



Resident Handbook

We at Tomorrows Hope are dedicated to Veteran and Reentry Residents to their return to society as independent citizens. You will work with our trained staff to develop an individual care plan to obtain positive life skills. **The choice and the responsibility are yours.**

OUR MISSION

The mission of Tomorrows Hope is to provide a safe, secure, and nurturing environment where the empowerment of residents is our cornerstone and the opportunity for residents to reach their highest level of independence is achieved.

OUR VISION

To be client-centered, transitional care center for veterans/DOC Group Home providing intensive individualized case management and goal planning; an active community and networking partner; and a fresh start to help reintegrate, retrain, refocus, and rejuvenate yesterday's heroes with hope for the future.

OUR CORE VALUES

Commitment, Compassion, Excellence, Respect, Trust

Program Overview

The following rules and guidelines govern each resident's stay at Tomorrows Hope. To have a successful stay, it is necessary to have a clear understanding of what is expected of you. Compliance is necessary for continued participation. Failure to abide by the rules and regulations and the program established by the resident and his or her Case Manager may result in removal from the program. Just as society is governed by rules and regulations, so is residency at a Tomorrows Hope. It is the responsibility of the resident to read and know all the rules and regulations contained in your handbook in addition to policy and rules posted throughout the facility. If a resident does not understand what is expected of him or her, or has questions, they are encouraged to ask a staff member, who will assist in avoiding misunderstandings or making incorrect choices.

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Throughout this document there will be several acronyms used:

Tomorrows Hope	THope
Universal Set of Rules	USOR
Department of Corrections	DOC
Veterans Affairs or Veterans Affairs Medical Center	VA / VAMC
PA Board of Probation & Parole	PBPP
Pennsylvania State Police	PSP
Bureau of Community Corrections	BCC
Absent without leave	AWOL
Failure to Return	FTR



UNIVERSAL SET OF RULES

Our goal is to provide individuals with a safe opportunity to successfully re-enter the community. Basic security measures are enforced for the protection and safety of all who enter the center and live in our community. Resident will initial each rule and sign at the bottom for acknowledgement.

Our goal is to provide individuals with a safe opportunity to successfully re-enter the community while assigned to a DOC operated/contracted facility. Basic security measures are enforced for the protection and safety of all who enter the center and live in our community. Resident will initial each rule and sign at the bottom for acknowledgement.

1. I will not possess or use any type of weapon._____
2. I will not engage in physically assaultive/destructive behavior._____
3. I will not threaten an employee or other person with bodily harm._____
4. I will not engage in any behavior that threatens the safety and security of the center._____
5. I will not sexually harass or sexually assault/abuse another person._____
6. I will comply with the search of my person, vehicle and/or property._____
7. I will not interfere with drug interdiction efforts (Urinalysis, Breathalyzer, K9, etc.)._____
8. I will not possess **actual or suspected** alcohol, illegal drugs, unauthorized drugs, drug paraphernalia or **mind altering synthetic substances**._____
9. I will not engage in any sexual acts with others or sodomy inside the center._____
10. I will not leave the center without authorization (LWA) or fail to return (FTR) from authorized absence._____
11. I will comply with all sections of the PA Crimes Code, **vehicle code and local ordinances**._____
12. I will not use alcohol, illegal drugs or unauthorized drugs._____
13. I will comply with **all treatment plans**, board/field conditions and/or sanctions imposed by the PA Board of Probation and Parole **and/or the Department of Corrections**._____
14. I will not use abusive, obscene or inappropriate language directed to or about another person._____
15. **I will complete assigned tasks, follow center rules/directions and comply with interventions/sanctions given by staff**._____
16. I will not go to unauthorized locations and I will return to the center when expected or directed._____
17. I will not violate the Clean Indoor Air Act (I won't smoke inside the center)._____
18. I will not possess contraband or any other item not approved by the PA DOC inside the center._____
19. I will notify the center of any change in my employment status or schedule and provide paychecks/**pay statements** to the center for verification of work._____

USOR #1: Any knives, weapons, sharp objects, tattooing mechanisms, or tools are not permitted on the property and are considered contraband. If a Resident requires tools for employment, they must be locked in the Monitor's office. The Resident must provide evidence of employment and the associated need for the tools.

USOR #2, 3, & 4: Any physical contact, destructive behavior or verbal threats to any person or property while a resident at Tomorrows Hope shall warrant disciplinary actions up to and including unsuccessful discharge.

- Fraternalization or private relationships between staff and residents or members of residents' families are prohibited.
- Any form of tattooing or self-mutilation is prohibited while a resident of the program.
- At no time should a resident inquire about staff personal information, address, telephone, social media or have personal contact with them while a resident or upon discharge. This includes contracted staff.

USOR # 5: PREA policies and procedures will be followed. Sexual assault, harassment, or abuse will not be tolerated. It is grounds for immediate removal, and State Police reporting for criminal charges.

USOR # 6: Residents and visitors are subject to search at any time. This includes their person, property, or vehicle. Walk through metal detector & wands, pat searches, vehicle searches, bag searches, and visual inspections are measures that will be used.

Searches may be done without you being present.

Keys or combinations must be provided to the staff. If keys or combinations are not available, the lock will be forced open during a search.

All contraband items found during a search will be confiscated and the resident reported and subject to reprimand.

USOR # 7, 8, & 12: Residents are not permitted to consume or possess alcohol, illegal prescription, or unauthorized drugs or paraphernalia, on or off premises, at any time while staying at Tomorrows Hope. Residents who are suspected of or who are clearly intoxicated will be reported to corresponding contractor and infraction processes followed.

At any time, a Resident can be drug-tested or asked to use a breathalyzer; *if you refuse it will be considered a positive result.*

Strip searches (for DOC residents only), pat searches, K9 searches, and all other necessary safety and security searches will be utilized on the premise.

USOR #9: All sexual acts are prohibited at the facility and premises.

USOR #10: All absconder or absent without leave (AWOL) actions will be reported to the appropriate contractor immediately and procedures followed per contractual agreements.

USOR #11: All sections of the PA Crimes Code shall be followed.

USOR #13: All residents will be assigned a case manager. Treatment plans will be derived with the

collaboration of THope, contract and community staff and support services. Case managers are here to support & guide your efforts; your involvement, motivation & efforts will determine case outcomes. It is required to have at minimum 1 biweekly individual meeting with your assigned case worker.

- You will be given a scheduled time for individual sessions; it is your responsibility to communicate any schedule conflicts and attend all sessions. An individual care plan will be developed with you setting goals and attending group meetings coordinated with the DOC, PBPP, VA, and THope.
- Your Focus will be on:
 - Income retention
 - Health Needs
 - Housing
 - And any other conditions suggested by the DOC, PBPP, or VA.

This program is not designed for residents to spend money & purchase “toys”, automobiles, electronics, etc. while living here. Housing, treatment, & employment needs come first! All monies and savings must be documented to present to case managers and coordinating contract staff. Evidence of significant savings while a resident must be provided.

House Meetings

- House meetings will be held at the Facility periodically and attendance is mandatory.
- These meetings are held to discuss areas of concerns and announcements.
- Residents are expected to use this forum productively and to conduct themselves appropriately at the meetings. **(ALL CELL PHONES MUST BE TURNED OFF DURNG MEETING)**

Individual Sessions

- Sessions are used to establish individual care plan
 - Measurable goals will be set and reviewed periodically
 - This Individualized Care Plan will detail your progress throughout your participation in the Facility program. Your Case Manager is your link with other staff members and will present your progress reviews at each staff meeting.
- A schedule will be posted by your Case Manager when your designated individual session time will be, you must be aware of this time and attend.
 - IT IS YOUR RESPONSIBILITY TO CHECK THE SCHEDULE.
- In order for your Case Manager to be of value in assisting you through the program, communication is very important.
- You are expected to fully participate in counseling programs and to keep your Case Manager informed of all issues affecting your life.
- All inquiries, movement, and travel from Tomorrows Hope must be coordinated through your Case Manager.

Support Services

Residents have community resources available to assist them in the reintegration process. Community resource lists are posted. It can be obtained by asking a staff member. Remember that utilizing these programs can be your key to a complete and successful recovery.

All board/field conditions and/or sanctions imposed by the PBPP must be followed. All parole and probation agent & condition or sanction information must be provided to your case manager.

All interventions or sanctions inclusive of policies and procedures imposed by the DOC, BCC, PBPP, and VAMC must be followed.

USOR #14: Abusive, obscene, or inappropriate language will not be tolerated. Residents must engage in respectful conversations at all times.

USOR #15: All center-related safety and security procedures must be followed.

Counts:

- Roll call and standing counts may be used to ensure accountability measures for required safety and security protocols.
- Several staff walk through resident counts will be completed.
- Resident cooperation with these procedures is mandatory

Fire & Safety Drills:

- Tomorrows Hope will hold several fire safety and emergency drills and inspections.
- Your compliance, participation, and cooperation are mandatory.

Staff members will give you directions and / or instructions when needed. All directions and / or instructions must be followed promptly.

- o If staff advises you that you are in violation of a facility rule, it is your responsibility to comply and make the necessary correction. Resident infraction reports will be completed.

Facility Guidelines

Intake Procedure:

- o All referrals must be prior approved and arranged by delegated contract staff.
- o Upon arrival, all residents undergo preventative fumigation procedures and must complete security intake.

Attire / Appearance:

- o While you are in the facility, you will be required to be always dressed appropriately.
- o Clothes must be laundered, free of stench – inclusive of showered bodies & shampooed hair.
- o Footwear is always required.
- o Residents are not permitted to wear inappropriate clothing. Staff reserves the authority to tell you to change your clothing.
- o Residents must wear appropriate clothing to sleep.

Personal Property:

- o Property cannot exceed the space of 2 carry on sized bags.
At no time can your possessions exceed the space available for storage- 1 locker and 1 footlocker.
- o Residents shall not be in possession of another resident's property.
- o All property brought into the facility is done so at your own risk.
 - o Tomorrows Hope is not responsible for any belongings brought onto the grounds or left behind. Upon exiting, we will hold your property for 30 days. If you fail to take with you or pick up your property within 30 days, it will be donated or thrown away.
- o Inspections are conducted to ensure removal of excess property.

Communication Structure:

- Announcements and information relative to residents will be posted on the Resident Bulletin Boards located throughout the facility and/or over the loudspeaker system.
- House meetings will be used to communicate program information, upcoming events, etc.
- Any & all resident or program issues or concerns should be communicated to your case manager
 - If we are not informed of issues, we cannot fix them.
- If there is a maintenance (plumbing, structural damage, electrical malfunction, fire/smoke alarm dysfunction, general housekeeping, etc.) please report to center monitor staff immediately.

Grievances:

During your stay, residents can initiate grievance procedures on any condition or action within the program without being subject to any adverse action. The grievance procedure is explained below:

- A resident submits a complaint, verbally or in writing, to Security Supervisor. Within five (5) working days, the Security Supervisor or their designee shall review the grievance, investigate the matter, and set up an appointment with the resident filing the grievance. Resolution shall be attempted at this meeting.
- If you are not satisfied with the written decision you receive your last option is to appeal the decision to the Chief Executive Officer (CEO). You must appeal the decision within five (5) days of receiving the written decision. Your appeal will be answered in writing by the CEO. This decision will be final.

Visitation

Visitation hours are the following:

Thursday 6:00p-7:30p & Saturday 2:00p-5:00p.

- All visitors must sign in & report to staff to be checked in upon arrival.
- Visitation must be scheduled and prior approved with case managers utilizing the weekly schedule no later than 12:00pm Friday prior to the visitation week.
- If there is any no contact or contact limitations due to PBPP conditions, it is your responsibility to be aware & adhere to those conditions.

Guideline for Visitation

Children and youth under 18 must be accompanied by an adult.

The designated visiting area is the cafeteria and the outside swing.

No sexual contact permitted.

All guests must sign in / out and will be searched.

Residents must always stay with their visitor.

Residents are responsible to keep their visitors and children under control at all times, if not, the visit will be terminated, and the visitor may be banned from returning to the facility.

Violation of these guidelines may result in a revocation of visitation privileges.

Medication

- Residents must turn in all prescription & over the counter or nonprescription medication to the medical office immediately upon entering the facility.
- Medication will be made available by the staff as prescribed by the physician and must be taken by the resident as prescribed on the bottle.
- At no time are residents to be in possession of ANY prescription or over the counter drugs except

- for life saving devices & dermatological creams. (inhalers, nitroglycerin, and epipens)
- Non-compliance with medication procedures will be reported to corresponding contractors & could result in unsuccessful discharge.
- Medication must be consumed in front of staff.
- You will be **required** to sign/initial a medication record verifying you received your medication.
- Medications that require refrigeration shall be maintained in a locked refrigerator. Medication, which needs no refrigeration, shall be maintained in a locked cabinet.
- Residents are responsible for reordering their medications.

Community Living & Housekeeping Guidelines

- Residents are not permitted to move / rearrange or add any furniture or utility or facility equipment of any kind
- Personal throw rugs are NOT permitted- they are a trip and fire/safety hazard.
- You are not permitted to have any personal cleaning supplies or anything that would be considered toxic or caustic unless distributed and signed for by a staff member

Sleeping Areas:

- Must remain free of clutter
- Residents will have 1 locker and 1 footlocker
 - Residents are not permitted to use any storage/closet space other than those assigned to them.
 - All personal belongings should be concealed in your locker and footlocker underneath bunks.
 - Excess property will be removed and disposed of if deemed necessary by THope staff.
 - Residents are permitted to decorate their living and sleeping quarters with personal possession within reason and within the limits of space.
- All hygiene items must be kept in personal storage space & cannot be left in community bathrooms.
- Beds should be made/dressed immediately every morning & linens laundered weekly.
- No drapes, blankets, privacy curtains etc. can be hanging off/over bunk beds
- No electrical wires, cords, side lamps, appliance items, etc. can be tied up, on, or around bunks or permitted in sleeping quarters.
- Additionally, all electrical cords such as laptops, chargers, alarm clocks, radios, etc. must be inspected at intake by security/safety personnel
 - Please present these items to intake staff immediately for compliance checks

Common Areas:

- Must remain neat & tidy, free of trash & dirt.
- Common areas are NOT for sleeping
- Facility TV & Video equipment must be taken care & shut down properly by 2300 hrs.
- Do not "hog" the remote or TV.

Food:

- All food must be marked with a name and date. Any food item leftover beyond 72 hours old must be discarded
- Refrigerator temperature log and cleanliness must be maintained daily by residents or we may remove the refrigerator due to noncompliance and safety hazards.

Laundry Areas:

- Washers and dryers are available & must be kept tidy, clear of lint & debris including the overflow tray at the base of washers.
- Remove lint & clean up upon each cycle/use.

- If you need assistance operating, please report to staff
- Laundry hours are from 8am-9pm
- Residents are responsible for laundering their own personal clothing.
- When washing & drying clothes be prompt with switching loads & removing items- fold and put away immediately.
- Facility linens, which include two sheets and blanket, must be laundered at least weekly.
- Beds will be made daily by 0900 hrs. or before you leave your assigned bunk in the morning.
- You may not launder another resident's linens or make another resident's bed.

Bath & Shower Rooms:

- No Personal belongings can be kept in community bath or shower rooms.
- All hygiene products must be in original packaging & stowed in personal property spaces, cannot contain alcohol, and not visible during monitor walk thru.
- No tables or chairs can be present in bathrooms due to fire safety hazards
- If any plumbing or structural problems are detected, please notify staff immediately!

Man Cave:

- Must be always kept tidy & neat
- Exercise equipment should be cleaned after each use & any malfunction should be reported to staff immediately
- Not a sleeping area
- Respect others and share area
- This area is created for recreation, relaxing & lounge space— Do not abuse the privilege.

Cafeteria & Mealtimes:

- The Cafeteria & Kitchen (Food Prep) area contains restricted areas; for safety and sanitary purposes it is imperative to follow these conditions:
 - If assistance is needed please wait on the outer barrier until a food service worker can attend to you.
- Residents are not permitted in the Kitchen/food prep area
- Residents must be clothed in shoes, shirts, & pants always in the cafeteria area.
- Mealtimes are as follows:

Breakfast

(Mon-Fri) 7:00am-8:00am

(Sat & Sun) 7:00am-9:00am

Lunch- 11:30pm-12:30pm

Dinner- 5:00pm-6:00pm

- If you have appointments, work, or anticipate missing a meal and would like us to pack a bagged lunch to go or have a meal held for you for when you return you MUST sign up for these at minimum 1 day ahead of time. No meals will be given past 2000 hrs.
- Snacks are provided and are typically set out in the kitchen area for in between meals.

Dietary Requirements/Needs:

- If you have certain dietary needs or food allergies, you must make your case manager, the nurse, & Food Service Supervisor aware of these needs upon arrival & be able to provide medical forms when applicable.
- No Food Service utensils are to leave the cafeteria!! No Exceptions!
- Please be careful not to throw away dishes/utensils when discarding food!
- All meals must be eaten in the cafeteria. No meals are permitted to leave the cafeteria unless approved by CEO or COO. If any meals eaten outside of the cafeteria, it is the resident's responsibility to return all utensils/trays to the cafeteria.

Computer Rules & Regulations

- Computer usage should pertain to case goals and adhere to program rules. They should be used to help job search, build resumes, look for housing and research supportive services.
- Keeping in touch with family is encouraged however, if social networking sites are used and found to be detrimental to program goals access to these sites will be determined on a case-by-case basis. If found to be a distraction to program goals; Social Networking sites will be prohibited.
- You must sign in & out on the designated form, supplying time in, time out, the purpose of usage, and sites visited.
- The usage is limited to an hour and should not be scheduled during groups or one on one times with your case manager. Prohibited sites & usage include but is not limited to:
 - Obscene, violent, pornographic, and/or illicit sites, materials, images, games, etc.No webcams permitted unless monitored by staff
- Installing software, downloading files, or making any settings/configuration changes on a Tomorrows Hope computer is prohibited!
- NO equipment is to be added, tampered with, adjusted, or touched in any parts of the facility without written approval by CEO.
- Residents are prohibited from using staff computers at any time. A printer will be available for authorized printing only, which includes job related, housing, and support services information and resumes.
- Computers located in the Computer Room cannot be used during group sessions that are being held in this area.
- Computers will be monitored and can be searched at any given time to ensure program compliance.
- Computer privileges will be revoked and will only be provided under staff supervision at appointed times if rules are not followed.

Mail

All incoming mail will be inspected for contraband. Contraband found in correspondence can be grounds for restricting correspondence and possible referral for prosecution. Incoming correspondence may be rejected if it contains any of the following:

- Contraband.
- Information regarding manufacture of explosives, weapons, or drugs.
- Content material that a reasonable person would conclude was intended to encourage or assist in disrupting the orderly operation of the facility, such as through a criminal act, work stoppage, or other breach of facility rules.
- Pornographic material.

If the contents could constitute a crime, the mail may be referred to the Postal authorities.

Outgoing mail may be inspected if there is reasonable suspicion of inappropriate activity. The CEO or designee must approve the inspection of outgoing mail.

Special Mail

The Case Manager will establish procedures that ensure that sealed, un-inspected mail may be sent to the following individuals:

- officials of federal, state, and local courts
- the President of the United States
- state officials and officers, including the Governor
- the news media
- the Resident's attorney

Incoming legal mail must be clearly marked on the front of the envelope as "Attorney / Client Mail" if it is to be processed as special mail. Incoming correspondence from any of the above parties except the news media will be opened in the presence of the Resident and inspected for contraband but not read for content. A warrant may be sought to open and read any such correspondence, based upon probable cause. Justification for that action will be the potential use of information contained in correspondence that may be used to plan, facilitate, or affect a serious breach of facility rules, or to violate federal or state law.

Writing Materials

Residents will be permitted to retain writing material and stamps in their possession in reasonable amounts. Residents without funds may be furnished, upon request, with stamps for postage paid from the Resident's fund, as well as paper and envelopes, to maintain community ties. These Residents also will be provided postage for legal mail when it can be demonstrated that there is a need to communicate with the courts or an attorney.

Other

Mail will be processed within 24 hours after receipt and distributed in the conference room by unit staff; packages will be delayed no more than 48 hours for inspection and other processing, excluding weekends and holidays.

Tomorrows Hope will forward all packages and first-class mail for Residents who have been released. If no forwarding address is given it will be returned to sender immediately. Tomorrows Hope will only forward mail for a period of 30 days.

Packages

Residents may receive packages but shall be opened in front of security staff. Packages will be processed in a non-Resident contact area and the contents will be inventoried and thoroughly searched before being given to the Resident. Contraband will be disposed of in accordance with Tomorrows Hope policy on contraband control. Hand-held metal detectors may be used to scan all incoming package contents.

Telephones

- Phones are provided for resident use.
- Please limit personal phone calls to 15 minutes not pertaining to program goals or plan during regular office hours 8am-4pm and be respectful to other residents when utilizing the phone.
 - Ex: Amount of time usage, volume of conversation, time when calling, etc.
- Do NOT dial telephone service/directory assistance numbers.
- No international or fee-based calls are permitted.
- Facility phones that can be used by the residents for emergencies, work and treatment purposes are in the administration building, computer area of the building.
- You are to inform all family members to call the Facility telephone number if there is an emergency

- The use of foul language on the telephone or in the Facility is always prohibited.
- Always be courteous to your fellow residents by not abusing your telephone privileges. If you are discourteous and abuse your telephone privileges by exceeding the time limits, you subject yourself to penalization.
- No resident calls will be taken after 10:00 PM and no earlier than 8:00 AM.

Sign In / Sign Out Log & Leave Request:

Residents **MUST** report to monitor staff to always sign in and out of the facility before leaving and upon arriving back to the center.

- All movement from the facility must have prior approval & validation by program staff.
- The date, reason, and times of departure and arrival with staff and resident signature must be documented on this log.

Weekly Travel Sign Up:

-Residents must sign the weekly travel log one day prior to going to appointments, work, etc. The travel log is located in the resource room.

-Request to leave slips must be submitted to case managers by 12:00/noon Fridays

-Appointments and work may be verified by case manager

-DOC & PBPP residents must have the signed 348 attached to the request for any travel outside of the district map and/or to validate required program travel

- Transportation
 - The shuttle schedule will be available at the Reception Desk every night.
 - You **MUST** check this for departure and arrival times, and it is your responsibility to be on time.
 - Transportation vehicle **WILL NOT** wait for you.
 - If you need medication or a packed lunch, you must advise center staff the day prior, plan accordingly and have it ready to go before departure time.

Furloughs:

Overnight furloughs from the facility may be earned but will not exceed 48 hours at a time.

Residents must request furlough in writing to their case manager one week prior to furlough. Furlough will then need to be approved by COO and the facility parole agent. Facility parole agent will have final approval of all furloughs. Transportation for furloughs will not be provided.

Vehicle Policy

1. For a resident to receive permission to maintain a vehicle at the Tomorrows Hope facility they must submit a request in writing through the Security Supervisor utilizing the Tomorrows Hope vehicle request form. Application shall include a photocopy of the applicant's driver's license, vehicle insurance, vehicle registration card and a signed copy of the resident vehicle policy.
2. Once the application is received by the director of security it will be staffed and require approval signatures of the applicant's counselor, parole agent and director of security. Applicant's parole agent is the final approving authority and must issue a 348I indicating the applicant has written permission to operate the motor vehicle.

3. Once approved, residents are required to turn in all vehicle keys to the security office when not utilizing their vehicle. Keys will be maintained in a secured lock box within the security office and inventoried on a regular basis. Failure to turn in all keys to the security office will result in the authorization to drive being withdrawn. Keys will only be issued to the resident when travel authorization has been received and confirmed with the residents' case manager.
4. The only authorized driver of an approved vehicle is the owner of the vehicle. Vehicles will not be loaned to other residents under any condition for any reason nor will other residents be transported in the approved vehicle.
5. All vehicles are subject to search by Tomorrows Hope staff at any time with the resident not being required to be present during the search.
6. The Tomorrows Hope Security Staff will verify drivers' licenses, vehicle insurance, registration, and inspections of all authorized drivers at the facility monthly. A driver's LOG with the above listed information will be maintained in the security office and available for inspection.

Having a vehicle at the facility is considered a privilege and the authorization may be revoked at any time as deemed appropriate by the facility staff or parole agent.

Restricted/Unauthorized Areas

Residents are **not** permitted in posted Employee / Staff Only areas of the facility or in a staff office unless always accompanied by a staff member.

- The Administration Building contains several restricted areas as confidential coordination of care and operational meetings occur daily. Residents must be aware of these private areas and follow building & program protocols for communicating with staff.
- Case managers will have scheduled meeting times for each individual and group sessions with a designated area posted. The entry point to your case manager will always be through the lobby. All residents must request permission from security/monitor before proceeding down admin hallway.
- Utility rooms are off limits to all residents!
- The Cafeteria & Kitchen (Food Prep) areas also contain restricted areas you should make note of. No resident unless prior approval from a staff member is given should be in the food prep area behind the serving line. For safety and sanitary purposes, it is imperative to follow these conditions. If assistance is needed please wait on the outer barrier until a food service worker can attend to you.
- The Storage shed is a restricted area. Staff Monitors will distribute shed key and oversee resident during their appointed duty time.
- Residents are not permitted to use, alter, operate, or touch intercom system, computer equipment, and heat or air settings inclusive of thermostats or any other Thope equipment.

New Residents are restricted to Tomorrows Hope property for 2 weeks upon admission and can be restricted for any violation or staff directive thereafter.

USOR #17: Smoking Rules/Regulations

There is NO USE of tobacco of any kind permitted in the buildings or vehicles.

- *No tobacco products should ever be present in the cafeteria.*

Loose tobacco or materials/equipment to construct or manufacture and/or any other contraption to consume tobacco products is prohibited. (example- pipes, electronic cigarettes, rolling papers, etc.)

- o Only manufactured, sealed packages of cigarettes or cigars are permitted and at any time can be inspected or confiscated if there is any suspicion of tampering or contents.

Smoking is only permitted in the outside designated smoking areas 20 feet from all doorways. All butts must be put out and placed in the designated urn—**DO NOT** bring butts back inside or throw them on the ground. **Do not** dispose of cigarette butts in any of the inside garbage's as this is a **smoking hazard violation!**

Smoking is permitted during your *free time only*.

Remember smoking is a privilege.

Any noncompliance could result in loss of transportation privileges and/or removal of program.

Chores:

Any tasks assigned must be completed. All residents are expected to complete chores that assist with the operation of the building and maintain good hygiene, laundering clothes & bed clothes at minimum once a week.

- Residents are required to keep clean dining room, laundry room, bathroom, common areas, and sleeping areas.
- All food and drink must be labeled with name and date and cannot exceed the shoe box container kept in your personal locker.
- Completing tasks may help earn passes from the facility

Community Service

- All residents are strongly encouraged to participate in community service activities.
- Community service hours must be documented and turned in each week to your case manager.

USOR # 18: Contraband could jeopardize the safety & well-being of others, staff, Tomorrows Hope organization, and community at large. Resident infractions and confiscation procedures will be implemented if any contraband is found.

Contraband includes, but is not limited to, the following:

1. weapons, to include, guns, firearms, knives, scissors, box cutters, ammunition, etc. (real, toy, replica, copy, etc.).
2. unauthorized tools, explosives, corrosives, or flammable material (i.e., bleach, aerosols, etc.)
3. dangerous or illegal substances to include synthetically manufactured drugs.
4. controlled substances that are non-reported, non-prescribed, or outdated, as defined by the **Controlled Substance, Drug, Device and Cosmetics Act, 35 Pa. C.S.A. §780-101 (April 14, 1972, P.L. 233, No. 64)**, and drug paraphernalia.
5. items that are meant for ingestion (to be placed in mouth and swallowed) that are not labeled, labeled improperly, whose ingredients are not listed in English, or that are otherwise unidentifiable.

6. backpacks, bags, or lunchboxes with metallic parts, zippers, or multiple compartments.
7. articles of clothing that cannot clear the metal detector (this does not include outerwear such as jackets or coats).
8. metal cooking/eating utensils, metal tools, glass bottles, glass jars, oil/fragrance bottles (this does not include canned food, cooking pots, or cooking pans that are metal).
9. Unauthorized electronic/electrical items such as:
 - a. televisions
 - b. electronic devices (i.e., cell phones, e-tablets, iPad, mp3 players, watches, etc.) not registered with the facility
 - c. SIM card(s) not installed in a device
 - d. video game consoles (Xbox, Play Station, Wii, etc.), media players, DVD's, etc must have approval from COO/CEO
10. loose smoking tobacco, loose chewing tobacco, and rolling papers
11. materials, literature, photographs, clothing, graffiti, and other items containing language or images relating to pornography, obscenity, nudity, drugs, alcohol, gangs, or containing language or images that are offensive to another person's sex, race, religion, sexual orientation, or gender identity
12. cash or currency more than \$250
13. identification cards, social security cards, social services cards, or credit/debit/charge cards in another person's name
14. clearly marked property or materials belonging to another resident
15. facility issued, or personal items otherwise approved but altered from their original approved condition (i.e., radios, cell phones, torn clothing, etc.)
16. excessive amounts of perishable items/food, intoxicating beverages, intoxicants, or materials used in fermentation. All food items cannot exceed a sealed shoebox size container, must be clearly marked with a name/date, & discarded after 72 hours.
17. bodily fluids and hazardous waste
18. items not approved for mail delivery to the resident or not approved for a visitor to introduce
19. publications that advocate and assist in filing bogus or fraudulent Uniform Commercial Code (UCC) liens
20. forms that may be used in the fraudulent filing of UCC claims and/or publications that promotes this practice
21. fraudulent IRS tax returns and/or IRS or state income tax forms that may be used in the fraudulent filing of tax returns; and
22. any article specifically prohibited by state or federal statute, Department policy, or regulation.
23. Prescription & over the counter drugs, except for life saving meds.
24. Provocative or Pornographic materials in any form or format
25. Unmarked personal care products; all products must have an ingredient list and be in original packaging.
26. Candles

Disciplinary Procedures

All residents under the Tomorrows Hope's jurisdiction are expected to follow the rules and regulations of the facility. If a resident violates facility rules and regulations, the violation shall be reported and disposed of either by an informal or formal process. The informal resolution process may be used for those violations that are considered less serious in nature, while the formal resolution process shall be used for those violations of a more serious nature and for those instances where an informal resolution

process was rejected or had failed. This section provides a list of prohibited behavior that may result in the commencement of disciplinary procedures. Only class III, 300 level, charges are available to informal resolution.

Misconduct / Rule Violation Reports

Rule violations are to be reported on the incident report form 141A. Any resident charged with any of the listed violations will receive a copy of the report. Alleged violations requiring an investigation will be reported at the conclusion of the investigation.

The 141A is to be used to give notice to the resident of the rule violations and any relevant related information with which the resident has been charged. The report will state the facts upon which the charges are based. The report will be used as evidence during the misconduct hearing. The misconduct report shall be written by the staff member who has personal knowledge of the violation or by a staff member at the direction of a person who has personal knowledge of the misconduct. The resident shall be served with the 141A ordinarily within 24 hours of staff becoming aware of the incident.

Misconduct Hearing

A resident will have an opportunity to present a defense when charged with a rule violation. This includes receiving a written notification of the charge(s), at least 24 hours to prepare for the hearing, a right to be present at the hearing, a right to make a statement in his/her defense, a right to present documentary evidence, and a right to have relevant, available witnesses appear. An impartial hearing officer or hearing panel shall conduct the misconduct hearing.

The misconduct hearing shall normally be scheduled no less than twenty-four (24) hours or no more than seven (7) working days, excluding weekends and County holidays, after notice of the charge is served. The resident will be present during the misconduct hearing unless the resident waives the right in writing or refuses to attend. If the charged resident becomes disruptive at the hearing or refuses to follow the instructions given by the Hearing Panel, he/she may be removed, and the hearing will be conducted without the resident present.

Resident Assistance

In cases where it is apparent that a resident is not capable of collecting and presenting evidence effectively on his/her own behalf, assistance shall be permitted. The criterion is based on the ability of the resident to understand the English language or the inability to read or understand the charges and/or the evidence.

The Hearing Panel will approve/disapprove the request for a resident to have assistance at the hearing. If approved by the Hearing Panel, the resident shall be permitted the assistance of an available staff member or a resident in the same population status. The assistant must be willing to serve.

The resident shall be permitted to meet with the assistant for an appropriate period before the hearing.

Resident Version – At the hearing, the charge(s) will be read to the resident. The Hearing Panel will ask the resident's plea to each charge. The resident may submit a written version or may orally present his/her version that shall be summarized as part of the hearing record.

Witnesses

The Hearing Panel may approve the presence of requested witness(es), only if the witness has knowledge of the incident, is present on the facility grounds, and only if the testimony is relevant in helping to establish the guilt or innocence of the resident.

Up to **three (3)** relevant witnesses, who have been properly requested and approved, shall be permitted.

Waivers

A resident may voluntarily waive the hearing process outlined in this policy at any time prior to the hearing's completion. The resident may also waive any witness request or time limitations relating to the hearing notice of service. All waivers shall be in writing and be signed by the charged resident.

Disposition of Charges

As soon as possible after hearing all evidence, but no later than seven (7) calendar days thereafter, the Hearing Panel shall determine based on the evidence obtained in the hearing process, including staff reports, the statements of the resident charged, and the evidence derived from witnesses and documents, whether the resident is guilty of the misconduct charged based on some evidence the resident committed the misconduct charge or charges. After the Hearing Panel reaches the decision, the resident shall be called before the Hearing Panel to hear the decision.

If the resident is found not guilty, the fact shall be recorded in writing. No rationale for the decision is required. No record of the misconduct will be entered into the resident's facility file. If the resident is found guilty, a written summary of the hearing will be prepared that will include the facts relied upon by the Hearing Panel to reach the decision and the reasons for the decision. The summary will also include findings of fact concerning the testimony of each witness presented. A copy of the written summary will be given to the resident. The resident will be advised that he/she has fifteen (15) calendar days to submit a written appeal to the CEO. The disciplinary charges and the written findings relative to a major infraction will be recorded as part of the resident's permanent file.

The Hearing Officer may dismiss any misconduct without prejudice, to permit recharge without determination of guilt or innocence.

Misconduct Sanctions

The Hearing Panel may impose sanctions including but not limited to:

- Removal from his/her job assignment
- Confiscation of contraband
- Loss of Work-Release status
- Loss of outside program status
- Loss of facility privileges (misconduct should be related to privilege suspended) for no more than thirty (30) days.
- Assessment of cost due to resident's behavior.
- Verbal Reprimand

- Any sanction not listed will be approved by the administration.
- Dismissal from the program and removed from Tomorrows Hope:

All sanctions imposed will be clearly documented on the 141 B form. If resident does not agree with sanction imposed, they have the right to appeal.

Appeal

Any resident who has been found guilty of a misconduct charge or charges may appeal to the CEO within fifteen (15) calendar days of the hearing. The appeal must be in writing.

The three (3) valid bases for an appeal:

- (1) The procedures employed were contrary to law, facility directives or regulations.
- (2) The sanction is disproportionate to the offense.
- (3) The findings of fact were insufficient to support the decision.

No appeals from a finding of not guilty are accepted.

Any resident may seek the assistance of a staff member or a resident in the same population status in the preparation of an appeal. The appellant must sign the appeal. The appeal shall include a brief statement of the facts relevant to the appeal. The text must be legible and presented in a civil manner. The resident may state any claims concerning alleged violations of facility directives, regulations, or other law.

The CEO will review each issue raised by the resident and may, at their discretion, consider any other matter relevant to the issues raised. The CEO is not required to address issues not raised or improperly raised by the appellant.

The CEO has the authority to:

- Reject any appeal that does not conform to requirements defined above
- Uphold the Hearing Officers decision
- Uphold the finding of guilt, but modify the sanction
- Vacate the decision and remand back to the Hearing Officer for a rehearing
- Vacate the decision and permit recharge and rehearing
- Dismiss the charge and prohibit recharge.

The CEO may not impose a greater punishment than has been designated by the Hearing Officer. The CEO will provide the resident a brief written statement of the reasons for the decision within seven (7) working days of an appeal.

The Administration may reduce disciplinary sanctions based on resident's behavior while in sanction status.

USOR #19: Any & all changes to employment or financial status, information, and schedules will be

immediately communicated to center staff.

- All residents must provide all financial information to case managers to help address budget needs.
- All residents must complete a budget form with their case manager.
- DOC residents must hand in all paychecks and budget forms to case managers and are not permitted to cash any checks or money orders. All monies must be handed over to the case manager.
- DOC residents must follow the subsistence policy with appropriate deductions managed by center staff per delegated BCC & DOC policy.
- Residents are not permitted to engage in financial or loaning transactions with other guests, residents, volunteers, or staff involved with the center. Residents are not permitted to solicit any monetary assistance or support on behalf of Tomorrows Hope.

Local Medical and Dental Services

Area Hospitals:

UPMC Altoona
620 Howard Ave
Altoona, PA 16601
814-889-2011

Penn Highlands Clearfield
809 Turnpike Ave
Clearfield, PA 16830
814-765-5341

Health Center:

Glendale Area Medical Association
850 Main Street
PO Box 375
Coalport, PA 16627

Mental Health:

Penn Highlands Behavioral Health (Crisis)
100 Hospital Ave
PO Box 447
DuBois, PA 15801

Dental:

Dr. William K Harkins Family Dentistry
1209 Walton St
Philipsburg, PA 16866
814-343-6543

Confidentiality

In accordance with the Privacy Act, Federal Register Volume V, Number 127, Part IV, no information concerning any client may be released without the express signed consent of the client to authorize the release of that information. Please note that Probation and Parole are specifically exempt from this requirement, if applicable. A standard release of information will be completed by you allowing us to release information.

Veterans Rights & Responsibility

Tomorrows Hope will follow the VA's resident's rights and responsibility document. A copy of this document has been attached to this handbook for you review.

Patient and Nursing Home Resident Rights and Responsibilities

The Veterans Health Administration (VHA) is pleased you have selected us to provide your healthcare. We want to improve your health and well-being. We will make your visit or stay as pleasant for you as possible. As part of our service to you, to other veterans and to the Nation, we are committed to improving healthcare quality. We also train future healthcare professionals, conduct research, and support our country in times of national emergency. In all of these activities, our employees will respect and support your rights as a patient. Your basic rights and responsibilities are outlined in this document. Please talk with VA treatment team members or a patient advocate if you have any questions or would like more information about your rights.

I. Respect and Nondiscrimination

No resident shall be subject to discrimination based on an offender's race, religion, creed, national origin, gender, disability, or political views. You will be treated with dignity, compassion, and respect as an individual. Your privacy will be protected. You will receive care in a safe environment. We will seek to honor your personal and religious values.

You or someone you choose has the right to keep and spend your money. You have the right to receive an accounting of any VA held funds.

Treatment will respect your personal freedoms. In rare cases, the use of medication and physical restraints may be used if all other efforts to keep you or others free from harm have not worked.

As an inpatient or nursing home resident, you may wear your own clothes. You may keep personal items. This will depend on your medical condition.

As an inpatient or nursing home resident, you have the right to social interaction and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether to participate in these activities. You may decide whether or not to perform tasks in or for the Medical Center.

As an inpatient or nursing home resident, you have the right to communicate freely and privately. You may have or refuse visitors. You will have access to public telephones. You may participate in civic rights, such as voting and free speech.

As a nursing home resident, you can organize and take part in resident groups in the facility. Your family also can meet with the families of other residents.

In order to provide a safe treatment environment for all patients or residents and staff, you are expected to respect other patients, residents and staff and to follow the facility's rules. Avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.

II. Information Disclosure and Confidentiality

You will be given information about the health benefits you can receive. The information will be provided in a way you can understand.

You will receive information about the costs of your care, if any, before you are treated. You are responsible for paying your portion of any costs associated with your care.

Your medical record will be kept confidential. Information about you will not be released without your

consent unless authorized by law (an example of this is State public health reporting). You have the right to information in your medical record and may request a copy of your medical records. This will be provided except in rare situations when your VA physician feels the information will be harmful to you. In that case, you have the right to have this discussed with you by your VA provider.

You will be informed of all outcomes of care, including any potential injuries. You will be informed about how to request compensation for any injuries.

III. Participation in Treatment Decisions

You, and any persons you choose, will be involved in all decisions about your care. You will be given information you can understand about the benefits and risks of treatment. You will be given other options. You can agree to or refuse treatment. You will be told what is likely to happen to you if you refuse treatment. Refusing treatment will not affect your rights to future care but you take responsibility for the possible results to your health.

Tell your provider about your current condition, medicines (including over the counter and herbals), and medical history. Also, share any other information that affects your health. You should ask questions when you do not understand something about your care. Being involved is very important for you to get the best possible results.

You will be given, in writing, the name and title of the provider in charge of your care. As our partner in healthcare, you have the right to be involved in choosing your provider. You also have the right to know the names and titles of those who provide you care. This includes students, residents, and trainees.

Providers will properly introduce themselves when they take part in your care.

You will be educated about your role and responsibilities as a patient or resident. This includes your participation in decision-making and care at the end of life.

If you believe you cannot follow the treatment plan, you have a responsibility to notify your provider or treatment team.

You have the right to have your pain assessed and to receive treatment to manage your pain. You and your treatment team will develop a pain management plan together. You are expected to help the treatment team by telling them if you have pain and if the treatment is working.

As an inpatient or nursing home resident, you will be provided any transportation necessary for your treatment plan.

You have the right to choose whether you will participate in any research project. Any research will be clearly identified. Potential risks of the research will be identified and there will be no pressure on you to participate.

You will be included in resolving any ethical issues about your care. You may consult with the Medical Center's Ethics Consultation Service and/or other staff knowledgeable about healthcare ethics.

If you or the Medical Center believes that you have been neglected, abused or exploited, you will receive help.

IV. Complaints

You are encouraged and expected to seek help from your treatment team or a patient advocate if you have problems or complaints. You will be given understandable information about the complaint process. You may complain verbally or in writing, without fear of retaliation.