Transitional Living Centers, Inc.

Williamsport, PA 17701

RESIDENT'S HANDBOOK

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I. THE PROGRAM

The TLC Program is designed to reflect life. Each resident is responsible for their own progress. Resident Advisor will give directions and make suggestions so that the resident may succeed. However, the resident is accountable for their own behavior and choices. TLC provides the link 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 on the basis of race, religion, age, or gender orientation in its acceptance policy or program participation. However, our program is gender specific for women offenders.

A. ORIENTATION

The first two weeks are considered an orientation period. The residents will be given a Resident Handbook upon their arrival. A Resident Advisor member will review the handbook with the resident during the first week. The first two weeks will be spent in developing a Master Treatment Plan and prioritizing your activities and issues to be addressed.

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

Residents will meet during the first week with their Case Manager to develop employment goals and prepare for job search. Job search will begin after the first two weeks. You will be attending the TLC Employment Group to assist in job search. Also during the first week the resident, along with their Case Manager, will determine your financial responsibilities and goals.

During orientation, attendance at AA/NA meetings will be mandatory for residents with an AOD history or Drug Offense. You and your Case Manager will set the number of support meetings you will attend.

B. 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 Resident Advisor, your Case Manager, or the Executive Director. If a TLC employee is involved, you should report it to the Executive Director (if you are 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 Police Department), your Parole Agent, or the PA Department of Corrections.

C. RESIDENT STATUS

Residents are referred to TLC by different Agencies and through different Programs. The Resident’s status may impact ability to work, use of free-time, travel, and programming. The following are examples of the different status of residents:
1. **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 and lasts 6 months. These Residents are expected to attend outpatient AOD treatment and complete TLC groups which are included in their Master Treatment Plan. Generally all SIP residents will have the same case manager.

2. **Parole** – These are residents who have been paroled directly to TLC. In order to participate in groups, the stay at TLC is a minimum of 90 days. However, to graduate from the program the resident must achieve their prescriptive program goals, work with their Case Manager to develop an approved home plan, follow TLC’s rules, and exhibit appropriate behaviour. In addition to TLC these residents are also supervised by a State Parole Agent from the Williamsport District Office.

3. **Halfway Back** – These are residents who were on Parole and because of technical violations have been referred to TLC instead of being returned to a State Prison. Generally these residents must participate in TLC programming for a period of 90 days.

4. **State Intermediate Punishment – Non-residential** – these SIP4-NR referrals report to TLC, but do not reside at TLC; they reside at an approved home plan site. SIP4-NR referrals report to TLC twice a week for the first month moving to once a week thereafter. Curfew is 2100 hours.

**D. 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.

**E. SPIn-W (Service Planning Instrument for Women)**

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 SPIn-W is updated periodically by your Case Manager. In addition a Monthly Progress Report is prepared by your Case Manager. All of these documents are reviewed by the Department of Corrections and the PA Board of Probation and Parole.

**F. 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 Group:** Weekly in-house groups will be conducted at times set by the Facilitators. Attendance is mandatory for residents who have been identified as needing that particular group. Your Case Manager must approve any absences. Excused residents will meet with the Facilitator at an alternate scheduled time. Attendance impacts leisure time, phone privileges, and length of stay at TLC.
The Resident Advisor or Case Manager will facilitate Moving On Group; Helping Women Recover; A Woman’s Way – Guide to the 12 Steps; and such other groups as you may be required to attend.

_In-House Individual 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 be required or may request to attend professional counseling services for mental health, drug and alcohol issues, legal problems, or other services. If a need for outside counseling has been determined, it is the responsibility of the resident to make arrangements and keep any appointments with the provider. The cost of such services are the responsibility of the resident. There are resources in the community which may provide financial help for these services.

**G. EMPLOYMENT AND EDUCATION**

TLC requires the resident to seek employment as soon as possible. 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 discussing job skills, interests, and past work experiences. If the resident does not come to TLC with a prepared resume, your Case Manager will assist you in creating one and setting realistic employment goals. You will be expected to utilize the resources at CareerLink.

You should prepare an assessment of your interests, abilities, training and previous work experience. Your Case Manager will conduct or arrange for employment counseling which will include: information on determining suitable employment, help in filling out applications, interviewing skills, proper dress and behavior for interviews. "Mock" interviews and role playing may be utilized.

The resident must register at the CareerLink Center and temporary employment offices. Other resources to be utilized are newspaper ads and past TLC employers. While the resident is unemployed, she will be required to meet frequently with her Case Manager and/or the Employment/Housing Coordinator to review job openings.

If the resident continues to be unemployed, they must register with agencies and organizations to volunteer. Volunteer work will be on a part-time basis which will allow the resident to continue actively seeking employment. A resident must volunteer 20 hours per week to be eligible for freetime.

The procedure for employment search is as follows:

1. Your first job is to find employment.
2. Your effort will be reflected by how early you get up and when you leave TLC to submit applications. Freetime and other privileges will be denied or curtailed if your efforts are half-hearted.
3. Each day a resident is on a job search they must report to TLC Resident Advisor.
4. Residents are required to keep all appointments with prospective employers. Residents must have the approval of Resident Advisor to cancel any appointments.
5. Once a job has been accepted, you will need to fill out an "Employment Information" form with Case Manager.
6. Maintaining a positive attitude will lead to success.

It is the responsibility of the resident, not Resident Advisor, to contact the employer when they cannot report for work as scheduled.
Your Case Manager, TLC Resident Advisor, or other TLC employee will visit or telephone your employer to discuss your performance and any work problems. The resident must report any employment warnings or voice any concerns about the job to your Case Manager. The resident must provide a work schedule to your Case Manager which will be made available to all Resident Advisors.

Employers are to be informed of your criminal history and current residence at TLC. The resident is responsible for making her own arrangements for transportation to and from work. TLC is located within walking distance of all major city bus routes. You should become familiar with the bus schedule.

H. TERMINATION OF EMPLOYMENT
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. Residents must work with Case Manager on all employment decisions to insure that actions are not impulsive.

I. 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 Williamsport Regional Medical Center and Weis 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;
- Report directly and anonymously in writing to the Pennsylvania State Police (Posters located at the resident telephones); or
- Filing an online report at www.tipssubmit.com

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

A. 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.

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. During your financial orientation you will be assigned a specific day each week on which you will hand in a "Request for Funds" form- either Mondays or Thursdays.

1. RESIDENT EARNINGS
   a. Each resident shall turn in her weekly or biweekly paycheck along with the pay stub to the Resident Advisor member on duty, for deposit into the Resident Wage Account.
   
   b. Necessary expenditures shall be dispersed via checks in the following manner:
      1. Rent - 20% of weekly net 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. Support of the resident's dependents, if any (child support)
      5. Phone Share and collect calls
      6. Living Expenses - 25% of weekly or biweekly net income ($25 if unemployed)
      7. The balance will be retained in the resident's account.
   
   c. Residents arriving from State Correctional Institutions or rehabilitation centers shall turn their money into the Resident Advisor person on duty for deposit in the Resident Wage Account.
   
   d. Disbursements for an amount greater than the account balance are prohibited. At no time will Resident Wage Account monies be used to make loans to residents. All residents must learn to spend within their limits - in other words, payments in advance of your normal day will only be made on an emergency basis. No resident shall borrow from or loan money to any Resident Advisor member, current resident, or ex-resident. There will be no advances given on weekends because there is no access to the money.
   
   e. Once a resident has accumulated $500.00 in the Resident Wage Account, she may request permission from her Case Manager to open an interest bearing savings account in the financial institution of her choice. The savings account passbook must be secured by TLC and given to the resident only for the purpose of approved deposit or withdrawal of funds after which it is to be returned to the TLC Resident Advisor person to be placed in the Resident Money Deposit Box.
   
   f. It is the responsibility of the resident to notify her Case Manager of any open savings or checking accounts. Activity is not permitted in these accounts without prior approval of your Case Manager. The resident must provide copies of the bank statements to show any activity. Residents shall not be permitted to own/use (1) any type of automated teller machine (ATM) access cards, such as the MAC card, 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 sales items).

Failure to comply will result in disciplinary action.
2. RESIDENT RENT
   a. 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 a requirement of the PA DOC.
   
b. A resident may request that the Bureau of Community Corrections waive payment of rent if they meet the following requirements: 1) they must have been at TLC for 90 days; 2) they must have a signed lease for their home plan (SIP furlough site); 3) demonstrate that the money is necessary to facilitate their release; and 4) be misconduct free for the past 60 days. Waiver of rent is at the discretion of the BCC Regional Director. Requests must be made through your Case Manager. However this money will be saved and not available for personal use; it will be used for apartment rent and/or security deposit only.
   
c. Residents who are unemployed will not be required to pay rent.

3. RESTITUTION, COURT COSTS, FINES AND OTHER OBLIGATIONS REDUCED TO JUDGMENT (Volume 8.8.1)
   a. 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.
   
b. Restitution, Court Costs, and Fines as well as other obligations reduced to judgment shall be deducted at a standard rate of 10% percent of a residents monthly net earnings.
   
c. Regional Directors will have the authority, in certain instances, such as unusually large restitution, court costs and fines, or the ability to make substantial payments, to increase those payments to 15% of monthly net earnings. Those payments will be reflected in individual budget forms and/or resident records.
   
d. PA Law (71 P.X. 180-7.15) provides that the Pennsylvania Board of Probation and Parole cannot release an inmate to parole until verification is received that the: mandatory cost of $30 has been paid to the 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 the 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, of each county in which you were convicted on or after August 27, 2002. This should occur prior to the inmate 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 you Resident Wage Account 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. The authorization form is available through the Business Manager.

4. PAYMENT OF DAMAGE AWARD OR SETTLEMENT TO A RESIDENT
   a. When a resident receives monetary damages or a settlement, as a result of prison conditions' litigation, that are payable from funds appropriated 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.
   
b. 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.

c. When the amount of monetary damages exceeds 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.

d. Credit any funds remaining after payment of the preceding debt to the resident's account.

5. PHARMACY, HOSPITAL, AND DOCTOR EXPENSES
a. 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.

b. 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 she is accepted into a plan. The resident should submit the information to the health care provider at the time services are rendered.

c. If there is no Health Insurance Plan, the resident must include on each Request for Funds, a payment toward medical or prescription expenses. All remaining bills will be forwarded to your parole/release site after discharge from TLC.

6. CHILD SUPPORT
a. 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.

b. 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.

7. TELEPHONE SHARE EXPENSE
a. There is a $7.00 monthly charge for the use of resident phones. Resident Phones have unlimited local and long distance. The resident will be charged for any collect calls. TLC reserves the right to allocate among all residents any unclaimed collect calls, directory assistance calls, or other special services for which there is a charge.

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

c. Residents may obtain a cell phone however it must be approved by your casemanger prior to usage and follow/sign the BCC Cell Phone Agreement. Residents who obtain cell phones are still required to pay the $7.00 monthly charge for resident phones. Cell phones are not permitted to have cameras.

8. LIVING OR OPERATING EXPENSE
a. If a resident is employed, receiving a pay check, she is permitted to have up to 25% of her net weekly income for living expense.

b. An unemployed resident is permitted to have $25.00 a week for living expense if she has sufficient funds saved in her resident wage account.

c. Living Expense includes: personal incidentals, envelopes, stamps, outside meals, non-job related clothing, and travel expenses. You may request additional money for bus passes, bus tokens, birth certificate, photo ID, and calling cards. This will be approved at the discretion of your Case Manager.
d. If you request extra money for a specific purchase, you must turn in the receipt and change, if any, for that specific purchase only. Make sure your name is on the receipt and give it to the TLC Resident Advisor.

e. It is common to hear “it’s my money, I should be able to spend it anyway I want”. Remember that proper management of money is a program goal, therefore, all spending must be approved by your Case Manager.

f. 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; deodorant; baby powder; baby oil; and shaving cream. You may request items through your Case Manager by completing a Request for Personal Hygiene Articles.

9. PROCEDURE FOR RECEIPT OF FUNDS
a. 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 the individual resident wage account.

b. All receipts should be handed in to 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.

10. PREPARE BUDGET PRIOR TO AN APPROVED HOME PLAN
a. 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 prepared prior to the Case Manager submitting a home plan to parole, for the resident. At no time is the resident permitted to submit a home plan to parole. The resident will submit the home plan to their Case Manager and the Case Manager will submit the home plan to parole.

b. Once a budget is approved the resident may start apartment searching. All rent and security deposits will be paid through the Resident Account at TLC. At no time will a friend, family member, or other person financially secure an apartment for the resident. A friend, family member or other person may financially help the resident by sending or dropping off money to be placed in the resident’s account.

11. PROCEDURE FOR DISBURSEMENT OF FUNDS
a. All withdrawals from the Resident Wage Account shall be made by check. Checks will be written, for living expense, directly to the resident and never to "cash". In order to cash the check you must have a photo ID.

b. In case of child support and court costs or other obligations, the check will be written directly to the appropriate individual or agency.

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

12. Upon discharge from the TLC program, the balance of the resident's account, minus any outstanding obligations, will be returned to the resident. Depending upon the nature of the discharge, the following will apply:

a. **Parole** - the resident will be given a check for the balance of her account, within two 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 (taxi fares; prescription co-pays; medical bills; pro-rated phone share; and any other charges which are the responsibility of the resident).
b. **Institutional Return/Detainer** - a check payable to the resident will either accompany the resident to the institution or 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.

c. **Escape/Absconder** - the balance of the resident's account will be placed on the respective individuals court cost and fines.

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

B. **FREETIME**

Freetime is not a privilege; it must be earned by each resident. Residents may earn freetime by following TLC’s rules, making progress on their program goals, and by engaging in 20 hours of meaningful activity (employment/volunteering/education/groups) each week. Your Case Manager determines whether you have met these requirements. After a resident has been at TLC for an entire week, they may be eligible for freetime with their Case Manager’s approval, in accordance with the following schedule:

1. The second weekend in the program, the resident may be eligible to take **four (4) hours** of freetime on either **Saturday or Sunday**, between the hours of **8:00 a.m.** and **6:00 p.m.**

2. The third weekend, residents may be eligible to take **four (4) hours** of freetime on both **Saturday and Sunday** between the hours of **8:00 a.m.** and **6:00 p.m.**

3. The fourth weekend, residents may be eligible to take freetime from **8:00 a.m. to 11:00 p.m.** on **Saturday and four (4) hours** of freetime on **Sunday** between the hours of **8:00 a.m.** and **6:00 p.m.**

4. The fifth weekend and the remaining weekends, the resident may be eligible for freetime hours on:
   - **Friday** ...................... 5:00 p.m. - 11:00 p.m.
   - **Saturday** ...................... 8:00 a.m. - 11:00 p.m.
   - **Sunday** ...................... 8:00 a.m. - 10:00 p.m.

Freetime travel may not be outside of a 30 mile radius from TLC unless prior approval was given by the Bureau of Community Corrections and/or Parole Office if applicable. Any freetime which will entail traveling outside of Lycoming County or a 30 mile radius must have a Travel/Furlough Agreement.

Freetime cannot be carried over if not used on designated freetime days. If a resident works on weekends, arrangements may be made for other freetime days. In the case of inclement weather TLC reserves the right to cancel free time based on the weather forecast.

When a resident signs up for freetime, she cannot go to restaurants or establishments where alcohol is sold (unless approved by your Case Manager in writing) or consumed or to any tattoo or piercing establishment.

Parole permission to change hair color is required. Dyeing your hair is a free-time activity as hair dyeing is not permitted in either house.

Case Managers may limit days spent at friends’ houses to encourage developing leisure alternatives. This does not mean that the resident can't see their friends on the other days, only that visits at their home may be limited to one day during the weekend. Residents may go to family members' homes on each day of freetime.
When a resident's freetime has been approved, it can only be changed to allow the resident to leave later if they do not leave at the approved time. For example, Jane listed that she is going to Faxon Bowling Lanes at 5pm to 7pm but her ride does not come until 6pm. Then the time can be changed from 6pm to 8pm. Also, if a resident forgets to list an NA/AA meeting, it can be approved by the Resident Advisor member on duty. Attendance at Church is encouraged.

When a resident is signed out for freetime they are allowed a maximum of three movements. Then the resident must return to TLC to be signed in and then signed out. Residents must call TLC if they leave a personal residence free-time site for any of their approved movements. Residents must return to TLC from work before signing out for freetime. However, a Resident Advisor may authorize residents to pick up personal items on their way to TLC from work.

Requests for freetime must be filled out and put in your Case Manager’s box by Thursday morning, before the weekend for which the resident is requesting freetime.

C. 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.

1. SIP Referrals - may be eligible for furloughs if the following criteria are met:
   - The resident must be at TLC for a minimum of 30 days.
   - The resident is employed for a minimum of 32 hours per week. (12 hours may be volunteer work)
   - The resident has submitted a Home Furlough Evaluation Form to their Case Manager. The requested site must also be the resident's intended home plan for SIP4-NR. D.O.C. will not conduct evaluations when the resident has less than 6 months remaining on their min/max sentence date.
   - A D.O.C. Furlough Site Investigator has gone to the site and has submitted an approved investigation report.
   - A landline phone must be available/ no call forwarding.
   - Furloughs may not interfere with work, counseling or medical appointments.
   - A Travel/Furlough Request has been submitted to your Case Manager one week in advance. Furloughs outside the PBPP Parole District must be requested two weeks in advance. Furloughs outside Pennsylvania are not permitted unless approved by your Parole Agent.
   - The Travel/Furlough Request are approved by your Case Manager.
   - TLC reserves the right to cancel any furlough due to inclement weather or an updated weather forecast.

2. Parole and Halfway Back Referrals – are not eligible for furloughs. If there is a death in the family (generally within PA) or on certain Holidays, the Parole Agent may grant an overnight with the approval of your Case Manager. A Travel/Furlough Agreement must be signed by your Parole Agent.

3. Furlough Procedure - SIP Referrals:
   a) All furlough requests must be submitted one (1) week prior to the anticipated furlough date.
   b) Furloughs normally will not be permitted every weekend. Based on your performance in the program, we will consider furloughs every two weeks. If the purpose of your furlough is for employment or housing, we will consider these on a case by case basis.
   c) When requesting a furlough you must be sure to fill out TLC’s Travel/Furlough Agreement

This form is available from TLC Resident Advisors or your Case Manager and should be returned to your Case Manager.
d) When a resident is signing out for furlough, you will follow the normal sign out procedure.

e) During weekend furloughs, a resident must observe curfew hours that are set forth in this Handbook. The resident must call when they get to their furlough site Friday evening and also before 2100 hours (curfew) when they are in for the night. On Saturday morning the resident must call TLC when they are up for the day. The resident must call TLC before 2100 hours (curfew) again when they are in for the night. On Sunday morning the resident must call TLC when they are up for the day. The resident must then return to TLC before 2100 hours (curfew) on Sunday.

f) When a resident is on furlough in Williamsport, PA they must physically check in at TLC once every day while they are out on furlough. Anyone who is on furlough in Lycoming County must physically check in at TLC if they have transportation. All other furloughs must follow the procedure as described in paragraph e.

g) When a resident is on furlough they may leave their furlough site as long as the destination is within a 30 mile radius of the furlough site. They must contact TLC when leaving the approved site and let a Resident Advisor know of new location; and call once they return to the approved furlough site. Residents must stay within Region II unless they have received the necessary travel documentation.

D. POST-RELEASE HOUSING
If the resident does not have a home plan for parole, she will need to start a housing search two months prior to their discharge. Do not sign any lease or agreement for any house or apartment without first obtaining your Case Manager’s approval. Before you begin searching for an apartment, you should have $900 on your resident account. Keep in mind that Case Manager approvals to rent an apartment may take up to one week, so do not request money for a security deposit and expect the funds a day or two later.

Once an apartment or house has been secured, it may be submitted to Parole by your Case Manager as a home plan and furlough site. It may take Parole up to one month to approve a home plan. Residents are discouraged from home plans with shelters or other homeless programs.

E. 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.

F. 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 most parents, ex-offenders or otherwise, lack sufficient and appropriate parenting skills. Workshops focusing on parenting will be held by those specializing in this area. (For more information see Part II, Section H. under Life Skills Workshops.)

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

G. HEALTH
An appointment for a physical examination must be made during the first week of residency unless there is written verification of an examination during the last six months or the resident executes a refusal form. Residents will be required to sign a Release of Information for the examining physician, other physicians, or health care providers.
TLC has entered into a partnership with Susquehanna Health System so that residents may receive consistent medical care. Care is provided through Susquehanna Community Health and Dental Clinic (Hepburn Plaza). Appointments must be made through the designated TLC Resident Advisor. Residents are responsible for paying for all their own healthcare in accordance with the Agreement they signed at the SCI. Susquehanna Community Health Clinic 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 reimbursement 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 at several places in each house. Residents are advised that they may not use the Emergency Room for non-emergency care. Talk with a Resident Advisor or your Case Manager if you are not sure what an emergency is. Remember, the ER is very expensive to use and you are responsible to pay the bill before you leave TLC. If emergency treatment is required, the resident will be transported to a 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.

**H. 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 at least twice monthly. Topics covered will range from re-establishing credit to maintaining a home.

While TLC provides food, residents are responsible for preparing their own meals. Check with Resident Advisor to locate the schedule for meal preparation.

Residents are responsible for their living space. You may tastefully decorate your personal space and a desk or writing area will be provided.

TLC provides a washer and dryer for your laundry. Residents are responsible for buying laundry detergent (however it is provide) and washing their clothing and linens.

**I. 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 Advisor are authorized to approve time for religious services.

**J. 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. 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 on SIP status who tests positive for the use of drugs will be subject to BCC 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.

**K. 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, financial, legal, or otherwise, they should know that TLC will offer whatever assistance it can.

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

**L. RESIDENT PROGRESS**

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. Issues presented during this Resident Advisoring will be documented in the resident's case file.

**M. ACTIVITIES**

Activities are provided for 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 (nutrition, consumer buying, health, self defense, etc.); culture (attending concerts, exhibits, theater, etc.); physical fitness (exercising, volleyball, swimming, bowling, roller skating, etc.); and crafts (macramé, knitting, sewing, stenciling, etc.) These activities are scheduled throughout the week and every effort should be made to attend.

Volunteers are available in various capacities: transportation to appointments, leisure time, etc. Resident Advisor will make the initial contact with a volunteer.

**N. 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 not related to PREA are covered by this Procedure. PREA allegations do not require a grievance. Grievances pertaining to sexual abuse shall be handled in accordance with PREA policy by the PCM at TLC.

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

Before filing a grievance the resident must try to resolve the problem directly with the staff person with whom they have a grievance. If this is not possible or the problem is not resolved, then the resident, in good faith, may submit a Grievance to TLC Case Managers at 900 W. Third Street, Williamsport, PA 17701. The Grievance must include a statement describing the resident's efforts to resolve the problem and a specific statement of the problem. The Grievance must also include a statement of any monetary damages suffered by the resident.

TLC, Inc. has designated that Case Managers act as Grievance Coordinators to conduct the Initial Review of Grievances. Grievances must be submitted within fifteen (15) days of the event.
The Case Managers will review and respond to the Grievance within ten (10) days. The resident may appeal this decision to the Executive Director within five (5) days. The Executive Director will make a decision and notify the resident within ten (10) working days.

The resident may appeal this decision within ten (10) days and submit a Final Review request to the Grievance Coordinator, Bureau of Community Corrections, Region II, 1920 Technology Parkway Mechanicsburg PA 17050.

The full grievance procedure is posted on the Residents' Bulletin Board on the first floor and is contained in D.O.C. Policy DC-ADM 804 of the Contract Facility Manual.

O. 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.

<table>
<thead>
<tr>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>“A” Sanction</td>
<td>No action/violation Reprimand/Warning Treatment Contract</td>
<td>No action/violation Reprimand/Warning Treatment Contract</td>
</tr>
<tr>
<td>“B” Sanction</td>
<td>Assign Goals</td>
<td>Assign Goals</td>
</tr>
<tr>
<td>“C” Sanction</td>
<td>N/A</td>
<td>Utility Leave Restriction 5 consecutive days/2 weekends</td>
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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/Escappee.

**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.
III. THE FACILITY

A. SIGN-IN & SIGN-OUT REQUIREMENT
The resident is required to sign out in SecurManage each time they leave the facility. They must tell the Resident Advisor person the name and address of their destination and the phone number and the estimated time of return to the facility. Resident Advisor and resident must initial each entry. If for any reason the resident cannot return at the indicated time, they must call TLC and inform 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.

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

- **Friday**: 5:00 p.m. - 10:00 p.m.
- **Saturday**: Noon - 10:00 p.m.
- **Sunday**: Noon - 8:00 p.m.

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. Children of residents may visit at any time with prior Case Manager approval. Physical punishment of children (spanking, hitting, etc.) and abusive language toward a child is not permitted. Engaging in these behaviors will result in termination of a visit.

The front porches, yards and back patios of either house may be used for visitation, but each resident may have only two visitors plus their children at 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 are not immediate family) 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.

C. TELEPHONE PRIVILEGES
Residents will not answer the office phones at any time. Phones are located in the house for resident use. Unlimited local and long distance calls can be placed and received unless the resident is on restriction. Residents may not accept collect calls from any prison or jail. No phone calls will be made or accepted later than one hour after curfew or before 8:00 a.m., unless they are regarding employment (calling in sick, car problems, etc.).

Phone calls during meals will not be accepted nor during any planned group activities or when a resident is in conference with Resident Advisor or during meals.

Note the following phone regulations:
1. Only Residents may answer the residents’ phone.
2. Restrictions will be posted, and residents will not take calls, pass messages, etc., for those who are on phone restrictions. To do so will result in the loss of phone privileges for that resident.
3. Limit phone calls to 15 minutes.
4. Phone use hours are from 8:00 a.m. to 11:00 p.m. on weeknights, 12:00 a.m. on weekends.
5. Office phone may be used for emergency purposes only or when the resident is on restriction, with Resident Advisor permission.
6. Employers may be given the office and resident phone numbers. The office phone should only be used when the employer cannot get through on the resident phone.
D. TRANSPORTATION

1. Automobile privileges
Written approval by the Department of Corrections 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 self-help group meetings. Thereafter, with Resident Advisor 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 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 Advisor office for access to residents’ automobiles at any time.

2. Public Transportation/City Bus
Residents may use a form of public transportation for work, appointments, freetime, furloughs, etc. Residents may purchase a City bus pass (monthly, weekly, or by number of rides) or bus tokens. The bus cost is $2.25 one way. 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, counseling, 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 automobile insurance card. The TLC copier may be used for this purpose.

E. MAIL
Residents will not collect mail from the mailman. After Resident Advisor on duty has sorted mail, it will be distributed to the resident. All mail will be opened in front of Resident Advisor. Any bills for payment must be given to their 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. Residents must use 900 W 3rd St for their ID and as their mailing address.

TLC, through a resident’s Case Manager, will provide up to 5 stamped envelopes per week for correspondence for indigent residents (having less than $5.00 in their account). Letters may be mailed daily and do not need an identifying number. They must have your name and 900 W. Third St., Williamsport, PA 17701 as the return address.

F. MAIL FORWARDING
For sixty days, Resident Advisors will forward all mail received by TLC for past residents provided they leave a forwarding address. If no forwarding address is available to the Resident Advisor, or after sixty days, all mail received by TLC for past residents will be returned to the sender.

Due to the high rate of turn-over of TLC residents, the Williamsport, Post Office will not accept change of address cards. If the resident values their mail, they should be sure to leave a forwarding address with TLC, and prior to their release, change their address with any agency or other persons.

G. 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 considered contraband.
Should the resident wish to correspond with inmates of other institutions, they must submit a written request to the Case Manager stating the name of the individual, where he/she is incarcerated, and the resident's relationship with that person. If the request is denied, the resident will be notified. If a resident receives unauthorized mail from an inmate, the mail is considered contraband and the resident will be notified.

H. RADIO AND TV
The television in the living room is for resident's use. Residents may not have the use of personal TV's but may have radios in their rooms. Residents are reminded to use them considerately. Television viewing is reserved for residents and not for children's programs. Personal DVD players, DVDs, and CDs are not permitted at TLC and will be considered contraband.

I. HOUSEKEEPING
Rooms may be decorated with your personal possessions and will be inspected daily by Resident Advisors. Personal decoration may not be offensive and may not add to clutter on surfaces. The results are documented in the Shift log. This is your private space, take pride in it.

Specific duties and responsibilities will be assigned by Resident Advisor to ensure that all areas of the facility receive daily housekeeping and regular maintenance. TLC provides cleaning supplies. Schedules are arranged by the Resident Advisor so as to maintain the cleanliness of the facility and residents may not be in Resident Advisor areas while unsupervised. Monthly cleaning schedules will be posted. Areas in the facility are cleaned by residents under supervision of the Resident Advisor. This must be done before a resident leaves for freetime.

Beds are to be made prior to 8:00 a.m. or prior to leaving for work and are to be kept that way until 4:30 p.m. Monday through Friday. On Saturday, Sunday and holidays, beds are to be made by 10:00 a.m. Each bedroom must be vacuumed and dusted weekly. Linens must be laundered every week and residents must report to TLC Resident Advisor that they have laundered their linens. The bed is to be made in the following manner: sheets are tucked in under the mattress, the blanket is tucked over the sheet, and a pillow is on the bed with the pillowcase. The property box containing personal property is to be stored in the closet.

Floors and dresser tops must not be cluttered. White baskets for personal belongings will be provided by TLC and this is the only thing that should be on the dressers at all times. No personal items should be on the desk provided by TLC. Windows and exits are to be kept free of all obstructions. Residents are permitted to decorate their living and sleeping areas with personal possessions. Walls may be tastefully decorated with Resident Advisor approval. Please follow room content guidelines – it is required.

There is a resident work detail for each area. The residents are responsible for completing their assigned cleaning and sanitation tasks to the satisfaction of the Resident Advisor.

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 a drawer or room closet.

Stainless steel fixtures are to be cleaned. Vents are to be free of all obstructions, dust is to be removed and under no circumstances is any material to be affixed to, or near the vents. Lights are to be free of obstruction. Floors are to be swept, washed and waxed when necessary so as to be clean and sanitary. Fire extinguishers are to be free of obstructions. Food and beverages are not to be stored in bedrooms with the exception of water. Electrical outlets are to remain free of obstructions. Extension cords are not permitted; surge protectors are allowed.

J. FACILITY DESIGNATED AREAS
Residents will not answer the front or back doors of the facility unless instructed to do so by 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.

Any area of the House, including residents’ rooms, is subject to random searches by TLC Resident Advisor or other law enforcement personnel.

K. DAMAGE TO PROPERTY
Normal household furnishings (for example: microwave, refrigerator, washer, dryer, dishwasher, tv, 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.

L. EMERGENCY PROCEDURES (8.10.8)
It is the purpose of this procedure to outline actions of Resident Advisor in the event of any of the following emergencies:

1) 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 Director.

Here are some Fire Emergency Tips:
   a. Don't Panic
   b. Dial 911. Give name of facility and location.
   c. Wake everyone by screaming and banging on doors.
   d. If door is closed where you are, feel the doorknob, if hot, do not open.
   e. Place wet towel along bottoms of doors. This will give you 10-15 minutes extra.
   f. Knock out windows for air. If there is a roof outside your window, get out on it.
   g. Wait for the fire department.
   h. If the door is not hot, but the hallway is full of smoke, stay in the room and proceed with tip (f).
   i. 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:
   a. Twist and pull pin
   b. Aim
   c. Squeeze together like clamps
   d. Hold in center of rubber arm
   e. Sweep side to side at base of fire, not at flames.
Smoldering wastebaskets should be taken outside, and then doused with water.

2) Civil Disturbance - As soon as 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.

3) Natural Disaster - In the event of Flood, Earthquake, or Natural Gas Explosion, the Director will call in appropriate contractors or codes 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 the sign-in/out log.

4) **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 blizzard watches residents will be called back to the house and not residents will be permitted to leave. If there is a tornado warning all residents should go to 900 W. Third St.

Under each of the above circumstances, Resident Advisor should immediately contact the Executive Director, and in their absence, one of the Case Managers. If an evacuation is necessary, and residents cannot safely return to the facility, then residents shall be moved to the TLC facility not affected by the emergency. If both facilities are affected then TLC Resident Advisor will make arrangements for the residents.

**M. FOOD PROVISION**

Menus are prepared monthly, one month in advance. The schedule is done by Resident Advisor and the meals are 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 to accommodate work and/or school schedules.

Two residents will be assigned to each dinner. Dinners only need to be prepared Monday through Thursday. If there are leftovers, they are served for Thursday's meal.

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 for the meals on the weekly grocery list. The name(s) listed on the first line will prepare the meal. The name appearing on the second line will clean-up after the meal.

All meals are to be prepared and ready to eat by 5:00 p.m. that night. This may mean that the meal will need to be prepared the night before, depending on your work schedule. If a group is scheduled in-house, for 5:30 p.m., the meal will need to be ready by 4:45 p.m.

Any resident not attending dinner who wants food for later, must sign-up on the "plate sheet", and a plate will be made-up for them and placed in the refrigerator with their name on the plate.

Food at TLC is purchased for the use of residents. No food is permitted out of the facility other than that which has been prepared for the resident's own use. 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. Misuse of TLC food or other property will result in disciplinary action.

No take out/delivery is allowed into the facility. 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.

**N. MEDICAL AND DENTAL NEEDS & MEDICATIONS**

1. **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 the 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 will make a Doctor’s appointment for you (see Sec. II; par. G; pages 11-12). All medical or 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 requested general health treatment, the Casemanager or staff on duty will review the resident’s medical history and refer the resident to a health care provider (Susquehanna Community Health Center) to take care of routine medical needs. If residents do not have medical insurance or medical assistance, they will be held responsible for their medical costs. St Anthony’s free clinic may be used Mondays from 7pm-8:30pm and Wednesdays from 11am-1pm with approval from casemanger.

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 contact these persons only in the event of an emergency.

If residents become ill while at work, school, etc. they must have their supervisor, teacher, or someone from the organization call TLC to inform TLC staff of the residents return to TLC and the time the resident will be leaving. When residents return they must stay at TLC unless they are going to a scheduled appointment, for example D&A counseling or AA/NA meeting.

2. 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 the Executive Director, who may authorize other staff to transport the resident to the appropriate medical care provider or authorize the use of a taxi. Serious medical emergencies should be treated at the Williamsport Hospital Emergency Room. Other medical conditions are treated at the Community Health Center in the Hepburn Plaza.

3. Dental Health

The Casemanger shall refer residents with dental needs to the Susquehanna Health and Dental Clinic in the Hepburn Plaza. Routine dental services may be rendered at the Dental Hygienist Program of Pennsylvania College of Technology or a private dentist.

4. Prescription

When given a prescription by a physician, the resident must turn it into TLC Resident Advisor. TLC utilizes Weis Pharmacy to fill all prescriptions (unless your Case Manager has approved another source), and prescriptions are delivered Monday through Friday, usually late in the afternoon. If the resident realizes that their medication has not been delivered, they need to notify Resident Advisor.

Residents will be responsible for storing and taking the following types of medications: vitamins, allergy medicine, inhalers, antibiotics, birth control, heart/blood pressure medications, cholesterol medicines, OTC pain relievers, Diabetic medication, and fluid/water medicines. These must be stored in your locked storage container and may not be left on dressers or in drawers or it will be taken and placed in your medical file in the staff office for further keeping. When your prescription is delivered it will be recorded by the TLC 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. Residents must report to Resident Advisor 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 or psychotropic medications in a locked cabinet in the Resident Advisor Office. Residents may request those from Resident Advisor in accordance with the dosing instructions.
5. Non-prescription (Over-the-Counter) medicines

All Over-the-Counter (OTC) medicines and remedies must be reported to Resident Advisor when they are brought into TLC. No cold, cough or allergy remedies containing alcohol are permitted. It is the resident’s responsibility not to share any OTC medication with other residents. Resident Advisor shall note all OTC medications in the resident’s case notes. If at any time TLC Resident Advisor determine that any OTC medication is being abused by residents, TLC may prohibit its use.

No products containing alcohol are permitted to be used by residents nor brought into TLC (i.e. mouth wash).

TLC provides Over the Counter: Ibuprofen, Acetaminophen, Benadryl, Immodium, Naproxen, and Tums.

6. Medicines on Furlough / Free-time

When residents are away from TLC for extended periods, they shall be permitted to take with them prescription and non-prescription medicines appropriate 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.

7. Mental Health

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

8. Emergency First Aid

There are First Aid Kits in the Resident Advisor Office for everyday usage. First Aid Kits are also located on the second and third floors however these are for emergencies. Most items are available if the resident just goes to the Resident Advisor Office.

Serious injuries should be reported at once to Resident Advisor so they may call 911.

O. PERSONAL PROPERTY STORAGE

1. Upon Arrival

TLC shall provide locked storage areas for temporary storage of personal property and for personal items which have been confiscated as contraband. Because of limited storage space, residents shall be encouraged to transfer personal property to family members as soon as possible. Residents shall receive a receipt with an itemized inventory signed by the offender of any items 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 be immediately transferred to law enforcement personnel.

2. 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 prison, absconded, or escaped. Residents may request storage space for a longer period but arrangements must be specified in writing upon their arrival at TLC. Residents must designate a person who will be responsible for their personal belongings. If no one picks up personal property or provides money to ship items to a designated person within 30 days, TLC will transfer all personal items to a local charity. The resident waives any requirement for actual notice that this occurred.

P. 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.

Q.  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 Resident Advisor and residents. This includes but is not limited to trading, bartering, receiving gifts or money from the resident 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 their Case Manager, to TLC Resident Advisors, or to the Executive Director.

R.  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 agencies. These include, but are not limited, to unlawful drugs or weapons. A review of the Residents’ Handbook will help identify lawful items which, nevertheless, are not permitted at TLC. These include, but are not limited to, personal care products containing alcohol, camera phones or accessories, “burned” DVDs (bootlegs), DVD players, DVDs, CDs, any electronic device with a camera, hand held video games, and loose tobacco and accessories.

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