

RESIDENT HANDBOOK

I. THE PROGRAM

The TLC program is designed to reflect real life. Each resident is responsible for their own progress. Resident Advisors will give direction and make suggestions so that the resident may succeed. However, the resident is accountable for their own behavior and choices. TLC provides the links between the resident and the community. The goal is to provide residents with the resources to solve their own problems. By making healthy choices, residents can stop self-destructive behavior and avoid future contact with the criminal justice system.

TLC does not discriminate based on race, religion, age, or gender orientation in its acceptance policy or program participation. However, our program is gender specific for women.

II. ORIENTATION

The first two weeks are considered a transition period. The residents will be given a Resident Handbook upon their arrival. Each resident will participate in an initial "Intake Group" and complete a Master Treatment Plan within the first two weeks. All residents will participate in groups that focus on life skills Monday through Thursday until employment is secured.

Residents will apply for medical assistance, make intake appointments for appropriate counseling needs (done by case manager), acquire essential identification papers, and engage in other orientation activities.

TLC strongly recommends AA/NA meetings.

III. RESIDENT SAFETY

TLC's goal is to provide a safe and supportive atmosphere in which residents will transition back into their community. This means that residents must feel safe from physical threats, sexual assault, sexual harassment, and sexual abuse. TLC prohibits behaviors in violation of this policy whether by other residents or TLC employees. Assaults, sexual assault, sexual harassment, and sexual abuse should be reported to the PREA Coordinator. If a TLC employee is involved, you should report it to the Executive Director (if you assaulted, sexually assaulted, sexually harassed, or sexually abused by the Executive Director report the situation to your Case Manager who will report it to the Board of Directors). You may also report any assault, sexual assault, sexual harassment, or sexual abuse to local law enforcement (Williamsport City Police Department), your Parole Agent, or the PA Department of Corrections.

IV. PRISON RAPE ELIMINATION ACT

TLC has a Zero-Tolerance policy against Sexual Abuse and Sexual Harassment against any resident of this facility.

Zero-Tolerance means that the staff will respond to every accusation (including those made verbally, in writing, anonymously, and/or from third parties), or suspicion, of sexual abuse and sexual harassment in an expeditious manner by:

- Separating the victim and perpetrator;
- Referring the incident to the proper authority for a complete & thorough investigation;

- Providing the victim outside medical treatment and crime victims services at no cost (At TLC, these outside services would be UPMC Susquehanna and Wise Options); and
- Deterring any retaliation against staff or residents for reporting the incident.

Sexual abuse includes –

- 1) Sexual abuse of a resident by another resident; and
- 2) Sexual abuse of a resident by a staff member, contractor, volunteer, or intern.
 - a. Sexual abuse of a resident by another resident(s) includes any of the following: when the victim does not consent, is forced to participate in a sexual act by clear or implied threats of violence, or is unable to consent or refuse:
 - 1) contact between the penis and the vagina or the penis and the anus, including penetration, no matter how slight the contact is;
 - 2) contact between the mouth and the penis, vagina, or anus;
 - 3) penetration of the anal or vaginal opening of another person, no matter how slight the contact is, by a hand, finger, or object; and
 - 4) any other intentional touching, either directly on the skin or through the clothing, of the genitalia, anus, groin, breast, inner thigh, or the buttocks of another person, excluding contact incidental to a physical altercation.
 - b. Sexual abuse of a resident by a staff member, contractor, volunteer, or intern includes any of the following acts, with or without the consent of the resident:
 - 1) contact between the penis and the vagina or the penis and the anus, including penetration, no matter how slight the contact is;
 - 2) contact between the mouth and the penis, vagina, or anus;
 - 3) contact between the mouth and any body part where the actor has the intent to abuse, arouse, or gratify sexual desire;
 - 4) penetration of the anal or vaginal opening, no matter how slight the contact is, by a hand, finger, or object, and is unrelated to official duties or where the perpetrator has the intent to abuse, arouse, or gratify sexual desire;
 - 5) any other intentional contact, either directly on the skin or through the clothing, of or with the genitalia, anus, groin, breast, inner thigh, or the buttocks, that is unrelated to official duties or where the perpetrator has the intent to abuse, arouse, or gratify sexual desire;
 - 6) any attempt, threat, or request by a perpetrator to engage in the activities described in paragraphs 1) – 5) of this section;
 - 7) any display by a perpetrator of his or her uncovered genitalia, buttocks, or breast in the presence of a resident; and

- 8) Voyeurism by a perpetrator.
- c. A properly conducted pat search will not be considered sexual abuse.

Sexual Harassment

- a. repeated and unwelcome sexual advances, requests for sexual favors or verbal comments, gestures, or actions of a derogatory or offensive sexual nature, by one resident directed toward another; and/or
- b. Repeated verbal comments or gestures of a sexual nature to a resident by a staff member, contractor, volunteer, intern, or individual who has business with or uses the resources of the Department including demeaning references to gender, sexually suggestive or derogatory comments about body or clothing, or obscene language or gestures.

You can report sexual abuse and sexual harassment in several ways.

- Contact the nearest non-involved staff member; verbally, written and/or anonymously. Or
- PREA Coordinator, Molly Kirby, either verbally, written, and/or anonymously. Or
- Report directly and anonymously in writing to the Office of State Inspector General. The address is listed above resident telephones.

Alternative formats of the resident education are available through the PCM, Molly Kirby for limited English proficiency or residents with disabilities.

V. RESIDENT STATUS

Residents are referred to TLC by the Department of Corrections. The Resident's status may impact ability to work, use of free time, and travel. The following are examples of the different status of residents:

- a. **State Intermediate Punishment (SIP)**- Pennsylvania has created a diversionary sentence which may be imposed by the Courts. This is a flat two-year sentence which is divided into 4 parts each lasting 6 months. TLC is phase 3 for up to 6 months. These Residents are expected to attend outpatient AOD treatment and complete Programming Phase 1 and 2. Generally, all SIP residents will have the same case manager.
- b. **Parole**- These are residents who have been paroled directly to TLC. In order to, graduate from the program the resident must achieve their prescriptive program goals, work with Case Manager to develop an approved home plan, follow TLC's rules, and exhibit appropriate behavior. In addition to TLC these residents are also supervised by a State Parole Agent from the Williamsport District Office.
- c. **Halfway Back**- These residents who were on Parole and because of a technical violation have been referred to TLC instead of being sent to a State Prison.

VI. INTAKE

Each resident will be required to sign a statement that she has read, understands, and agrees to comply with the rules of the Resident Handbook. Any questions regarding these rules should be directed to your Case Manager to ensure an accurate understanding of TLC's expectations.

Residents are expected to observe and abide by all DOC regulations, TLC rules, Probation, and Parole conditions, public laws and specific conditions set by the court; and to continuously demonstrate an attitude consistent with behavioral change. Each resident is expected to respect the rights of others, to maintain neat and clean-living quarters, to provide themselves with their own clothing, medical care, toiletry articles, and to keep themselves neat and clean. TLC has emergency supplies of articles necessary for maintaining proper personal hygiene so talk with TLC Resident Advisor to address your needs.

TLC follows a resident belongings checklist:

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| 6 pairs total of shoes/sneakers/flip flops | 2 scarves |
| 10 pairs of socks | 4 hats including beanie/baseball hat |
| 10 pairs of underwear | 4 rings |
| 5 bras | 2 necklaces |
| 3 t-shirts or camisoles | 3 pairs of earrings |
| 3 sets of pajamas or nightgowns | 2 bracelets |
| 1 bathrobe | 8 containers (shampoo, deodorant, powder perfume) |
| Slippers | 1 comb and brush |
| 6 pairs of pants | 5 clips, barrettes, or hair ties |
| 5 pairs of shorts | 1 pack of maxi pads/tampons |
| 10 shirts | 3 books |
| 2 dresses/2 skirts | 1 clock radio |
| Work uniform(s) | 1 shoe box of paperwork |
| 1 jacket | 2 sweatshirts |
| 5 knick knacks, plants | |
| 1 hygiene storage container must fit on top or under locker. | |
| Purse with 1 pocket only. | |

VII. INTAKE ASSESSMENT

The goal plan is a descriptive outline of desired achievements for you to accomplish during your stay at TLC. This plan is developed by a mutual agreement between each resident and their Case Manager. The treatment plan updated monthly by your Case Manager. All of these documents are reviewed by the Department of Corrections and the PA Board of Probation and Parole.

VIII. TREATMENT PROGRAM

Individual and group programming are integral parts of the rehabilitation program with primary emphasis on the ability to conform to socially accepted behavior and on making good choices.

Resident Groups: TLC understands re-entrants have participated in groups based on past trauma and substance abuse in the SCIs as well as in their current AOD treatment provider. Therefore, TLC focuses more on life skills such as daily chores, cooking, current events, budgeting, renter's prep, hygiene, health, nutrition, purchasing vehicle, etc.

In house help: Residents are encouraged to discuss personal issues with their Case Manager. If Case Manager is unavailable; Resident Advisors are always available for emergency situations.

Professional Counseling: Some residents may require or may request to attend professional counselling services for mental health, drug and alcohol issues, legal problems, or other services. If a need for outside counseling has been determined, it is responsibility of the resident to decide and keep any appointments with the provider. The cost of such services is the responsibility of the resident. There are resources in the community which may provide financial help for these services.

IX. EMPLOYMENT AND EDUCATION

TLC requires the resident to seek employment as soon as you complete the transition phase.. If you do not have a high school diploma or GED, your Case Manager will help you take the necessary steps to obtain one while maintaining employment. Plans for training or education (other than GED) should be discussed with your Case Manager.

Part of the initial orientation period will be spent meeting with the Program Facilitator to discuss job skills, interests, and past work experiences. If the resident does not come to TLC with a prepared resume, TLC can assist you in creating one and setting realistic employment goals. TLC utilizes Career Link as a resource.

TLC offers an Employment Group daily that will help you prepare an assessment of your interests, abilities, training, and prior work experience. The group will provide suitable job opportunities, help filling out applications, interviewing skills, proper dress and behavior for interviews. "Mock" Interviews and role playing may be utilized.

Once employment is obtained, it is the responsibility of the resident, not Resident Advisor, to notify employer when they cannot report to work as scheduled. The resident is also responsible for making her own arrangements for transportation to and from work. TLC is located within walking distance of all major city bus routes.

The resident may not quit a job without first discussing it with your Case Manager. If there are legitimate reasons to leave a job, the resident will not be forced to stay in a position that is not good for her.

If the resident continues to be unemployed, they will be required to volunteer at local agencies and organizations. Volunteer work will be on a part time basis which will allow the resident to continue actively seeking employment. TLC offers a wide range of different volunteer sites.

X. FINANCE PROCEDURE (Resident Fiscal Procedures 8.1)

The Department of Corrections is directed by Act 193 of 1968 to collect and disburse income of residents assigned to Community Corrections Centers and Contract Facilities. TLC is a Contract Facility.

Resident Wage Account- A TLC Resident checking account has been established for the deposit of residents' wages, salaries, and other income exclusively. That is, this account shall only be used for resident income from any source. "Request for Funds" form is to be submitted to case manager on Mondays OR Thursdays for money days.

Resident Earnings- Each resident shall turn in her weekly or biweekly paycheck along with the paystub to the Resident Advisor on duty, to be deposited into the Resident Wage Account.

Necessary Expenditures shall be dispersed via checks in the following manner:

1. Rent- 20% of weekly income. (Effective 3/1/03)
2. Court cost, and other obligations reduced to judgment- 10% of monthly net income.
3. Pharmacy for prescriptions (payment is monthly)
4. Child Support
5. Living Expenses- 25% of weekly or biweekly net income (\$25- if unemployed)
6. The balance will be retained in the residents account.
7. Linens/towels- charged \$22 at intake (optional if you bring your own linens/towels)

When you arrive to TLC- all monies should be collected at intake and deposited into your TLC Resident Wage Account. If you arrive with more than \$35 you can keep \$25 for your living expenses.

Disbursements for an amount greater than the account balance are prohibited. No loaning or borrowing money from Resident Advisors, current residents, and/or ex-residents.

Due to the Parole and BCC stipulations, residents are no longer required to pay off negative balances prior to being released. In order to deter this from becoming an ongoing problem, TLC has made some changes to the policy in regard to advancing funds.

1. TLC may advance one, 31 Day bus pass for reentrants, which are job searching or employed. All disabled reentrants can work with STEP for transportation or use outside resources for assistance in getting a bus pass.
2. TLC will no longer be advancing money for personal clothing, or any other need that arises. We partner with many clothing donation centers (Family Promise, ARW, etc.) that they may use as a resource, as well as our very own clothing closet located on the 3rd floor of 309.
3. TLC may advance money for Photo IDs, for employment purposes only.
4. TLC may advance money for one start up uniform; steel toed boots; safety goggles; employee drug test; if needed for employment purposes.
5. TLC will continue to advance prescription co-pay payments.

Once \$500.00 has been accumulated in the Resident Account, he/she may request permission from his/her Case Manager to open an interest bearings savings account in the financial institution of his/her choice. The savings account passbook must be secured by TLC and given to the resident only for the purpose of approved deposit or withdrawals of funds after which it is to be returned to TLC Resident Advisor to be deposited into TLC Resident Money Deposit Box. It is the responsibility of the resident to notify his/her Case Manager of any open savings and/or checking accounts. Activity is not permitted in these accounts without prior approval from your Case Manager. The resident must provide copies of the bank statements to show activity. Residents shall not be permitted to use or own 1) any type of automated teller machine (ATM) cards (with the exception of TLC resident debit cards from C&N bank) and/or 2) credit card accounts, such as Visa or MasterCard, etc. Residents may not open or possess credit accounts (credit cards or layaway accounts) nor purchase items on credit (Avon, Tupperware, or similar home sale items).

Failure to comply with TLC Financial Procedure will result in disciplinary action.

Resident Rent- All residents who are employed or are receiving unemployment compensation will be required to pay rent. The rent is computed at a rate of 20% of weekly net income. This is the requirement of PA Department of Corrections.

A resident may request that the Bureau of Community Corrections waive payment of rent once he/she turns in at least three paychecks/paystubs. Failure to turn in paychecks/paystubs will revoke the rent waiver. The approval of the rent waiver is at the discretion of BCC Regional Director. However, this money will be saved and not available for personal use; it will be used for apartment rent and/or security deposit only.

Residents who are unemployed will not be required to pay rent.

Restitution, Court Costs, Fines, and Other Obligations Reduced to Judgment-(Volume 8.8.1)- Upon the arrival of the resident, the Business Manager will contact the sentencing county to request case numbers and amounts due, so that payments can properly be applied. Upon receipt of this information, the resident will be given a copy.

Restitution, Court Costs, and Fines as well as other obligations reduced to judgment shall be deducted at a standard rate of 10% of a resident's monthly net earnings unless re-entrant can provide a payment plan.

PA Law (71P.X. 180-7.15) provides that the Pennsylvania Board of Probation and Parole cannot release someone to parole until verification is received and the: **mandatory cost of \$30 has been paid to Clerk of Courts, of each county in which you were convicted prior to December 31, 2000 or Act 86 of 2000, the mandatory cost of \$40 has been paid to Clerk of Courts, of each county in which you were convicted on or after December 31, 2002; or Act 85 or 2002, the mandatory cost of \$60 has been paid to the Clerk of Courts, or each county in which you were convicted on or after August 27, 2002.** This should occur prior to the re-entrant being seen by the hearing examiner or parole board member. The cost imposed by this statute will be shared by the Crime Victims' Compensation Board and the Pennsylvania Commission on Crime and Delinquency. You should arrange through TLC to have this payment deducted from your Resident Account Wage and forwarded to the appropriate Clerk of Courts Office for each county in which you were convicted. This payment can be accomplished by signing a form authorizing TLC to deduct this amount and forwarding it to the designated county. This authorization form is available through the Business Manager.

Payment of Damage Award or Settlement to a Resident- When a resident receives monetary damages or a settlement, as a result of prison conditions' litigation, that are payable from funds appropriate by the General Assembly or an insurance policy purchased by the Commonwealth, the proceeds shall first be used to satisfy restitution and then any outstanding court ordered debt related to the criminal act. The Community Corrections Center Director or designee shall deduct the full amount owed from the proceeds.

When the amount of outstanding court ordered debt exceeds the monetary damage award of settlement, the Office of Chief Counsel will develop a plan for distributing the funds and notify the parties owed and the court of the proposed distribution. In accordance with Act 84 of 1998, any of the owed parties may seek a court order compelling a change in the proposed distribution.

When the amount of monetary damages exceed all court ordered obligations, the remainder shall be used to satisfy any amount owed to a government party, including a judgment or any other cost or fee assessed against the resident. Implementation of this assessment will occur by deducting the funds directly from the awards/settlement payment and forwarding them to the appropriate parties.

Credit any funds remaining after payment of the proceeding debt to the residents account.

Pharmacy, Hospital, and Doctor Expenses- As a condition of being placed in Community Corrections at TLC, the resident must agree to be responsible for their own medical costs and prescriptions.

If the resident is covered by a Medical Insurance Plan (DPA, BC/BS, HMO, or other) she must submit this information to TLC as soon as he/she is accepted into a plan. The resident should submit the information to the health care provider at the time services are rendered.

Child Support- You may be required to pay child support through Domestic Relations via court order. In this case it would be a deduction through your employer, listed on your pay stub.

If you do not have a court order and wish to send money for child care to the guardian of your children, you may request that on the "Request for Funds" form.

Telephone Share Expense- Resident Phones have unlimited local and long distance. The resident will be charged for collect calls. TLC reserves the right to allocate among all the residents any unclaimed collect calls, directory assistance calls, or other special services for which there is a charge.

Do not use the TLC resident phone numbers for any contest or internet purposes.

Residents may obtain a cell phone. A BCC Cell Phone Agreement will be signed at intake. You must report your telephone number to your Case Manager or a Resident Advisor on duty.

Living or Operating Expense- If a resident is employed, receiving a pay check, he/she is permitted to request up to 25% of his/her net weekly income for living expense. An unemployed resident is permitted to request \$25 a week for living expense if he/she has the sufficient funds in his/her resident account.

Living Expense includes: personal incidentals, envelopes, stamps, outside meals, non-job related clothing, travel expenses.

If you request additional money for a specific purchase, you must turn in a receipt. Make sure your name is on the receipt and given to the TLC Resident Advisor.

If a resident does not have the financial ability to purchase hygiene products, TLC will provide soap; shampoo/conditioner; toothpaste; toothbrush; comb; feminine protection; razor; and deodorant. You may request items through your Case Manager by completing a "Request for Personal Hygiene Articles" form.

Procedure for Receipt of Funds- It is the responsibility of the resident to submit all monies received from any source (salary, wages, family, friends, public assistance, pension, disability, unemployment compensation, workmen's compensation, Social Security, and insurance reimbursements, etc.) to the Resident Advisor on duty for deposit into individual resident account. Disciplinary action will be taken if this rule is disobeyed.

All receipts should be handed into the Resident Advisor on duty with your name on it. If a relative or friend purchased an item for you the receipt should state your name with the word "gift" on it.

Preparing a Budget- It is the responsibility of the resident to meet with their Case Manager to prepare a budget to determine the financial feasibility of obtaining an apartment. This budget will be completed prior to submitting a home plan to parole with your case manager. At no time is the resident permitted to submit a home plan directly to parole. The resident will submit the home plan to their Case Manager who will then in turn submit it to parole.

If a family member is helping secure an apartment with rent and/or security deposit your Case Manager may require to communicate with them or obtain this in writing. It is recommended that rent and security is paid from the individuals Resident Account. A friend, family member, or other person may send or drop off money to be placed in resident account to help with rent and/or security deposit.

Procedure of Disbursement of Funds- All withdrawals from the Resident Account will be provided to the re-entrant on his/her assigned debit card given to him/her within 72 hours of arrival to TLC. It is highly recommending the re-entrant keep on ledger of funds to eliminate overdrawing the account. The re-entrant will be responsible for any overdrafts.

In case of child support and court cost or other obligations, the money will be placed on their assigned debit card and the re-entrant can purchase a money order or pay by card.

All income and withdrawals from the Resident Account will require a signed receipt by the Resident.

Upon discharge from the TLC program, the balance of the residents account, minus any outstanding obligations, will be returned to the resident & their assigned debit card must be returned to their TLC Case Manager. Depending upon the nature of the discharge, the following will apply:

Parole- The resident will be given a check for the balance of her account, within 2 weeks after her release from the facility. If the resident anticipates they will need money before two weeks, they may submit a partial request for funds as long as sufficient money is left in the account to cover out of pocket charges (prescription co pays; prorated phone share and internet; and any other charges which are the responsibility of the resident).

Institution Return/Detainer- A check payable to the resident will be mailed to the respective institution within 30 days. Resident funds will be used to ship the resident's belongings, if the designated person does not pick them up. This may delay sending the balance to the resident.

Escape/Absconder- the balance of the residents account will be placed on the respective individual's court cost and fines after 30 days.

Death or Discharge because of Illness/Injury-The balance of the residents account will be forwarded to the individual designated to receive the resident's possession within four weeks.

XI. FREE TIME

Free time is not a privilege; it must be earned by the resident. Residents may earn free time by following TLC rules, making progress on their program goals, and engaging in 20 hours of productive activity (employment/job searching/volunteering/meetings/counseling/program groups) each week your Case Manager determines whether you have met these requirements. The first weekend at TLC is considered a transition period- only family may visit at TLC.

- 1st weekend- transition period. Family may visit at TLC.
- 2nd weekend- 4 hours of free time on either Saturday or Sunday between 8am and 7pm (parole) or 8am-9pm (SIP)
- 3rd weekend- 4 hours on Saturday and Sunday between 8am-7pm (parole) or 8am-9pm (SIP)
- 4th weekend- 8 hours on Saturday between 8am-7pm (parole) or 8am-9pm (SIP) & 4 hours on Sunday between 8am-7pm (parole) or 8am-9pm (SIP)
- 5th weekend- regular free time
 - Friday---5pm-7pm (parole) or 5pm-9pm (SIP)
 - Saturday--- 8am-7pm (parole) or 8am-9pm (SIP)
 - Sunday---8am-7pm (parole) or 8am-9pm (SIP)

Free time travel may not be outside the district from TLC unless prior approval was given by the Bureau of Community Corrections and/or Parole Office if applicable. Any free time which will entail traveling requires a Travel Pass. Parole requires 10 days' advance notice for all travel passes.

Free time cannot be carried over if not used on designated days. If a resident works on the weekends, arrangements can be made for other free time days with Case Manager approval.

No tattoo, piercing establishments, and/or bars is allowed.

Dyeing hair is a free time activity. Not allowed inside either TLC house. Parole permission is required to change hair color. Dyeing hair can be done outside of TLC- in the grass area.

Depending on residents work schedule, variates free time: Full time workers are allowed free time 9am-9pm; part time allowed 9am-7pm; and the unemployed or disabled must have approval from case manager.

Attendance at Church is strongly encouraged and can be approved by a Resident Advisor on duty- does not need to be on paper.

On furloughs and/or day passes residents must call TLC if they leave personal residence and to check in at least two times.

Free time for unemployed/disabled residents must be submitted to Case Manager by Thursday morning for approval.

XII. FURLOUGHS

Furloughs must be earned. In addition to requirements set forth below, residents must comply with TLC rules, make progress on their prescriptive program goals, and be engaged in meaningful activity (employment/volunteering/education) consistent with their physical and mental capacity. Whether you meet these requirements, is determined by your Case Manager.

SIP- may be eligible for furloughs if they the meet the following criteria:

- Must be employed and working at least 32 hours a week (or volunteering 32 hours)
- Must complete a Furlough Request with Case Manager to submit to SIP Coordinator to conduct a furlough investigation.
- SIP Coordinator will go to the site and approve or deny furlough site.
- Furloughs may not interfere with work, counseling, and/or medical appointments.

- Furlough travel pass must be submitted to Case Manager for approval. D.O.C SIP Coordinator will approve any furloughs outside the district.

Parole/Halfway Back- eligible for furloughs if they meet the following criteria:

- Must be at TLC for at least 2 weeks
- Must be employed, volunteering, and/or schooling for at least 32 hours a week; consistently
- Not a designated Sex Offender by Board Action
- Misconduct Free for 30 days
- Supervision fees must be under \$100
- Parole requires it to be submitted 10 days in advance.
- Must be beneficial to home plan.

During weekend furloughs, a resident is still required to follow curfew hours that are set forth in this Handbook. The resident may leave furlough site as long as it's within the 30-mile radius of furlough site- they must contact TLC when leaving the approved site and when returning to approved furlough site. Curfew checks will be made.

XIII. POST RELEASE HOUSING

A home plan must be submitted to your TLC Case Manager who will then submit to parole. It is recommended a budget is completed prior to apartment searching. TLC does not recommend signing a lease or agreement until Case Manager's approval. It may take parole up to a month to approve a home plan.

XIV. FAMILY AND OTHER RELATIONSHIPS

The resident will be encouraged to repair and restore family relationships.

During the resident's time at TLC, they will be provided with the education, tools, and safe setting within which to practice newly learned "healthy relationship" skills.

"Romantic" relationships are discouraged but not prohibited. The resident's time and energy will be spent with a focus toward self. Should the resident find herself in a romantic relationship, they will be encouraged to be open and honest and work with Case Manager throughout the relationship.

XV. PARENTING

Many women who come into the TLC program are parents. Parenting is undoubtedly the single most important responsibility faced by an individual during the course of a lifetime. It is ironic however, that many parents lack sufficient and appropriate parenting skills. Workshops focusing on parenting will be held by those specializing in this area.

Special arrangements for visits with children will be made at the discretion of your Case Manager.

XVI. HEALTH

An appointment for a physical examination will be made by first shift resident advisor during the first week unless there is written verification of an examination during the last six months or the resident

executes a resident refusal form. Residents will be required to sign a Release of Information form for the examining physician, other physicians, or health care providers.

TLC has entered into a partnership with University of Pittsburgh Medical Center so that residents may receive consistent medical care. Care is provided through River Valley Medical and Dental Center (Hepburn Plaza). Appointments must be made through the designated TLC Resident Advisor (first shift). Residents are responsible for paying for all their own healthcare in accordance with the Agreement they signed at the SCI. River Valley Medical and Dental Center will accept Medical Assistance (Medicaid) and will provide physicals required by the Lycoming County Assistance Office to qualify for Medicaid. TLC will assist in this process and may advance funds so that residents receive healthcare. In the event, there is a reimbursement of these funds, residents must sign over the reimbursements to TLC.

Once a resident leaves TLC, they are responsible to update all health providers as to their new address and telephone number so they may continue to receive services.

For minor cuts and scrapes, TLC has standard first aid kits located on each floor of each house. Residents are advised to use the staff office first aid kits for non-emergencies and utilizing the zip tied first aid bags for emergencies only. If emergency treatment is required, the resident will be transported to the hospital or physician's office.

Pursuant to the Department of Corrections regulations in Community Corrections, residents are responsible for all costs related to medical care, dental care, eye care, and counseling. To the extent possible, medical assistance or private health insurance may be used.

It is the philosophy of TLC that in order to maintain a healthy mind and positive attitude, one must maintain a healthy body. For that reason, your physical health is important. All health concerns should be brought to the immediate attention of a Resident Advisor person when you arrive at TLC or as they arise.

XVII. LIFE SKILLS

Recidivism is greatly reduced for residents who develop appropriate coping skills and build better life skill strategies. For this reason, TLC will conduct Life Skills workshops Monday-Thursday. The Program Facilitator is also open to meeting with residents one on one to work with them on different life skills they feel they are lacking.

While TLC provides food, residents are responsible for preparing their own meals and following an approved menu. All menus will be approved by a Nutritionist from Penn State Nutrition. Residents are assigned days to cook and responsible to find coverage if unable due to medical, counseling appointments, and/or work.

Residents are responsible for their living space. You may tastefully decorate your personal space. TLC provides a desk and chair in each room for writing only.

TLC provides a washer and dryer for your laundry. Residents are responsible to buy high efficiency laundry detergent or TLC provides it. Linens are required to be washed at least once a week.

XVIII. SPIRITUAL ENRICHMENT

It is TLC's goal not only to aid the resident in attaining a healthy physical, emotional, and psychological state, but to attain a healthy spiritual state as well. Regular attendance at a place of worship is encouraged. TLC Resident Advisors are authorized to approve time for religious services.

XIX. DRUG TESTING

Residents may not use or possess any drugs, including alcohol. Any resident entering TLC intoxicated or suspected of being under the influence of alcohol, marijuana, or any other illegal drug will be subjected to immediate urinalysis or breathalyzer testing. TLC has the right to search a resident and their room at any time.

In order to ensure compliance with residents' goal of abstinence from drug or alcohol use, regular and random urinalysis of all residents will be conducted. Any person or SIP status who tests positive for the use of drugs will be subject to BCC or parole regulations on drug use (without recourse to appeal).

TLC has no input on the decision whether to return a resident for a positive urinalysis, so the resident must exercise responsibility for their own abstinence. TLC mandates a 4 weekend restriction after the use of drugs and/or alcohol.

XX. AFTERCARE

The TLC program offers a system of support for past residents.

All past residents are encouraged to visit TLC after discharge. Should the ex-resident find themselves in trouble, financially, legally, or otherwise, they should know that TLC will offer whatever assistance it can. However, if an ex-resident visits and causes disruptions, TLC staff have the right to ask ex-resident to leave and prohibit them from visiting again.

From time to time, ex-residents may be invited back to talk with residents about their experiences at and after TLC.

XXI. RESIDENT PROGRESS

Within the first week of arriving at TLC, you will meet with your Case Manager and complete an intake assessment. Once a month, each resident's progress will be reviewed by your Case Manager. The purpose of this review shall be to evaluate your progress in the program. This will include review of the following areas where applicable: Employment, Training/Education, Finances, Substance Abuse, Personal Relationships (both in and out of TLC), Release Plans, and areas of special needs, as well as recognition of achievements. Residents are encouraged to discuss with Resident Advisor their feelings about their experience in TLC, their goals, frustrations, etc.

Each resident will have a one on one session with Case Manager at least one time a week to discuss any issues. However, the resident may call and visit with Case Manager whenever it is needed.

XXII. ACTIVITIES

Activities are provided by the residents of TLC in hopes that a more constructive use of leisure time will be learned in addition to expanding and broadening horizons. Activities will occur both within the house and in the surrounding community. This program will cover several areas: personal enrichment; culture (attending theatre, concerts, local speaking events, etc.); physical fitness (exercising, bowling, swimming, roller skating, etc.); and crafts. These activities are scheduled quarterly.

XXIII. GRIEVANCE PROCEDURE

The purpose of this grievance policy is to provide a method of resolving problems experienced by residents while at TLC. Resident complaints and concerns are covered by this Procedure.

Grievances cover violations of D.O.C. Policy, violations of TLC Policy, violations of Court Orders, Pennsylvania and Federal Statutes, claims of harassment and sexual harassment, or other problems and concerns.

Before filing a grievance, the resident must try to resolve the problem directly with the Resident Advisor and/or TLC staff person. If this is not possible or the problem is not resolved, then the resident, in good faith, may submit a Grievance. The Grievance must include a statement describing the residents' efforts to resolve the problem and a statement of the problem which is specific as possible. The Grievance must also include a statement of any monetary damages suffered by the resident.

Grievance forms can be found on the 3rd floor outside the Executive Director's office. A locked grievance box is also located on the 3rd floor for all completed grievances.

TLC, has designated that the Director of Compliance acts as the Grievance Coordinators to conduct the Initial Review of Grievances. If the Grievance is in reference to a Case Manager, the Executive Director, will step in. Grievances must be submitted within 15 days of the event.

The Grievance Coordinator will review and respond to the Grievance within 10 business days. The resident may appeal this decision to the Executive Director within 5 days of receiving the response. The Executive Director will make a decision and notify the resident within 10 business days.

The resident may appeal this decision within ten days and submit a Final Review request to the Grievance Coordinator, Bureau of Community Corrections, 1920 Technology Parkway, Mechanicsburg PA 17050.

The full grievance procedure is posted on the DOC Bulletin board located in the dining room of 900 and the entrance hallway at 309.

Grievances Pertaining to Claims of Sexual Abuse and/or Sexual Harassment:

Resident grievances that fall under the category of sexual abuse and/or sexual harassment shall follow a separate policy.

Should a resident's grievance pertain to a claim of sexual abuse and/or sexual harassment, the resident *does not* need to attempt direct resolution with the staff member. The grievance shall also not be forwarded to the staff member in question, if the staff member is the subject of the grievance.

Grievances that fall under this category shall be immediately forwarded to the PREA Coordinator for initial review. The PREA Coordinator shall verbally notify the Bureau of Community Corrections Management Operations Center without delay and complete First Responder duties as outlined in Department Policy BCC-ADM 008, "Bureau of Community Corrections Prison Rape Elimination Act (PREA)," Section 4 for allegations of sexual abuse. Grievances related to sexual abuse and/or sexual harassment will be investigated by the BCC Security Division. The PREA Coordinator will take no investigative action unless directed to do so by the BCC-MOC.

Third parties, including fellow residents, staff members, family members, attorneys, and outside advocates, shall be permitted to assist residents in filing requests for administrative remedies relating to allegations of sexual abuse, and shall also be permitted to file such requests on behalf of residents.

If a third party files such a request on behalf of a resident, the alleged victim must agree to have the request filed on her behalf and personally pursue any subsequent steps in the administrative remedy process, as a condition of processing the initial third party request. If the resident declines to have the request processed on her behalf, this shall be documented by the PREA Compliance Manager.

A time limit for filing the grievance in relation to the reported event’s date of occurrence shall not be imposed. A final decision regarding all portions of a grievance pertaining to sexual abuse and/or sexual harassment shall be made and communicated to the resident within 90 days of the initial filing of the grievance.

If a resident is subject to a substantial risk of imminent sexual abuse, an emergency grievance may be filed. Upon receiving an emergency grievance alleging a resident is subject to imminent sexual abuse, the Transitional Living Centers, Inc. shall immediately forward the grievance, or any portion contained therein alleging substantial risk of imminent sexual abuse, to a level of review at which immediate corrective action may be taken. An initial response shall be provided within 48 hours, and a final decision shall be issued within 5 calendar days. Both the initial response and the final decision shall document TLC’s decision whether the resident is in substantial risk of imminent sexual abuse and the action taken in response to the emergency grievance.

A resident can be subject to disciplinary sanctions if she files a grievance related to alleged sexual abuse only where it can be demonstrated that she filed the grievance in bad faith.

XXIV. DISCIPLINARY ACTION

Rules are present all of our lives. Successful adults learn to live with them. Because TLC is a Community Corrections program we have rules too. Violation of these rules may not result in a return to prison, but violations will have a consequence which the resident must face.

TLC will not attempt to list every behavior that will result in disciplinary action because we understand that life does not come with a rule book. However, every resident will be accountable for their actions. If any resident questions whether an action is appropriate, then they should talk first with Resident Advisor.

TLC follows Universal Set of Rules Response Matrix A, B, and C sanctions may be applied. See chart below followed by different misconduct levels.

	Level 1	Level 2	Level 3
"A" Sanction	No action/violation Reprimand/Warning Treatment Contract	No action/violation Reprimand/Warning Treatment Contract	No action/violation Reprimand/Warning Treatment Contract
"B" Sanction	Assign Goals	Assign Goals	Assign Goals

"C" Sanction	N/A	Utility Leave Restriction 5 consecutive days/2 weekends	Utility Leave Restriction 10 consecutive days/2 weekends
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For resident's guidance we do set forth the following examples of misconducts:

Each Occurrence- Institutional Return (Determination made by BCC or PBPP)

- Possession or use of any type of weapon
- Engaging in physically assaultive/destructive behavior.
- Threatening an employee or other person with bodily harm.
- Other Identifiable threat.
- Sexual harassment or sexual assault/abuse of another person.
- Failure to comply with the search of person, vehicle, and/or property.
- Interfering with drug interdiction efforts (Urinalysis, Breathalyzer, K9, etc)
- Possession of alcohol, illegal drugs, or unauthorized drugs.
- Engaging in sexual acts with others or sodomy inside the center.
- Leaving the center without authorization (LWA) or failing to return (FTR) from authorized absence/Escapee.

Each Occurrence- (Conference with PBPP and/or SIP Coordinator)

- Failure to comply with all sections of the PA Crimes Code.
- Using alcohol, illegal drugs, or unauthorized drugs.
- Failure to comply with all treatment plans as assigned.

Misconduct (1-2 reports Level 2) (3-4 Reports Level 3) (after 5 misconducts- Refer to SIP Coordinator/CFC/PBPP) See chart above.

Restriction begins on or after the disciplinary hearing.

- Failure to comply with board/field conditions and/or sanctions imposed by the PA Board of Probation and Parole (N/A)
- Failure to comply with interventions and/or BCC-141B sanctions imposed by the PA Department of Corrections CCC/CCF.
- Failure to comply with all center-related security procedures (count, fire drills, etc.)
- Using abusive, obscene, or inappropriate language directed to or about another person.

Misconduct (1-2 Reports- Level 1) (3-4 Reports- Level 2) (5-6 Reports-Level 3) (7+- Refer to SIP Coordinator/CFC/PBPP) See chart.

Restriction begins on or after the disciplinary hearing.

- Failure to follow facility rules or direction (verbal or written) given by staff.

- Failure to return to the center when expected or directed (late return/curfew violation) or at unauthorized location.
- Violating the Clean Indoor Air Act (smoking inside the center).
- Failure to complete tasks assigned (housekeeping, community service, job search, etc.)
- Possession of contraband or any other item not approved by the DOC inside the center.
- Failure to notify the center of any change in my employment status or schedule.
- Failure to provide all paychecks to the center for verification of work and for rent and center deductions.

Misconducts **will affect** all or some of the following activities:

1. Visitors (except for family/children)
2. Freetime
3. Furloughs
4. Other activities as determined by Resident Advisor

Misconducts **do not usually affect** the following activities:

1. Work
2. Church - if regularly attended previously
3. Counseling Sessions - confirmed
4. Emergencies - determined by Resident Advisor
5. Job Search
6. AA/NA Meetings
7. Volunteering

Information concerning misconducts and disciplinary action is placed in the resident's file and is reviewed by both the Department of Corrections and by the Board of Parole. TLC Resident Advisor are authorized to handle some violations in an informal process which will include restrictions on some activities and consequences are immediately imposed. Residents on restriction may be permitted to purchase personal items if accompanied by another resident.

THE FACILITY

I. SIGN IN AND SIGN OUT REQUIREMENT

The resident is required to sign out in SecurManage each time they leave the facility. When it is time to leave you will go to the staff office and sign out to an approved location. If for any reasons the resident cannot return at the indicated time, they must call TLC and inform the Resident Advisor of their location and the actual time they will be returning. Failure to do so will be construed as a breach of curfew resulting in disciplinary action.

You are not permitted to go to any location if it was not approved ahead of time by Case Manager; this would result in disciplinary action.

II. VISITATION/DROP OFFS

Visitors will be received in the living/dining area of each facility on the following days and times:

- a. Friday between 5pm-10pm
- b. Saturdays between 12pm-10pm
- c. Sundays between 12pm-8pm

If visitors (i.e. parents, children relatives) come to Williamsport from out of the area, these days and times may be changed with prior approval from your Case Manager. Children of residents may visit at any time with prior Case Manager approval. Physical punishment of children (spanking, hitting, etc.) and abusive language towards a child is not permitted. Engaging in these behaviors will result in termination of visit.

The front porches, yards, and back patios of either house may be used for visitation, but each resident may have only 2 adult visitors plus their children at any one time. Friends of residents may not "hang out" on TLC premises. Residents should be reminded that they are responsible for the behavior of their children and visitors. Visits may be terminated for behavior that is inappropriate.

Visitors who consume TLC food for a meal must donate \$2.00 to TLC for the food cost or the resident that individual is visiting will be in charge of payment. The resident's minor children are exempt from this policy.

Drops off are acceptable during visitation hours only, this includes: cigarettes, clothing, money, etc.

III. TELEPHONE PRIVILEGES

Residents will not answer the office phones at any time. Phones are located in the house for the resident use. Unlimited local and long distance calls can be placed and received. Residents may not accept collect calls from any prison or jail.

Phone calls are not permitted between 12am-5am. The use of cell phones in bedrooms are not permitted between the hours of 10pm and 5am. Text messages and internet usage is allowed.

The office phone can be used for emergency purposes only. Employers may be given the office and resident telephone numbers.

Cell phone numbers must be given to a Resident Advisor and/or Case Manager to be inserted into your client file in SecurManage.

IV. TRANSPORTATION

1. *Automobile privileges*- Written approval by the DOC must be obtained before a resident may own or operate a motor vehicle. The resident must submit written consent of the car owner, a valid driver's license, vehicle registration, and proof of insurance to their Case Manager.

During the first month after approval the resident may only use the car for work, counseling, and meetings. Thereafter, with Case Manager approval, the resident may use the car for free time activities and furloughs.

Keys and paperwork must be turned in to Resident Advisor and put in the key lock box when not in use and will be given to the resident for approved activities only. TLC will not, under any circumstances, be liable for any injuries or accidents involving the resident's automobile. The resident may not lend their car to any other person; resident or otherwise. There will be a second set of keys made for the resident's automobile and kept in the key lock box in the Resident Advisors office. TLC has the right to search the automobile at any time.

Mileage will be documented by the resident for accountability purposes. The resident's vehicle is not permitted to be parked in the staff parking lot during the hours of 8am-5pm Monday-Friday.

2. *Public Transportation*- Residents may use a form of public transportation for work, appointments, free time, furloughs, etc. Residents may purchase a City bus pass (monthly, weekly, or by number of rides) through TLC Request for Funds. Residents who qualify may apply for STEP transportation for medical appointments.
3. *Accepting Rides*- Residents may make arrangements with individuals to provide transportation in private vehicles to work, meetings, medical appointments, and church at the discretion of Case Manager. The resident must ask the person who is willing to provide transportation for photo copies of their driver's license, car registration, and insurance. The TLC copier may be used for this purpose.

V. MAIL

Residents will not collect mail from the mailman. After the Resident Advisor on duty has sorted the mail, it will be distributed to the resident. All mail must be opened in front of the Resident Advisor. Any bills for payment must be given to Case Manager. All money that is received, whether it's cash, check, or money order also must be turned into the Resident Advisor on duty for deposit into the Resident's Wage Account- rent and court cost and fines do not come out of this income. Residents must use 900 West Third St for their ID and as their mailing address.

TLC, through a resident's Case Manager will provide stamped envelopes when requested.

VI. MAIL FORWARDING

For 60 days TLC will forward all mail received by TLC for past residents provided they leave a forwarding address. If not forwarding address is available or after 60 days all mail will be returned to the sender.

Prior to being released, meet with your Case Manager to complete a change of address form online.

VII. COMMUNICATION WITH INMATES IN OTHER INSTITUTIONS

Correspondence with inmates of other federal, state, and local prisons is prohibited unless authorized by TLC and the Superintendent of the other institution. To send mail to inmates without written approval will result in disciplinary action and the mail will be confiscated as contraband.

Meet with your Case Manager to request correspondence with an inmate in an institution and proper paperwork can be submitted.

VIII. RADIO AND TELEVISION

The television in the living room is for resident's use. Residents may not have the use of personal TV's but many have radios, laptops, or kindles in their rooms. Residents are reminded to use them considerately. DVDs and CDs are not permitted at TLC and will be considered contraband.

IX. HOUSEKEEPING

Rooms may be decorated with personal possessions and will be inspected daily by TLC staff. Personal decoration may not be offensive and may not add clutter on surfaces. This is your private space, take pride in it.

Specific duties and responsibilities will be assigned by second shift Resident Advisor to ensure that all areas of the facility receive daily housekeeping and regular maintenance. TLC provides cleaning supplies. Areas in the facility are cleaned by residents under supervision of the Resident Advisor. This must be done before a resident leaves for free time.

Beds are to be made prior to 8am or prior to leaving for work and kept that way until 5pm unless you work second or third shift; then bed should be made prior to leaving for work. On Saturday and Sunday beds must be made prior to leaving for free time. Linens must be laundered once a week and reported to TLC Resident Advisor. A locker is provided to each re-entrant with a combination for all personal belongings.

Floors must not be cluttered. A basket will be made available to you for personal hygiene items and this is the only thing allowed on top or under your locker at all times. No personal items should be on the desk which is also provided by TLC this is for writing purposes only.

Windows and exits are to be kept free from all obstructions.

Wet towels are to be hung up in each resident room. Wet towels may not be draped over radiators. Dry towels are to be folded and stored in locker.

Food and beverages are not to be stored in bedrooms with the exception of water.

Extension cords are not permitted; surge protectors are allowed.

X. FACILITY DESIGNATED AREAS

Residents will not answer the front or back doors of the facility unless instructed to do so by a Resident Advisor on duty. This rule was designed to provide building security and protect residents.

To minimize exposure to second hand smoke, smoking cigarettes is limited to the porch and patio areas outside the house. Smoking, burning candles, or lighting incense is not permitted within the house.

Absolutely under no circumstances is smoking in the house allowed- this will result in immediate disciplinary action and could suspend all smoking privileges.

XI. DAMAGE TO PROPERTY

Normal household furnishings (for example: microwave, refrigerator, washer, dryer, dishwasher, television, and computer) are supplied for the use of residents. The expectation is that each resident

will use these items properly. If any item is damaged intentionally or negligently (by improper use), the resident responsible will have to pay for the damage. In the absence of a responsible resident all residents in that house will be charged equally for the damage.

Dying hair is not permitted on the property.

XII. EMERGENCY PROCEDURES

It is the purpose of this procedure to outline actions of Resident Advisor in the event of any of the following emergencies:

Fire- In the event of fire or activation of fire alarms, Resident Advisor should first call 911 and report a Fire Emergency, then make sure all residents evacuate the building, and finally secure the sign in/out log and exit the building. Resident Advisor should then account for all residents. If fire personnel indicate that it is safe to re-enter the building, then Resident Advisor should assure that all residents have re-entered the building. At the first opportunity Resident Advisor should contact the Executive Director.

Here are some Fire Emergency Tips:

1. Don't panic.
2. Dial 911. Give name of facility and location.
3. Wake everyone up by screaming and banging on doors.
4. If door is closed where you are, feel the doorknob, if hot, do not open.
5. Place wet towel along bottoms of doors. This will give you 10-15 minutes extra.
6. Knock out windows for air. If there is a roof outside your window, get out on it.
7. Wait for the fire department.
8. If the door is not hot, but the hallway is full of smoke, stay in the room and proceed with tip 6.
9. If there are no windows, or a lot of smoke, get down low and crawl. If you can't escape, lay down, spread eagle in the middle of the floor and wait. **DO NOT HIDE!**

Fire Extinguishers- If a fire is small, an extinguisher may be used. Directions are on the extinguisher, but you should know what to do automatically:

1. Twist and pull pin.
2. Aim
3. Squeeze together like clamps.
4. Hold in center of rubber arm.
5. Sweep side to side at base of fire, not at flames.
6. Smoldering wastebaskets should be taken outside, and then doused with water.

Civil Disturbance- As soon as a Resident Advisor becomes aware that a civil disturbance is occurring they should call 911 Policy Emergency and secure all doors and windows. If the civil disturbance threatens the security of the facility, Resident Advisor should evacuate all residents, taking the sign in/out log with them.

Natural Disaster- In the event of Flood, Earthquake, or Natural Gas Explosion, the Director will call in appropriate contractors or code officers to determine if the structural integrity of the facility has been affected. If it has, then Resident Advisor should immediately evacuate residents from the premises, taking with them sign in/out log.

Severe Weather- If excessive rain, snow, or winds causes structural damage to the facility, Resident Advisor should evacuate all residents from the facility taking with them the sign in/out log, until civil authorities have determined it is safe to return to the facility. During tornado watches and blizzards watches residents will be called back to the house and residents will not be permitted to leave. If there is a tornado warning all residents should go to 900 West Third St.

XIII. FOOD PROVISION

Menus are properly prepared monthly, one month in advance. The menus and cooking schedule is done by residents and prepared by the resident(s) assigned to cook that day. If a resident has allergies to certain food or abstains from some foods because of medical, religious, or philosophical reasons, you should discuss this with your Case Manager and every attempt will be made to accommodate your needs. Any major changes in diet must be approved by a doctor.

Breakfast and lunch are provided, however the preparation of those meals is done by the resident and may be done ahead of time to accommodate work and school schedules.

Dinners are prepared Monday through Thursday. Friday-Sunday are free meal days. No take out or delivery is allowed into the facility. TLC will provide take out/delivery on special occasions.

When the menus are approved they are posted on the refrigerator in the kitchen. All meals are planned ahead which allows residents to place any needed ingredients on the weekly grocery list.

Any resident who cannot attend dinner but wishes for food for later, must let the Resident Advisor know. Dinner is served by 5pm.

Food at TLC is purchased for the use of residents. No food is permitted out of the facility unless going with resident for work and/or school. Visitors who stay for dinner must donate \$2.00 to TLC for the food cost.

No food is to be kept in the resident's bedrooms. TLC will provide a locked cabinet in the kitchen or dining room to store personal food.

Residents returning from a franchise/restaurant/furlough site or free time are not allowed to bring food back into the facility. All food entering the facility must be sealed with the exception of fruits and vegetables.

XIV. MEDICAL AND DENTAL NEEDS AND MEDICATIONS

Appointments- Residents are responsible to tell Resident Advisor about medical needs or health issues when they arrive at TLC or as the need or issue arises. Residents need to communicate with Resident Advisor they need to make medical appointments so that efforts are not duplicated and can be coordinated. If you do not have your own physician, a designated TLC Resident Advisor person (1st shift) will make a doctor's appointment for you. All medical and dental appointments must be recorded in the resident's file, on a monthly calendar, and on the resident's Special Request Form.

In the event that a resident becomes ill and is requesting general health treatment, the staff on duty will review resident's medical history and refer to a health care provider either River Valley Medical and Dental Clinic, UPMC Emergency Room, or River Valley Triage Center. If resident's do not have medical insurance or medical assistance, they will be held responsible for their medical cost.

Ill residents must contact their employer, school, or any other applicable persons when they are ill and will not be keeping to their scheduled agendas. Staff will conduct these persons only in the event of an emergency.

When residents return to TLC from work and/or school due to illness, they must stay in unless they are going to a scheduled appointment for example treatment and/or meetings.

Serious Injuries- When a resident is seriously injured or is in extreme medical distress, staff should call 911 Emergency and describe the situation, requesting an ambulance if the resident cannot be safely moved. If the resident is ambulatory, staff should contact on call, who may authorize other staff to transport the resident to appropriate medical provider or authorize the use of a taxi. Serious medical emergencies should be treated at UPMC Emergency Room. Other medical conditions should be treated at River Valley Medical Center and/or the triage center.

Dental Health- Residents are permitted to make an appointment with River Valley Medical and Dental Center in the Hepburn Plaza.

Prescriptions- When given a prescription by a physician, the resident must turn it into TLC Resident Advisor. TLC utilizes the Medicine Shoppe on Hepburn St. to fill all prescriptions. Prescriptions are delivered Monday through Saturday, usually late in the afternoon. If the resident realizes that their medication has not been delivered, they need to notify the Resident Advisor.

Residents will be responsible for storing and taking the following types of medications: vitamins, allergy medications, inhalers, antibiotics, birth control, heart/blood pressure medications, cholesterol medications, OTC pain relievers, diabetic medication, and fluid/water medicines. These must be stored in your locker and may not be left out or they will be confiscated and placed in your medical file for further keeping. When your prescription is delivered it will be recorded by the Resident Advisor person and you will sign for the entire supply. Since all residents are subject to random urinalysis, you may be terminated from TLC if we do not have a record of your medications. Resident must report all OTC medications which are brought into the facility and you will sign a receipt indicating that you have those medications in your possession. Insulin must be refrigerated.

TLC will store all narcotic and psychotropic medications in a locked filing cabinet in the Resident Advisor office. Residents may request those from the Resident Advisors in accordance with dosing instructions (morning, noon, evening, before bedtime).

Over the Counter Medications- No cold, cough, or allergy medications containing alcohol and/or dextromethorphan are permitted. You are not allowed to share any over the counter medications with other residents. If at any time TLC staff believe an over the counter medication is being abused, TLC may prohibit use.

No products containing alcohol are permitted to be used by residents nor brought into TLC (example: mouthwash).

TLC provides the following over the counter medications: Ibuprofen, Acetaminophen, Benadryl, Imodium, Naproxen, and Tums.

When residents are away from TLC for an extended period of time, residents are permitted to take with them prescription and non-prescription medicines for that length of time. Residents must use common sense as to other OTC medications, as they will be drug tested upon their return to TLC.

XV. MENTAL HEALTH

Case managers will refer residents in need of Mental Health Services to Lycoming-Clinton County Mental Health and Intellectual Disabilities Program. In emergency, staff should contact the Mental Health Crisis Intervention Specialist at (570) 326-7895.

XVI. PERSONAL PROPERTY STORAGE

Upon Arrival- TLC shall provide locked storage areas for temporary storage of personal property and for personal items which will be confiscated due to overabundance of clothing inventory checklist and/or contraband. (Please see Intake section for allotted amount of clothing permitted) Because of limited storage space, residents are encouraged to transfer personal property to family members as soon as possible, if not picked up within 30 days the items will be donated and/or thrown away. Residents shall receive a receipt with an itemized inventory signed by resident of any items being stored in the facility or seized as contraband. Lawful items shall be returned to residents upon their completion of TLC's program. Unlawful items shall immediately be transferred to law enforcement.

After Departure- TLC will hold personal property for 30 days but is not liable for any property left by a resident after they are paroled, returned to an SCI, absconded, or escaped.

Any absconder's property is considered abandonment of property and will be held for 30 days upon apprehended.

Residents may request TLC to store property for a longer period of time but arrangements must be specified in writing upon their arrival and/or departure from TLC. Residents are responsible to designate a person who will be responsible to pick up personal belongings. If no one is available to pick up personal belongings- TLC will ship belongings however resident is responsible for this charge. If no one picks up personal belongings or provides money to ship TLC will donate items to a local charity after 30 days. TLC waives any requirement for actual notice that this occurred.

XVII. CONFIDENTIALITY OF RECORDS

A complete record is maintained on each resident during the entire length of stay at TLC and for no less than seven years following discharge. Access to those records is restricted to: TLC Resident Advisor; TLC Board of Directors; Department of Corrections; Survey of accrediting bodies. Other persons may have access to the resident's records only with a written release of information signed by the resident.

Release of information to resident:

1. A resident has the right to request information found in their files and SecurManage.
2. All requests for information must be accompanied by the "Authorization for Release of Resident Information."
3. All requests for information will go to the Executive Director, who will then respond based upon the type of information being requested as follows:
 - a. Financial Data: Business Manager
 - b. Disciplinary Records: Case Manager
 - c. Prescriptive Programming Data: Case Managers
 - d. Work Records: Program Facilitator or Case Managers

- e. Educational Data: Case Managers
 - f. Treatment Records: Case Managers
 - g. Facility Details: Executive Director
4. A resident can only receive information pertaining to their own records.
 5. A response to the resident's request will be provided within 5 business days from the receipt of the request unless:
 - a. The response cannot be accomplished due to bona fide staffing limitations.
 - b. The resident has not complied with TLC's policies regarding access to resident information
 - c. The extent or nature of the request precludes a response within the required time period.
 6. If a response cannot be given in 5 business days, the Executive Director will issue a response stating that the request is being reviewed and give a reasonable date that a response can be expected.

XVIII. CODE OF ETHICS

TLC and the Department of Corrections have a code of ethics governing the behavior of Resident Advisor towards residents. Included in that code is the regulation that there shall be no fraternization or private relationship between TLC staff and residents. This includes but is not limited to trading, bartering, receiving gifts or money from the residents or the residents' friends, relatives, or representatives. In addition, it is TLC Policy that residents shall be free from sexual harassment by Resident Advisor or other residents. Sexual Harassment is any unwanted sexual advance by another person, and residents should report such actions to the PREA Coordinator.

TLC staff are not permitted to be "friends" on social media for at least 5+ years of being released from TLC.

XIX. CONTRABAND

TLC and the BCC may determine that certain items may not be possessed by residents. Residents will be given a confiscated item receipt and any items will be returned at the time of the resident's release. Unlawful items are also considered contraband and will be turned over to law enforcement. These include, but are not limited to: unlawful drugs or weapons. Other contraband includes but not limited to: personal care products containing alcohol, DVDs or CDs, DVD players, hand held video games, loose tobacco and accessories, candles or incense, extension cords, aerosol cans.

XX. MEDIA ACCESS

Requests for media interviews of residents must be submitted to the Executive Director. In accordance with DOC Policy, interviews with residents must be cleared with the DOC. It is policy of TLC to work cooperatively with media consistent with maintaining resident dignity and privacy.

All re-entrants will sign a Photo Consent form at intake.