss further needs.
7. All residents returning from a DAY PASS or OVERNIGHT PASS or AWOL status will be given a drug test and alcohol test.

Day Passes

1. Day passes are required for more than 4 hrs. away from the VHRP campus.
2. No day passes are allowed for residents on restriction.
3. Each pass request will be evaluated by the site. Factors considered in granting passes will be the member's progress in the program, any medical and/or clinical restrictions. Passes will not be approved until chore, room, program fees are checked. Residents must provide their own transportation for the pass.
4. If you are absent when your pass expires without a phone call explaining your unavoidable and verifiable circumstance, you will be considered AWOL and could be considered administratively

discharged from the program. Upon return, resident will be placed on restriction until meeting with treatment team to discuss further needs.

5. All residents returning from a pass will be given an alcohol test. With positive tests upon return, resident will be placed on restriction until meeting with treatment team to discuss further needs.

Overnight Passes

1. Overnight passes are required for being off-site overnight and will not exceed 3 nights (72 Hours).
2. Overnight pass is to be **therapeutic** for the resident, examples, but not limited to (visiting immediate family, family reunions). Therapists/Case Managers will contact family prior to approval of pass to verify the reason of the pass and ensure the place is going to be safe in all aspects of healthy living environment. Residents must provide their own transportation for the pass.
3. Each pass request will be evaluated by the site and the VA Liaison. Factors considered and are not limited in granting passes will be the member's progress in the program, any medical and/or clinical restrictions, how often overnight passes are given and the distance where the resident is going, can resident get back to the VHRP for the night. (Local passes will not be granted). Passes will not be approved until chore, room, program fees are checked.
4. If you are absent when your pass expires without a phone call explaining your unavoidable and verifiable circumstance, you will be considered AWOL and could be considered administratively discharged from the program. Resident will be placed on restriction until meeting with treatment team to discuss further needs.
5. All residents returning from a pass will be given a drug test and take an alcohol test. Positive results, resident will be placed on restriction until meeting with treatment team to discuss further needs.

Visitors/Guests: All visitors must sign in and out by the security office. Residents are responsible for their visitors/guests. If any visitors/guests are causing a disruption or problem, their visit will be terminated by staff or security. If any gifts (boxes/packages) are bought with visitors/guests, it will be opened in front of staff or security. Visitors/guests are subjected to search by staff or security. Below are the scheduled times of visiting. Visitors are only allowed in common rooms such as activity/dayroom, dining hall, courtyard, and grounds. They are not allowed in resident rooms. In Chippewa Falls, visitors are not allowed in the suite/POD areas which includes the dayrooms and bedrooms.

Visitor Log: Residents are responsible for logging in all visitors/guests, please write full name legibly.

Visitors are required to leave the premises no later than 9:00 PM.

Monday – Friday, 8:00 AM – 9:00 PM

Saturday – Sunday / Holidays, 10:00 AM – 9:00 PM

Dress Code:

1. Residents must always be fully dressed when outside sleeping areas. No inappropriate shorts, or otherwise provocative clothing may be worn at any time in the facility.
2. For safety and hygiene some type of footwear (thongs and sandals) is always to be worn.
3. Clothing is not allowed that contain; bar advertisements or advertisements for drugs, alcohol, sex, gambling, violence, or disapproving to any ethnicity, gender, religious group, sexuality, etc.

4. If others question the appropriateness of your attire a Therapist, Case Manager, Site Director, or Security person will make the final decision.

Room Assignments: The Site Director will make room assignments. Staff must approve any room changes.

Rooms: Will be cleaned daily. Each resident is designated a bed, locker, nightstand, dresser and locked drawer for medication storage.

Personal Hygiene: VHRP participation standards encourage all resident's shower, brush teeth and change clothes daily. Shower shoes must be worn to prevent the spread of contagious diseases & athlete's foot.

Residents should wash their hands after using the bathroom or smoking.

Personal Items:

1. All personal items must fit in space of assigned room (wall lockers, nightstands, etc.).
2. Personal items left when a resident is discharged, or AWOL are kept for a maximum of 30 days. Unless other arrangements are made with the Therapist/Case Manager, after 30 days, **all** items are disposed of or recycled by VHRP.

NEVER call any staff or security member at home. If contact is determined to be necessary by security, security will place the call to a staff person.

Staff restrooms and the staff areas are not to be used by residents.

Program Rules

The VHRP is a residential living community, and as such must have program rules that have been developed with every resident's health, welfare, and success in mind. As part of this community each resident is asked to read, understand and follow with the program rules:

Appointment and Meeting Attendance: Residents are to attend all appointments and meetings on time. Attendance and promptness demonstrate the ability to be responsible and showing a commitment to make a change in your life, as well as respectful to others.

Money Transactions: Borrowing from or lending money to other residents, staff or security can lead to major conflicts, distractions, and emotional upheaval or crisis. Residents charging other residents for transportation is prohibited. In view of the potential problems, borrowing or lending money is not permitted. Gambling, placing bets or wagers involving money, merchandise, considerations, or favors is not permitted. Gambling is not authorized on VHRP grounds, casino or bars, or purchasing lottery tickets. Residents are not allowed to sell an item for profit, either personal items or plasma.

Searches of Personal Belongings and Vehicles: Residents must agree to allow staff to search their person, their personal effects, sleeping quarters, and vehicles at any time staff deems necessary. These searches can be done with or without the presence of the resident. Staff/security will be accompanied by another staff/security as a witness. Refusal to allow a search could be cause for the resident's non-

acceptance to the program. Any refusal to search by current resident will result in a meeting with your treatment team for discussion and follow-up. Room searches are a regular part of VHRP.

Mixed Gender Policy

The Union Grove VHRP is a mixed-gender facility, and offers female veterans separate living quarters from our male veterans. The same rules and policies of the program apply to both the female and male residents. It is important for the program to ensure that each veteran feels safe and secure while they are in the facility. All residents can expect to have privacy while drug testing, toileting, showering, and changing clothes.

Safety

The sleeping quarters and dayrooms for the men are separate from the female rooms. Access to the area for the female veterans is monitored by program staff, security staff, and a security camera, as are the main areas of the building. Each bedroom includes a bathroom with shower for privacy. The Union Grove facility has 32 cameras throughout the facility for security monitoring. The Site Director and other approved staff will have mobile access to security monitoring on cell phones in addition to the CCTV monitoring system. All sites adhere to an **Emergency Response plan (SOP Appendix O)** for protocol responding to a Violent Veteran/Person, Active Shooter, and Law Enforcement involvement.

Trauma-Informed Individualized Care

While the services offered at the VHRP are gender neutral, consideration will be given to appropriate fit for all veterans, male or female; looking through a trauma informed lens being trauma sensitive when looking at services with the individual for their ISP. Veterans in the SITH model of care are welcome to engage in services provided under our clinical treatment, if appropriate per their ISP.

Our female VHRP staff are available as needed for individual counseling as well. Transportation will be provided for supportive services including outside groups or counseling that a veteran request. VHRP staff will make recommendations to our female veterans if they are unaware of such resources being available to them. A female veteran will also be designated for our facility wellness committee which provides a forum for their concerns and an opportunity for us to provide a more comfortable environment for all residents.

Fraternization

The VHRP program honors the autonomy of a resident's choice, client empowerment and the client's right to self-determination. However, engagement in sexual interactions or a romantic involvement between residents in treatment settings causes risks to the recovery and treatment process. A social contract between the residents and program will recognize and acknowledge the potential harm that relationships can cause in recovery. The non-fraternization policy is an acknowledgment of this reality and exists to create a safe environment that features added structure and a measure of security to

physically protect the safety and well-being of clients. It discourages any attempts to initiate sexual or dating engagements, especially when initiated by predatory exploitation. VHRP does not permit the fostering of an atmosphere and environment contradictory of treatment and strongly discouraging clients from instigating and initiating intimate relationships with one another.

Intimate relationships are defined as; extremely personal or emotional interactions, or any involvement of a sexual nature between residents of VHRP, between residents and staff, or security personnel. Intimate relationships have the potential of causing emotional crisis and distraction. Such relationships can also be an impediment to the developmental progress of residents. Any fraternization of this nature is prohibited.

Zero Tolerance

VHRP will not tolerate sexual misconduct, sexual harassment, or sexual abuse of any kind within our environment and will take any necessary steps to ensure that incidents of sexual abuse or harassment are responded to immediately and appropriately.

Sexual Misconduct

Sexual misconduct includes sexual acts or behaviors that occur, consensually or non-consensually, between residents as well as staff member, volunteer, contractor, or agency representative and resident. Examples include, but are not limited to:

- Any sexual act
- Any sexual advance
- Requests for sexual favors
- Threats for refusing sexual advances
- Verbal or physical conduct of a sexual nature
- Invasion of client privacy beyond that reasonably necessary for safety and security
- Intentional touching of genitals, anus, groin, breast, or inner thigh area to gratify sexual desire
- Indecent exposure
- Kissing, touching, inappropriate comments about personal appearance

Sexual misconduct also includes sexual harassment. Examples include but are not limited to:

- Demeaning references to a client's gender
- Derogatory comments about a client's gender
- Jokes about sex or gender specific traits
- Abusive, threatening, profane or degrading sexual comments
- Touching, attention, language or conduct of a sexual nature

Reporting Sexual Abuse, Sexual Harassment, or Sexual Misconduct

A report may be made at any time without time limitations and can be reported in any of the following ways:

- **Verbally**
- **In writing**
- **Anonymously**
- **By a Third Party**

Reporting process

All reported incidents will be referred to law enforcement, and all reported incidents will be investigated. This includes incidents that just happened, as well as incidents that happened months or years ago. During an investigation, separation of reporter and alleged abuser will occur. Residents could be relocated for their safety. The investigation must clearly support or refute any allegation with evidence, information gathered from witnesses, and documentation.

If a sexual assault has occurred, seek medical attention as soon as possible. Do not shower, brush teeth or wash clothes or underclothing. This could wash away hair or bodily fluids, which are critical evidence. Also, save anything that touched the abuser (i.e. a condom, tissue, or towel) or anything that she/he left behind. Immediately report the incident to a staff person, security, or to local law enforcement in the community.

Outcomes of an Investigation

VHRP staff does not take lightly the responsibility to maintain a safe community environment. Claims of sexual misconduct are serious issues that require outside investigation and due diligence to sort out the facts of the allegation. Once law enforcement investigations are concluded, LSS and WDVA will review for program violations and/or program discharges.

Retaliation for Reporting Sexual Abuse, Harassment, or Misconduct is prohibited

Retaliation is intimidation to prevent a client from reporting an incident or participating in an investigation. VHRP prohibits anyone from interfering with an investigation, including intimidation or retaliation against witnesses. If you believe you are being unfairly transferred or punished in some way because you reported an incident or assisted in the investigation of a reported incident, please report this immediately to the Program Supervisor or Investigator.

Supportive Services

VHRP will work with residents to obtain community treatment, medical and mental health services in a timely manner. Please keep in mind that the professionals providing support services in the community are also mandated reporters and have a duty to warn. VHRP will not monitor these communications, unless the resident requests it, and would be done in the fashion the resident requests, i.e.: direct observation (in person), via telephone, or electronically via email.

Consequences for Disregard of Program Rules

Loss of privileges:

- In some situations, a Veteran's privileges may be suspended due to concern for their safety related to risk of relapse, self-harm, or rule violations.
- In those situations, where the veteran's privileges are going to be suspended a treatment team consisting of the Veteran's therapist/case manager, other staff members, the site director and the GPD Liaison as appropriate, will staff the with Veteran and current situation.
- During the staffing, they will explain the rationale for suspending the Veteran's privileges, how long it will last, and what the Veteran must do to earn his/her privileges back.

Incident Reports: If the resident has any **major** violation of rules or policies, an incident report will be filled out. (I.e. curfew violation, fight, positive alcohol/drug test) The site director will be notified, and the resident will be on restriction until a staffing can be held.

Violation Restriction: When you are on violation restriction you are not allowed out of the building except for VA appointments, work, volunteering and support group meeting to include (AA/NA/GA and Church), but only in a state vehicle with other VHRP residents. No walks, bike rides or town runs. You may have visitors but only during the time allotted for visitors and please do not leave visitor unattended in the building.

Safety

Floor Space For the safety of all, the number of furnishings in any room will not be allowed to reach a point which constitutes an excessive fire load as determined by the Chief of Security and Fire/Safety Inspector.

- In all rooms, adequate space will be allowed to move a gurney or other emergency equipment into the room if necessary. No furnishings may be placed to prevent this.
- Cardboard, boxes, newspapers, books, or paper bags, etc. will not be kept on the floors or be allowed in such quantities as to present a fire hazard.
- A clear evacuation path of 8 feet must always be maintained in all hallways.
- Approved items that have damaged, worn or cracked electrical cords will be removed. This is to prevent fire, injury or electrical shock to residents and staff.

Flammable Liquids No flammable liquids or materials that produce hazardous vapors are permitted to be stored in a resident's room. These items may cause a fire hazard or respiratory problems for residents or staff. All flammable liquids or materials will be stored in a fire safe container by staff and will be available at resident's request in the presence of Security or other staff.

- **Flammable Liquids and Materials are:** Gasoline, lighter fluids, paint, paint-thinners, candles and some cleaners (based on ingredients).

Electrical Appliances Cooking or heating appliances, which include toasters, popcorn poppers, microwaves, coffee pots, crock pots, hot plates, refrigerators and similar items, are **not permitted** in resident's rooms. Provisions are available for using an approved item in resident's kitchen (if available) at the center.

- Electrical heating pads and electric blankets cannot be allowed (except with Doctor's orders). Hot water heating pads may be approved, if ordered by a doctor's orders.
- Residents may have approved fans. OSHA approved guards must be in place on all fans. Floor lamps are acceptable, if the cord presents no trip or tangle hazard, and the bulb does not exceed the rating of the lamp.

Electrical Cords and Outlets

- Only UL approved cords, in original condition, or cords of this standard will be approved.
- Cords must not be routed under doors, across walkways, or hung on nails.
- Extension cords are allowed under the following conditions: (Green Bay/Union Grove-ONLY surge strips/NO extension cords)
 - a. It does not present a trip or tangle hazard.
 - b. It is not used to plug in more than one item.
 - c. The cord is marked UL approved or the same standard approved.
- Cheaters plugs - plugs which allow grounding cords to fit into a non-grounded receptacle are **not** allowed.
- Multiple outlet adapters – adapters that allow more than one cord to be plugged into one outlet are **not** allowed, unless equipped with a built in re-settable circuit breaker. The approved multiple outlet adapters are commonly known.

Material Safety Data Sheet: All cleaning lockers, laundry room and the security office have the book with all the MSDS'S for all the cleaning agents in the building. In the event there is an emergency with a cleaning agent, refer to the MSDS book and look up the agent and follow the procedures on the forms. If someone needs medical attention, dial 911. Union Grove hazmat locker is in the basement.

Fire Works: **NOT** allowed in the building or on the grounds.

Campfires/Fire Pits: **NOT** allowed on the grounds.

Incense/Candles: Burning is **NOT** allowed in the building or on the grounds.

Weapons of any kind (guns, knives, tasers, ammunition, etc.): **Not** allowed in the building or on the grounds.

Confidentiality

Confidentiality means that any information you reveal to a VHRP staff member must and will be kept confidential. Also, any information given to you from other residents about their life may not be disclosed to others or to people calling in for them.

All information concerning your residency here and your personal life is confidential. The fact that you are here is privileged information. During your stay at Veterans Housing and Recovery Program - you will be sharing some detailed personal aspects of your life. Of course, you have the right to your own private behavior and thought. We cannot expect you to share your private life without some assurances from us.

Federal law and our own professional ethics, not to mention our concern for your general welfare, dictate that we uphold your right to privacy. We will not reveal any information about you to anyone outside this facility without a Release of Information form signed by you, except for law enforcement, and/or mandatory reporting. Occasionally, a form of this type will be used to release information

about your program to another agency or individual (i.e. medical personnel, specific government agencies such as Social Security Administration, Department of Vocational Rehabilitation, Department of Veterans Affairs, the VA Clinic, etc.). In any event, the release form must state to whom the information will be addressed, what exact information, for what purpose, and it must be signed, agreed to, and dated by you.

During your stay at the facility, you will learn some personal information about the lives of others. As a responsible substance-free living community, we must respect each other's rights to privacy. Your fellow residents appreciate you keeping the information they share with you confidential and will be expected to do the same for you.

There are some important legal limitations to the right of confidentiality, they include:

- a. We are required to report cases of child or elder abuse to the proper authorities for investigation.
- b. If we have knowledge that a resident **has ever** viewed child pornography, we must report as suspected child abuse.
- c. If we believe that you pose an immediate threat to the safety or life of another person, we must take steps to protect that person, even if that violates your confidentiality.
- d. If we believe that you pose an immediate threat to your own life or safety, we must take steps to protect you, even if that violates your confidentiality.
- e. If your records are court ordered to be released, we must comply with that order.
- f. We request that all veteran participates in our group treatment sessions keep the information shared within the session private and confidential. However, it is important to understand that other veteran participants are not legally bound to keep your information confidential.

HIPAA Notice of Privacy Practices for Personal Health Information

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

This is your Health Information Privacy Notice from the Wisconsin Veterans Housing and Recovery Program (referred to as the VHRP, we, or us). This notice is effective April 14, 2003. The Health Insurance Portability and Accountability Act ("HIPPA") requires us to: Keep PHI about you private; provide you this notice of our legal duties and privacy notices with respect to your PHI; and follow the terms of the notice that are currently in effect.

This notice provides you with information about the way in which we protect Personal Health Information ("PHI") that we have about you. PHI includes individually identifiable information which relates to your past, present or future health, treatment or entitlement for health care services. This notice also explains your rights with respect to PHI.

Use and Disclosure of PHI

We obtain PHI in the course of providing case management services to you while you are a member of the Wisconsin Veterans Housing and Recovery Program. In administering this service, we may use and/or disclose PHI about you. The following are some examples. However, not every use or disclosure in a category may be listed.

* **For Health Care Benefit or Claims Purposes:** For example, we may use and disclose PHI to assist in the process of claiming or payment of benefits under programs administered by either the Wisconsin Department of Veterans Affairs or the United States Department of Veterans Affairs.

* **For Health Care Operations Purposes:** For example, we may use and disclose PHI, quality of care reviews, investigation of fraud, care coordination, investigate and respond to complaints or appeals, provider treatment review, and provision of services.

* **For Treatment Purposes:** For example, we may use and disclose PHI to health care providers to assist in their treatment of you. *We do not provide health care treatment to you directly.*

* **For Health Services:** For example, we may use your medical information to contact you to give you information about no cost treatment alternatives, subsidized care, or other health related benefits and services under USDVA Health Care enrollment or WI Veteran's programs.

* **For Data Aggregation Purposes:** For example, we may combine PHI about many residents to make benefit decisions, and appropriate program changes.

* **To Associate Care Providers:** For example, we may disclose PHI to other WDVA or VA employees who may use the PHI to administer health benefits that are part of the VHRP and such employees may further disclose PHI to their contractors or vendors as necessary for the administration of health benefits such as the WI Health Care Aid Grant.

Additional Uses or Disclosures. We may also disclose PHI about you for the following purposes:

- * To comply with legal proceedings, such as a court or administrative order, subpoena or discovery requests.
- * To law enforcement officials for limited law enforcement purposes.
- * To a family member, friend or other person, for the purpose of helping you with your health care, if you are in a situation such as a medical emergency and you cannot give your agreement to do this.
- * To your claims representatives such as a veteran's service organization appointed by you or designated by applicable law.
- * For research purposes in limited circumstances.
- * To a coroner or medical examiner about a deceased person.
- * To an organ procurement organization in limited circumstances.
- * To avert a serious threat to your health or safety or the health or safety of others.
- * To a governmental agency such as the USDVA authorized to oversee the VHRP health care system or government programs.
- * To the Department of Health and Human Services for the investigation of compliance with HIPAA or to fulfill another lawful request.
- * To federal officials for lawful intelligence, counterintelligence, national security purposes and to protect the president.

- * To public health authorities, including the USDVA when the USDVA is the collaborating health care program at a Grant per Diem funded VHRP Site where you reside or have resided, for public health purposes.
- * To appropriate military authorities, if you are a member of the armed forces.
- * In accordance with a valid authorization signed by you.

You're Rights Regarding PHI That We Maintain About You

You have various rights under HIPAA concerning your PHI. You may exercise any of these rights by writing to: Director, Wisconsin Veteran's Housing Program, WI Department of Veteran's Affairs, PO. Box 7843, Madison, WI 53707.

- You have the right to inspect and copy your PHI maintained in the VHRP data system. If you request a copy of the information, we may charge a fee for the costs of copying and mailing. We may deny the request and refer you to the appropriate Federal agency if the material, such as extracts from VA medical records, was not created by us and is protected under the Freedom of Information /Privacy Act.
- You have the right to ask us to amend the PHI that is contained in our VHRP data base. We may deny the request if the PHI is accurate and complete. We may deny the request if the material was not created by us and is protected under the Privacy Act.
- You have the right to request a list of our disclosures of the PHI. Your request must state a time period, may not include dates before April 14, 2003 and may not exceed a period of six years prior to the date of your request. If you request more than one list in a year, we may charge you the cost of providing the list. We will notify you of the cost and you may withdraw or modify your request before any costs are incurred. Any list of disclosures provided by us will not include disclosures made for payment, treatment or healthcare operations made to you or persons involved in your care, incidental disclosures, authorized disclosures, for national security or intelligence purposes or to correctional institutions.
- You have the right to request to restrict the way we use or disclose PHI as to: 1. what information you want to restrict. 2. Whether you want to restrict our use, disclosure or both. 3. To whom you want restrictions to apply. If such restrictions will interfere with the operational aspects of the Veteran's Housing Program per our agreements with the United States Department of Veteran's Affairs, or our contracted site vendors, such restrictions may result in limiting the services we may provide you.
- Uses and disclosures of your PHI, other than those listed above; require prior written authorization from you. You may revoke that authorization at any time by writing to us at the address at the end of this notice.
- You have the right to request that we communicate personal information to you in a certain way or at a certain location. Your request must specify how or where you wish to be contacted. We will comply with reasonable requests.
- You have the right to a paper copy of this notice. You may ask us to give you a copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy of this notice upon request. You may request a paper copy of this notice by calling us at 1-800-947-8387, Director, Wisconsin Veteran's Housing Program, Wisconsin Department of Veteran's Affairs, PO. Box 7843, Madison, WI 53707.

Complaints

If you believe your privacy rights have been violated, you may file a complaint with us. When filing a complaint, include your name, address and telephone number and we will respond. All complaints must be submitted in writing to:

Director, Bureau of Health Services
Wisconsin Department of Veteran's Affairs
P. O. Box 7843
Madison, WI 53707

You may also contact:

The Office of General Counsel
Wisconsin Department of Veteran's Affairs
P. O. Box 7843
Madison, WI 53707

You will not be retaliated against for filing a complaint.

Changes to this Notice

We reserve the right to modify this Privacy Notice and our privacy policies at any time. If we make any modifications, the new terms and policies will apply to all PHI before and after the effective date of the modifications that we maintain. If we make material changes, we will send a new notice.

Resident Grievances

The following procedure is an organized fact-finding process that provides a timely avenue of appeal for grievances involved in the day to day operation of the Veterans Housing and Recovery Facilities as it pertains to individual residents of each center. It allows for the potential of conflict resolution at the level closest to the resident. The procedure also provides a mechanism for tabulating data for periodic review in order to identify and rectify problem areas within the VHRP. Complaints involving serious misconduct on the part of contracted staff and/or WDVA employees at the site, patterns of sexual or racial harassment, may be referred to WDVA by site staff for further investigation.

Rationale

A complaint/grievance system provides residents an opportunity to submit their concerns or complaints to VHRP staff and receive reasonably prompt, considerate, and adequate attention. It offers the residents a reasonable certainty that their problem/concern will be heard and resolved.

Process

The following processes are open to any individual resident or resident groups who wish to air a grievance. You should first attempt to resolve your difficulty, problem or grievance with the source. All persons filing a grievance or complaint shall be free from restraint, coercion, reprisal, or discrimination.

1. Resident(s) must discuss or submit in writing a notice of grievance with their assigned case manager. If the grievance cannot be resolved, the resident may submit his/her grievance in writing to the site Director. Site Director will address, and answer said grievance within seven working days or refer to appropriate staff.
2. A grievance not resolved by these means may be appealed directly to the Wisconsin Department of Veterans Affairs, Veterans Housing and Recovery Program, as follows:

Director, Bureau of Health Services
Wisconsin Veterans Housing and Recovery Program
Wisconsin Department of Veterans Affairs
Box 7843
Madison, Wisconsin 53707

3. A grievance not resolved by these means may be appealed to the supervising Administrator as follows:

Administrator
Division of Veterans Benefits
Wisconsin Department of Veterans Affairs
Box 7843
Madison, Wisconsin 53707

If the grievance cannot be resolved, the resident will be advised of the next level appropriate for his/her complaint. There are time limits on filing grievances or complaints. In most cases, a grievance or complaint must be filed within five (5) days of the incident, occurrence or action. Discrimination complaints must be filed within one hundred eighty (180) days of the incident, occurrence or action. There is an overall one-year time limit for filing a grievance or an activity complaint unless criminal activity, fraud or abuse is involved.

If this grievance is due to non-admittance into the program or discharge from the program, an appeal request on the decision may be sent to WDVA. The request shall be in writing and shall be filled with:

Office of Legal Counsel
State of Wisconsin Department of Veterans Affairs
2135 Rimrock Road
PO Box 7843
Madison, WI 53713-7843

The request shall be received by the WDVA within sixty (60) calendar days after the date of the non-admittance or discharge from the program.

Responsibility

The complaint/grievance system is the responsibility of the Site Director. Initially, all resident concerns or complaints are channeled through the Case Manager responsible. The Case Manager is to assure that it is handled in a timely manner.

Procedure

Each complaint/concern will be recorded by the Case Manager. All records will be compiled onto a single record for the Site Director. Any incident brought to the attention of staff should be discussed with all staff and/or residents involved, and action taken within ten (10) working days. Actions taken are to be recorded on the compilation record.

All Residents have the right to submit a grievance without fear of recompense.

INVOLUNTARY DISCHARGE PROCEDURE

Reasons for discharging or terminating an individual from the Program

- | | |
|--------------------------|--------------------------|
| 1. Verbal Abuse | 5. Possession of Weapons |
| 2. Any Physical Assault | 7. Medical |
| 3. Stealing | 8. Other _____ |
| 4. Serious Psychological | |

Name: _____ Date: _____
WDVA File # _____ Room: _____

Reason For Discharge/Termination:

Suggested length of discharge: _____

Staff Signature and Date

Action Taken:

Approved Length of Discharge: _____

Site Director Signature: _____ Date: _____