



CREATE HOUSE
CCF - LANCASTER

Participant Handbook
(COVID)

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WELCOME

Welcome to Create House (CCF). It will be a place to discover, grow, empower, and challenge yourself as you learn how to live successfully in the greater community.

The purpose of this handbook is to guide you through Create House CCF's Reentry transitional living program as you establish yourself in the community. The goal of Create House CCF is to make a man's passage an achievable journey from the Department of Corrections into the community. Our schedule, groups, rules, and policies are designed to promote independent living and healthy recovery. This guide will answer questions as you progress through the program. We have two cardinal rules: 1) No threats or acts of violence in the facility, and 2) No drugs of any kind in the facility. Violation of either of those rules will result in immediate removal from the program, and new criminal charges may be filed.

PROGRAM DESCRIPTION

This program provides structure to enhance self-actualization, mental health counseling, addiction counseling, nutrition, life management skills, recreational activities, recovery meetings, and employment readiness training/ GED classes. The focus is on reintegration into the larger community. Employment and volunteering are important to this reintegration.

One of the goals of Create House CCF is to provide a safe, secure, and substance-free environment for our residents. Staff will assist residents in transitioning from the highly structured correctional environment to a self-structured, independent lifestyle within the community.

Your success in this program depends on you. The staff here will help guide you in learning, and becoming more comfortable with, new skills and new ways of thinking. We offer a safe environment in which to express yourself appropriately and respectfully. We will assist you in establishing stability as you form ties with your community as a contributing member. Your peers are your family and your support while you are here.

GENERAL ADMISSION CRITERIA

Admission is available for men who are recent parolees from the PA Department of Corrections (DOC), and who are seeking assistance with community reentry. Some parolees may have co-occurring substance abuse issues.

All men must be generally medically stable and free of risk of lethal harm to self or to others.

All potential residents must be evaluated and approved for suitability within the program. If there is an exception to the admission criteria, the Director/Program Supervisor will consult with the Regional Director.

ASSESSMENTS

During the intake process, all residents will complete the health screening, drug and alcohol evaluation, mental health assessment, and other screening tools. These will be reviewed with the resident in a private session with the Case Manager. These assessments are used to develop individualized service plans.

FAMILIARIZATION WITH PREMISES

All residents will be given a tour of the building during Orientation. This will include emergency exits, fire extinguishers, and first aid kits. A floor plan showing emergency evacuation procedures is posted on each floor and in each bedroom.

POLICY ON VIOLENCE

Create House CCF has a **zero tolerance** policy regarding threats or acts of violence. If a resident threatens, attempts, or completes an act of aggression or violence against another resident or staff, **criminal charges may be filed and the perpetrator will be immediately removed from the facility.**

SERVICES

EDUCATION

Residents are also strongly encouraged to resume education. This could be working towards completing a high school diploma, GED, vocational training, or college education. The Lancaster area has many educational resources and opportunities. Staff will assist you in pursuing these goals once you reach the appropriate program level.

EMPLOYMENT ASSISTANCE

Create House CCF recommends that all able residents seek gainful employment once they have progressed sufficiently in the program. The stage at which employment, even part time, should be obtained will vary depending upon each resident's unique needs. Your parole officer may provide insight regarding individual employment expectations. Staff will assist you with job seeking, preparing resumes, and interview skills. Staff and peers will also assist you with learning local bus routes and how to utilize public transportation.

HOUSING

You will reside at Create House CCF, in an environment that is safe, secure, comfortable, and free of illegal substances. You will be assigned a bedroom and are expected to contribute to the care and upkeep of the house.

Residents will work with the Case Manager in developing a suitable Home Plan and searching for affordable housing. All Home Plans must be approved by the parole officer and follow the policies of the PA Board of Probation and Parole (PBPP). In certain instances, referrals will be made for collaboration with ex-offender reentry housing assistance programs.

MEDICAL & DENTAL

If you need assistance in obtaining medical insurance, the Case Manager will work with you to make necessary arrangements. This includes assistance with applications for coverage, prescription medications, and resources for psychiatric services.

TRANSPORTATION

Create House has a van which is used **under special circumstances** to transport you to preapproved appointments for medical, dental, and other types of services. This transportation must be approved by the Director/Program Supervisor at least 24 hours in advance of your appointment.

You are expected to arrange transportation for yourself to appointments, depending upon your access to financial means. Public bus system is available a stop is approximately one mile from the facility. For some residents, Share-A-Ride program may be used for transportation to medical appointments only.

Personal vehicles are not permitted in Main Phase without permission from parole and Director. Reentrant must have a valid license, registration and insurance on file.

CLIENT BILL OF RIGHTS

The Create House, Inc., endorse the civil and legal rights and liberties of clients with the expectation that observance of these rights will contribute to more effective care and greater satisfaction for clients and program staff. The following rights are affirmed:

1. The right to considerate care without regard to age, race, creed, sex, ethnicity, color, national origin, marital status, sexual orientation, disability, religion, political affiliation, or limited English proficiency.
2. The right to obtain current information concerning his/her diagnosis, treatment goals, and prognosis in terms that the client can be reasonably expected to understand.
3. The right to examine one's own record within the guidelines approved by the agency in accordance with Federal Regulations 42 C.F.R., and rebut any information in their record by inserting a counterstatement of clarification or correction.
4. The right to receive information necessary to give informed consent prior to the start of any treatment.
5. When significant alternatives for treatment exist, or when the client requests information concerning alternatives, the client has the right to such information in a timely manner.
6. The right to refuse treatment to the extent permitted by law, to discharge one's self at any time, and to be informed of the consequences of his/her action.
7. The right to every consideration of his/her privacy concerning his/her treatment program. Client information shall be maintained as confidential unless disclosure is permitted by law and/or with documented, signed client consent.
8. The right to expect that within our capacity we will make a reasonable response to the request for a service and provide an evaluation, service, or referral as indicated by the nature of the case, including but not limited to legal entities, self-help support, and advocacy.
9. The right to be involved and receive complete information prior to a transfer.
10. The right to know about follow-up contact procedures post discharge.
11. The right to expect reasonable continuity of care, to know when and where appointment times and services are available, both in our program, in the community, and/or concurrently.
12. The right to know about any fees, payments, or surrendering of valuables, to examine and receive an explanation of his/her bill, and protection from exploitation regardless of funding status.
13. The right to expect to be informed by staff of the health, treatment, and other service requirements following discharge.
14. The right to be informed of written facility rules and regulations prior to admission.
15. The right to appropriate assessment and referral for, or provision of, management for pain.
16. The right to have one's religious beliefs respected.

17. The right to communicate by mail, phone, or other means of private communication, except when such is detrimental to the therapeutic process and reflected in the treatment course. At minimum, mail will be distributed weekly, though generally daily. All mail must be opened in staff presence and screened for contraband.
18. The right to be treated with dignity and respect, and free from neglect, corporal punishment, abuse, physical restraint, seclusion, involuntary confinement, and retaliation. All staff must adhere to a corporate code of ethics and professional licensure standards. Code of ethics details may be requested from staff.
19. The right to nutritious food, safe and adequate lodging, physical exercise, and provision for personal hygiene.
20. Clients have the right to register complaint and file a grievance related to their experience and to expect investigation of said concerns infringements.

CONFIDENTIALITY

In accordance with the Privacy Act, Federal Register Volume V, Number 127, Part IV, and the Health Insurance Portability and Accountability Act (HIPAA), no information concerning any resident may be released with the expressed **signed consent** of said resident to authorize the release of that information. Note that PBPP is specifically exempt from this requirement. A standard Release of Information is utilized in this procedure.

CONFIDENTIALITY MUST BE RESPECTED AT ALL TIMES, including: the phone, outside meetings, anywhere within the facility, etc. This includes not only information that is spoken about during seminars, meetings, and groups, but **any** information about a resident while he is residing within Create House CCF.

Violations of confidentiality shall result in written Infractions for both residents and staff.

GRIEVANCE PROCEDURE

If a resident feels that his rights are being violated, he has the right to complete a grievance form which is openly accessible in the Create House CCF facility. **We strongly encourage using the grievance procedure for serious violations only.** Disagreeing with a rule or policy as written is not sufficient for a grievance form, and residents have other informal tools that may be used. However, if a resident observes or experiences a staff member not following established policy, or feels that staff or another resident is violating his rights, then a grievance is appropriate.

GRIEVANCE CHAIN OF COMMAND

The following Chain of Command exists for the handling of resident grievances:

- 1) Create House CCF Director/Program Supervisor/National Director
- 3) Region Director
- 4) BCC Contract Facility Coordinator, Region II
- 5) BCC Director

All residents are expected to submit their grievances through the established Chain of Command. When the grievance names an individual who is one of the reviewers, it goes to the next individual on the chain. Jumping the Chain of Command is considered

“shooting a curve” within the program, and will result in a Program Infraction. There is a Grievance Box on the Main Floor.

CLIENT INPUT

Create House CCF values the input of residents and provides ways in which resident comments can be collected. Residents may submit feedback through forms used after every group/seminar, community meetings, satisfaction surveys, and sessions with the Case Manager, and grievance procedures.

CONSENT TO TREATMENT

Residents will be asked to sign a *Consent to Treatment* upon admission, which explains our services. Copies are available upon request.

BEHAVIORAL EXPECTATIONS

As a resident of Create House CCF, I understand that I have the responsibility to abide by the following expectations:

- 1) To take an active part in my treatment and immediately report all changes in symptoms, medications, and appointments.
- 2) To take an active part in my addiction recovery (as applicable), and immediately report any triggers, cravings, and potential relapse symptoms.
- 3) To attend and participate in all in-house meetings and groups which do not conflict with outside obligations.
- 4) To attend and participate in all outside obligations— medical appointments, psychiatric appointments, recovery meetings, employment training, community service, housing searches, and employment.
- 5) To take prescribed medications as indicated, at scheduled times.
- 6) To take an active part in maintaining the cleanliness of the facility, through assigned chores.
- 7) To complete Service Plan assignments as agreed upon with the Case Manager.

8) To cooperate respectfully with staff and follow all instructions given without argumentative feedback.

9) To cooperate respectfully with peers and participate in a safe, secure environment for all residents at Create House CCF.

10) To be respectful and considerate of our neighbors. Reentrants are not permitted to loiter on the block of this facility or the corner store.

COMMUNITY CHAIN OF COMMAND

All residents must communicate through the established Chain of Command. No resident should approach **any** staff member with a request, question, or concern directly. The Chain of Command is an important part of our program and helps staff respond effectively and appropriately to resident needs. The Chain of Command is:

- 1) Staff on Duty
- 2) Case Manager on Duty
- 3) Project Director - Mrs. M. Ramirez
- 4) National Director – Mr. R. Colón

TREATMENT PLANNING AND CLIENT PARTICIPATION

Each resident will have an individualized service plan. Following the initial 2 day Blackout period, the resident meets with the Case Manager to develop personal goals. The reentrant and the Case Manager will both sign off on the service plan; progress on goals will be monitored through weekly individual sessions with the Case Manager. The service plan will be updated every 30 days by both the resident and Case Manager.

COURSE OF TREATMENT – PHASE THREE OF THE PROGRAM

PHASE 1: ORIENTATION

2 Days – Black OUT!

Expectations:

The first two days of Orientation is BLACKOUT. This means that residents are not permitted to leave the facility without staff permission. Once you finalize your Orientation and have seen the PREA Video you are now free to go on pass per your Case Manager's approval.

ACCESS TO HEALTHCARE

There are no medical services on site. Residents are expected to maintain their health through obtaining a Primary Care Physician (PCP) and scheduling medical appointments. Until a PCP can be obtained, residents may utilize the Urgent Care clinics. All PCP and Urgent Care visits are to be scheduled during regular office hours, and time will be granted in the resident's schedule to accommodate medical appointments. If the situation is life threatening or the nurse recommends emergency care, the resident will be transported to the nearest hospital.

ADVANCE DIRECTIVES

Mental health advance directives are available upon request from the Case Manager. The Case Manager will be available to assist in completing the directives if requested.

RESPONSE TO RISK

When an individual exhibits risk of harm to self or others, staff will contact Crisis Intervention and/or the local police department.

HOURS OF OPERATION/ AFTER HOURS EMERGENCY SERVICES

Create House CCF is a 24-hour residential facility with staff on duty at all times to resolve issues.

TREATMENT SERVICES

As a reentry program we do not provide treatment services on site. All mental health, medical, and substance abuse treatment is provided in the community. However, weekly educational seminars are provided in the facility, and residents are expected to accommodate these seminars into their schedules wherever possible.

SAFETY POLICIES

The safety and security of our clients are of the utmost importance. House runs will be conducted by staff on a regular basis. The entire building is secured with alarms and cameras to prevent unauthorized access. To assist with providing you with a safe environment, residents are asked to be mindful of closing doors securely behind them and not leaving the outside doors open, which could allow for access of the building by those who could pose a danger.

Seclusion Policy – No use of seclusion or physical restraint is permitted at Create House CCF.

Tobacco Policy

- Smoking is not permitted anywhere on the grounds or inside the building.
- All Tobacco or Smoking products are prohibited and are considered contraband.

Drugs/Alcohol/Paraphernalia

- Possession or use of drugs, alcohol, and paraphernalia is grounds for immediate discharge.
- Urine and breathalyzer testing may be requested at any time. An employee will supervise this activity. Once asked for urine, the client is required to remain with staff. A client has **up to one hour** to provide urine for testing. The inability to provide urine for testing within an hour is grounds for unsuccessful discharge.
- Refusal of any testing constitutes grounds for immediate discharge from the program.
- A positive breathalyzer test will result in a urine screen for alcohol.
- A positive drug or alcohol screen is grounds for discharge. If positive, the client must stay on the main floor with staff until otherwise directed. PBPP will administer urine screens for drugs and alcohol, but Create House CCF

may conduct additional testing for individuals who may be stipulated to a specific number of drug and alcohol screens or requested at the discretion of clinical staff or the Program Director/ Supervisor.

Medication

- **Medications must be taken as prescribed.**
- Medications will be given out three times a day after each meal.
- All medications must have a prescription from a physician to be brought into the facility. You may not bring in any over-the-counter medications (aspirin, Tylenol, vitamins, cough syrup, etc.) without permission.
- All medications and prescriptions must be given to staff for storage in the locked medicine cabinet. This includes over-the-counter medicines. You may take the medicines as directed under staff supervision. Each time you take a medicine, staff will be required to record the dosage, date, and time.
- If you have a Medical Marijuana card you must submit copy of the card within 24 hrs of arrival into the facility. All receipts and usage amounts must be submitted weekly/monthly (no exceptions).
- ALL medication must be alcohol and narcotic free, with minimal stimulant properties. **No benzodiazepines** are permitted.
- **If you are going to be out of the facility at medication time and need to have your medication packaged to take with you, you are to sign the medication out at the medication times so it will be ready when you need to leave.**
- If you are having problems with a medication or the dosage prescribed, you must talk with or see your prescribing physician to make changes, all changes must be in writing; Create House CCF staff cannot take physician orders via phone.
- We encourage residents to know about the medications they are taking and to provide individual and group information about medications. **You should inform your physician that you cannot take medication that may be habit-forming.**

Weapons

Possession or use of any weapon on the facility grounds is reason for immediate discharge.

RULES AND GUIDELINES FOR CONDUCT:

Each and every resident of the Create House CCF community is expected to share responsibility for successful community life. If a resident is aware of any activities, issues, or situations that are in violation of program rules, detrimental to a resident's treatment, or contrary to program philosophy, he has a responsibility to communicate those violations immediately to a staff member so that it may be appropriately rectified. **The safety of all residents, the maintenance of mental health recovery and substance abuse recovery, and the integrity of this program is of the utmost importance to us.**

Our rules are centered on respect— for self, for others, and for property.

A) Appointments

All scheduled appointments must be attended. This includes appointments for medical, psychological/ mental health, dental, benefits, job training, employment, and any other appointments that either you make, or someone makes on your behalf. If you need to schedule specific appointments, write a request slip to the Case Manager for assistance in coordinating your care. See section W (Request Slips) for further details.

B) Abuse

Physical, verbal, or emotional abuse of other residents or employees is prohibited. This includes name-calling, negative talk behind someone's back, gossiping, threatening, yelling, screaming, hitting, biting, scratching, poking, etc. Abuse of children is reported to the Office of Children and Youth. Sexual abuse is reported through the Prisoners Rape Elimination Act (PREA).

C) Bedrooms

Bedrooms need to be maintained neatly at all times. All room assignments are made based on clinical decisions and program needs. Storage is limited.

Metal items are kept in the House Manager Office. Only the following items may be kept neatly on a dresser at any time:

- One bottle of shampoo
- One bottle of conditioner
- One tube of toothpaste
- One toothbrush

- One hairbrush or comb
- One container of hair styling product
- One bottle of lotion
- Contact lens supplies – only those items currently in use
- One bottle of body wash or bar of soap

All clothing should be neatly hung or folded and placed in the wardrobes/ dressers provided.

All shoes should be neatly placed under the bed or in a closet.

AT NO TIME should personal items be placed upon the bed once you leave your bedroom. Any personal items found on beds during the day will be confiscated.

AT NO TIME should personal pictures, cards, notes, etc. be affixed to the walls, doors, window frames, windows, or furniture. Any personal items found in this manner will be removed and destroyed.

AT NO TIME should you ever be inside a dorm room that is not assigned to you. That is a violation to our house rules.

D) Behaviors

Vulgar, obnoxious, or disrespectful behavior is unacceptable. Swearing and inappropriate language is not permitted. Any behavior or activity prohibited by law will not be tolerated and is grounds for immediate discharge and possible arrest.

E) Borrowing and Lending

Borrowing from other residents or staff is **PROHIBITED**. You may not lend money, cigarettes, clothing, or any other personal items. Lending is a form of **CONTRACTING**. Shooting curves by “gifting” is a program violation and will result in an Infraction.

F) Chemicals and Corrosives

Chemicals and corrosives are not permitted to be left unattended in any area of the facility. They are locked in a cabinet that is only accessible through staff. They must be signed out for use, and signed in upon return.

G) Community Service

Each non-working resident, or resident working less than 40 hours per week, is required to perform four (4) hours of community service per week in order to earn leisure time. Residents who work 30-39 hours per week are required to perform 10 hours of community service per month, or 2.5 hours per week. The Case Manager must

approve the community service site. Each resident must have the community service agency sign the pass and document the time spent. If there is no documentation, or incomplete documentation, then the hours do not count towards the weekly requirement.

Failure to complete required hours per week = no leisure pass that week. Hours must be completed PRIOR to the leisure pass.

H) Confiscation

Personal items left unattended in common areas will be confiscated. Items purchased without prior permission will be confiscated and stored until you leave. To obtain confiscated items that are permissible within the program, **you must write a request slip** to the Staff on Duty (SOD).

I) Contraband

Contraband is 1) any item that has been altered from its intended state or purpose; 2) any item that is explicitly not permitted in certain areas of the house; 3) any item that is illegal to possess or use; 4) any item that exceeds the total amount of which you are allowed to possess; 5) any other item deemed by the PA Department of Corrections, the Bureau of Community Corrections, the PA Board of Probation & Parole, or Create House to be impermissible on facility grounds.

Contraband items will be disposed of. Create House CCF will not hold, store, mail, or return to your items that are deemed contraband.

J) Dress Code

Residents are to be dressed in appropriate attire at all times, and must be dressed and/or bathed for the day by 0800.

Bathrobes may be required over sleepwear at the discretion of staff. Residents are NOT to appear on the main floor wearing the clothing they slept in. **Shoes must be worn at all times on the Main Floor;** you may wear slippers on the 2nd Floor only. At no time should a resident be walking around the house in socks. Flip flops are only permitted for the shower, and slides are only permitted on the 2nd and 3rd floors.

Tank tops may only be worn on the second floor and/or for sleeping. You cannot sleep without a shirt.

The following are **prohibited**:

- Low-cut tops or anything showing cleavage
- Clothing promoting alcohol or drugs

- Clothing with offensive language or pictures
- Clothing promoting gang culture
- Clothing that does not adequately cover your backside
- Pants must be worn pulled up so that underclothes are not showing
- Tank tops (without a shirt over them)
- No baseball caps, hats or Durags.

We understand that weight fluctuates, and as such, clothing becomes tighter or looser. If your clothes do not properly fit you, you need to make arrangements to have appropriate clothing brought in. You may also write a request slip to consult with the Case Manager for assistance.

You are NOT permitted to obtain new piercings or tattoos while in the program.

K) Electronics

The following electronic devices are permitted in the facility: cell phones, tablets, laptops, iPods (or similar music players). All electronics must be checked for safety by staff before you can use it in your room. For your convenience, we have a facility computer with internet access for job searching/applications, housing searches, public benefit applications, etc. You are NOT permitted to connect to Facebook or other social media sites on the facility computer. You are NOT permitted to connect to YouTube or other video sites on the facility computer. You MUST sign an electronics agreement prior to using your devices in the facility. Included in this agreement is the right of staff to search through your device at any time. You MUST provide any passcodes upon being asked – this means that you either verbally tell staff your code, or you write it down. You are NOT permitted to enter the code yourself when asked for it. Devices may be confiscated at any time for security purposes, and no devices are permitted to be held by the resident during a restriction. **You are NOT permitted to take photos or record video from inside the facility. This is grounds for permanent confiscation.**

L) Employee Offices

Residents are not permitted in any office at any time without staff permission. Residents are **NEVER** permitted in the House Manager/Monitor's Office. We ask that you not dwell near the office door or hallways and respect the privacy of staff in their communication with each other and with residents. Always stand behind the red line and ask to approach the House Managers Office.

M) Entrance/Exit

Residents are to use the front door for entering and exiting the house. Alternate routes will be demonstrated to use in case of an emergency. All doors are locked from the outside and monitored for your safety.

Residents are not permitted to open any outside door for anyone at any time.

Only staff may open the doors. If you leave the building, make sure that the door is locked behind you for the safety of others.

N) Finances

All employed residents are required to submit their paychecks to the SOD upon receiving them. Once a copy of your check and stub has been made, you may submit a request slip to cash your check.

Costs and Fines – Make sure you are keeping up with your established payment plan with Parole. Written proof of your plan must be submitted to the Case Manager and Director.

You must pay 20% RENT from each paycheck.

10% will go to paying for restitution

10% will go into a personal saving account that will be given back you when you leave.

O) Household Chores and Duties

Chores are completed daily for the smooth operation of the house. Assigned chores may not be exchanged for favors, money, cigarettes, etc.

Chores will be completed in the morning once you have had your breakfast and must complete before 0800 so we may attend morning meetings.

You will be given a weekly chore list that is to be completed by all that are in your dorm room.

P) Intimate and Dating Relationships

No sexual activity of any kind, or any contact that can be construed as sexual, is permitted at Create House CCF. This includes snuggling, hugging, hand holding, etc. and pertains to contact between residents and between staff and residents. In addition

to experiencing the major environmental transition from incarceration to community, you are also learning to live.

During early recovery, it is recommended that you avoid new intimate relationships during the first year post-prison. For those of you already in an established relationship, we encourage you to examine that relationship as you respect yourself and your recovery. These are issues that may be uncovered during your mental health treatment and your substance abuse treatment.

Q) Inventory

The Resident Inventory List outlines very specifically the types of items that are permitted at Create House CCF, and the quantities. If at any time you need you update your inventory (e.g., replace an empty shampoo bottle, soap) or swap out your inventory (e.g., exchange shorts for jeans), you must complete a Bring In/ Drop Off Slip **at least 24 hours in advance**. You must specifically list the items you will be bringing in or having dropped off, and have the slip approved by the SOD. Once the items are brought into the facility, both you and SOD must sign receipt of the items. You will then bring your hygiene upstairs, or else bring clothing downstairs to trade.

R) Kitchen and Meals

Create House CCF provides food for the first 2 weeks. No special food requests can be accommodated during those two weeks. Reentrants will coordinate with their Case Manager to receive food stamps. All food will remain locked in your box and in the kitchen area.

NO FOOD ITEMS, INCLUDING SNACKS AND CANDY, ARE PERMITTED IN YOUR BEDROOM OR LIVING ROOM AT ANY TIME. VIOLATIONS WILL RESULT IN LOSS OF PRIVILEGES.

Our Dining room is the only place where you may eat.

** Only ONE water/drink bottle allowed in your room at any time.

All food brought into the facility must be in an unopened, factory sealed container. All open containers will be confiscated, and no homemade food is permitted to be brought in unless approved by Case Manager and/or SOD. Any of your store bought items may be opened or revised at any time.

NO DELIVERIES are allowed either inside of our outside of the facility. (This includes Grub Hub or any other delivery services)

KITCHEN IS TO BE CLEAN AT ALL TIMES. ALL PLATES, UTENSILS and CUPS must be washed after every use. NO exceptions.

Except in cases of dietary restrictions or food allergies, residents and staff are not permitted to label facility-provided food with specific names.

* We do not have freezers so please plan your meals accordingly in advance.

S) Knives

Knives are kept locked in a cabinet and must be signed in and out by staff. Use of all knives is monitored by staff.

T) Laundry

There is a cost to use the washer or dryer. The use of liquid, chlorine bleach is not permitted. Towels, washcloths, bed linens, blankets, and pillows are supplied. It is the responsibility of each resident to launder their own linens weekly.

* You are **NOT** allowed to cost/share loads of laundry with another reentrant at any time.

* No Powder Detergent is allowed inside the facility and is considered contraband.

U) Mail

The SOD will distribute mail to the reentrants Monday through Friday after 3:00 PM. All mail and/or packages received must be opened with SOD present. If you are not available at the appropriate time to receive mail, use the Chain of Command to acquire your mail.

Mail between Create House CCF and institutions (jail, prison, CCC, CCF, inpatient substance abuse treatment/ rehab, inpatient psychiatric facility, etc.) is strictly prohibited. You must obtain permission from both your parole officer and/ or the DOC in order to establish communication with someone in another facility.

V) Passes (Outings)

Leisure Passes (outings) are a privilege that must be earned. In order to qualify for a pass, you must have demonstrated responsibility through maintaining employment, volunteering on a regular basis, and/or attending educational programs. All residents are expected to be involved in community meetings when in-house, and attending and participating in all clinical recommendations and activities as they are scheduled for you and with you.

A pass must be approved by the Case Manager in advance of the outing. If you are taking a pass with family, all of the family members must be approved in advance by the Case Manager. If you take a pass with unapproved visitors, your passes may be revoked and may include a loss of additional privileges.

If you take a pass with undisclosed individuals, your passes will be revoked.

Passes may be used for shopping, dining out, local sightseeing, visiting parks, etc. You may not leave the county while on a pass without prior approval from your Parole Officer.

W) Personal Belongings

Please be advised that Create House CCF is in no way responsible for personal items left at the facility after you are discharged. You have 15 days to remove any personal belongings and medication you may have left behind, regardless of the reason. It is your responsibility to make arrangements WITH THE CASE MANAGER OR PROGRAM SUPERVISOR to pick up any remaining belongings. Upon 5 days post-discharge, your items will be disposed of. Pick-ups may only occur on weekdays between the hours of 9:00 AM and 5:00 PM.

Items left at the facility upon a resident absconding will be donated/destroyed after 48 Hours.

X) Personal Hygiene

All residents are expected to maintain personal cleanliness. **Daily bathing is required. Bath times are from 0500-0700 or 2000-2200 hours.** All hair grooming occurs in bathrooms or bedrooms only. Haircutting, hair coloring, or any other hair processing is not permitted on facility grounds.

Y) Request Slips

All requests for upcoming appointments, housing, transportation, passes, visits, phone calls, etc. must be turned in to the Case Manager **24 hours in advance.** .

Weekend staff will only honor **pre-approved** requests.

Z) Restrictions

Breaking or disregarding rules will result in an Infraction and loss of privileges such as loss of phone or passes.

Continuing to break or disregard rules may also result in added chores, a Learning Experience, a behavior contract, or facility restriction at the discretion of the Program Supervisor and Case Manager.

Restrictions may also be placed upon you by your Parole Officer or the DOC.

To regain lost privileges:

- 1) Demonstrate a positive, consistent change in behavior;
- 2) Fulfill all restriction goals, assignments, etc. without complaint;
- 3) Maintain quiet and positive interactions with your peers and staff;
- 4) Positive evaluation by Case Manager;
- 5) Positive evaluation by P.O./ DOC for their imposed restrictions only.

AA) Safety

Unannounced fire drills will be conducted monthly on each shift during your stay at CREATE House.

Diagrams are posted throughout the facility to show evacuation routes in case of fire. Please familiarize yourself with these evacuation routes.

In case of evacuation, residents are to assemble OUTSIDE the west side of building at the basketball court unless directed to another area by staff.

BB) Shopping

You must have completed your weekly community service in order to receive permission to go shopping. Shopping is once per week for those who are privileged to do so, and includes bringing back food, clothing, and personal items.

CC) Searches

Upon admittance and discharge, a staff person checks all resident belongings. To maintain a drug-free and safe environment, searches will occur randomly. Items being sent out or brought into the facility by a resident or visitor must be checked. Possession of certain contraband, including weapons, illegal drugs, and paraphernalia will result in immediate termination from the program. Searches also consist of pat-downs.

DD) Sleeping

Sleeping is not permitted between the hours of 8:00 AM and 8:00 PM without special permission, regardless of weekday, weekend, or holiday. Your time in the program needs to be utilized constructively. If you need something to do during the day, please ask a staff member for suggestions.

WAKE UP time is at 0800 every morning.

LIGHTS OUT time is at 2200 every night.

** All A/C Units must be turned off when you leave your room for the day.

EE) Storage

Storage is limited within the facility. All bedrooms are equipped with a wardrobe and a dresser. You are permitted to keep **the following items on-site**

CLOTHING

- 1- Belt
- 7- Underwear
- 7- Pairs of socks
- 7- Shirts/tops (includes long Sleeve and short sleeve)
- 2- Tank tops (only worn under other clothing)
- 7- Pants (includes jeans, sweats, Leggings)
- 2- Sweaters
- 2- Hoodies or sweatshirts
- 2- Pajamas
- 1- Robe
- 1- Hat/Cap
- 1- Coat or jacket
- 1- Pair winter gloves
- 1- Winter scarf
- 1- Head wrap
- 1- Pair sneakers or tennis shoes
- 1- Pair casual shoes (no flip flops)
- 1- Pair work shoes (specialty)
- 1- Pair slippers
- 1- Pair dress shoes for interviews
- 1- Pair shower shoes

HAIR STYLING

- 1- Hair dryer
- 1- Each brush, comb, hair pick

3- Hair accessories (headband, hair tie, etc.)

1- Hairspray (non-alcohol)

1- Other hair styling product

STATIONERY

1- Book of faith

3- Leisure books

1- 9"x12" envelope of paperwork

5- Pens or pencils

2- Writing tablets or notebooks or
Packs of lined paper

1- Pencil sharpener

MISC.

1- Pair sunglasses

1- Cell phone

20- Unframed pictures
(no nudity, offensiveness, lewdness, drug or alcohol reference, gang reference, or sexual suggestiveness)
To be kept in drawers only.

15- Plastic hangers

1- Facial cleanser

1- Bottle shampoo

1- Bottle conditioner

1- Bottle body wash or bar of soap

1- Pack of 5 or 10 disposable razors (unopened)

1- Container shaving cream

1- Emory board (nail file)

- 1- Nail clippers
- 1- Container talcum powder
- 1- Box cotton swabs
- 1- Bottle mouthwash (alcohol free)
- 1- Container Petroleum jelly

Anything else that is NOT expressly listed is NOT PERMITTED in the facility.

** Blankets, pillow cases, sheets, towels, washcloths (we provide all of these)

**Tweezers

Any extra items, with the exception of hygiene items, will be promptly disposed of.

Extra hygiene items may only be kept for current items that are running low, and only in the quantities listed. Create CCF is not responsible for your personal belongings.

No substitutions will be made for the items permitted in the facility (For example, counting an extra hoodie and one sweater as the 2- sweater quantity.)

(FF) Telephone/Cell Phone

The facility phone number is **717-397-8633**

Using this phone for personal calls is a privilege. There are no calls permitted during Blackout, except for ONE CALL at Intake to notify loved ones of your whereabouts. Phone calls must be requested through the Facility Phone Sign-Up Sheet. All personal calls will be limited to 15 minutes at a time.

You may choose to make business calls from this phone, Monday through Friday between 9:00 and 5:00. Again, you must sign up on the Facility Phone Sign-Up Sheet.

You are to turn in your cell phone to staff for inspection upon return to the facility.

Residents who do not have a cell phone may sign up for a government-issued phone through SafeLink Wireless, Assurance Wireless, Life Wireless, ReachOut Wireless, or Budget Mobile once it is approved by the Case Manager so that you can check in with the SOD while out in the community.

You must call in **every three hours** while on a pass/outing and anytime you move from one location to another. You must also call in to report issues that may delay your return to Create House. You must call from landlines whenever possible, to verify your changes in location.

We cannot accept collect calls.

Phone calls from institutions such as jails, prisons, substance abuse treatment centers, CCCs, CCFs, etc. are not permitted without approval from State Parole.

Cell phones are a privilege and can be banned for misuse.

(GG) Working

All employable residents are encouraged to seek full time employment opportunities to support independent housing. Any restrictions imposed by PBPP are supported by Create House CCF. While we do not impose general sanctions governing work shifts, it is your responsibility to get to and from your place of employment safely. Note that public transportation in and around Freemansburg/Bethlehem areas are only available with Lanta Bus schedules; you may be walking quite a distance, depending upon the location of your employment. We encourage all out-of-area residents to be mindful of personal safety; if we feel that your safety is at risk, Create House CCF reserves the right to restrict your work shifts to those available to public transportation.

COMPLIANCE WITH COURT

Residents are expected to communicate all legal appointments and requirements to staff so that we can assist you in meeting all of your requirements.

TOOLS OF THE ENVIRONMENT

1) **Learning Experience:** An assignment given to the resident to help his develop an improved learning of negative behaviors. Learning Experiences (L.E.'s) must be approved by the Case Manager and the Director/Program Supervisor. An L.E. may be a written assignment, a loss of privileges, a change in status, or any other task appropriate for the situation. The purpose of the L.E. is to help the person become more aware and teach a new way or better way to handle inappropriate behaviors.

2) **Behavior Contract:** A contract between a resident and staff that she is going to follow the rules and exhibit appropriate behaviors. Any violation of the contract will result in the request for a Parole Conference and/or request to have the resident removed unsuccessfully from the program. Behavioral Contracts are completed on official Behavioral Contract Forms, and signed by the resident, Case Manager, and Director/Program Supervisor.

PROCEDURE FOR WEEKLY STAFF REQUEST SLIPS

1. Staff request slips need to be completely filled out in detail.
2. The request should be completed as early as possible, no less than 24 hours in advance.
3. Request slips must be submitted through the Chain of Command.
4. Staff will address the request by the close of business (1630 - 4:30pm) the next day.
5. Residents may request a copy of any request slip submitted, either prior to receiving an answer, or afterwards.

Examples of appropriate requests:

- ✓ To notify staff of any upcoming appointments, emergencies, personal matters, etc.
- ✓ To go to the store for the week
- ✓ Medical concerns
- ✓ Maintenance issues
- ✓ Community service requests

WHEN IN DOUBT, WRITE IT DOWN!

MORNING MEETING STRUCTURE

Morning Meeting - Morning Meeting occurs Monday through Friday from 10:00 a.m. Morning Meeting will also be held on weekends unless advised otherwise from a Staff Member. All residents who are present in-house are required to attend. If you work you do not have to attend the meeting unless you chose so.

COVID – 19

During the pandemic the facility may be locked down at any time.

Follow the BCC rules for Demobilization and rules under certain phases of re-opening.

** You MUST wear a face covering (cover nose and mouth) in all common areas at all times. Failure to comply may result in an infraction and Black out time.