

**Latah Alliance on Mental Illness (LAMI)  
Alliance House  
Resident Handbook**

## **Resident Handbook | Table of Contents**

<b>Introduction</b>	
Introduction & Alliance House General Policy	5
 <b>Screening Information</b>	
Application and Trial Visit Policy	7
Residential Application Request	8
 <b>Admission Information</b>	
Alliance House Rules	10
Guest Policy	12
Pet Policy	13
Admission Inventory	17
Resident Support Agreement	18
Weekly Chores	20
Alliance House Winco Card Policy and Procedure	22
Resident Care Policy	23
Restriction of Privileges	24
 <b>Resident Files</b>	
Emergency Medical Information	26
 <b>Medications</b>	
Medication Compliance	27
 <b>Discharge Information</b>	
Discontinuation of Residency Procedures	28
Discontinuation of Residency Staffing	30
Discontinuation of Residence Policy and Procedure	31
Grievance Policy and Procedure	32
 <b>Emergencies</b>	
Resident Emergency Procedures	33
Fire Drill and Safety Policy and Procedure	34

House Management	
Annual House Maintenance List	36
Incident and Injury Report Policy	37
Debit/Cash Expenditures Procedure	38

# Introduction

## **Introduction**

Many people with chronic mental illness have various challenges living independently. People with chronic mental illnesses often lack employment, social, and daily living skills. They may find it difficult managing their illness and symptoms, developing a support network, and obtaining needed services and benefits in the community.

**The mission** of the Latah Alliance on Mental Illness (LAMI) is to provide a supportive living environment which provides individuals with mental illness a safe housing opportunity. We promote destigmatization of mental illness through community education and awareness. We facilitate support groups for people with mental illness and their support system.

The Alliance House provides a home for people with chronic mental illness who would otherwise have inadequate or no homes. Programs through the Alliance House provide support for residents and help them develop needed living skills. The LAMI Board of Directors provides oversight to the Alliance House.

This “House Operations Manual” contains Screening, Admission, and Discharge Information for residents or prospective residents. Emergency procedures, descriptions of the House Rules and Operations, the House Director’s rights and responsibilities, community resources and house compliance requirements are also included in the manual.

## **Alliance House General Policy**

Alliance House is a supportive living environment which provides individuals living with mental illness, a safe housing opportunity. We encourage our residents to reach their full potential by participating within the household, Moscow's community, employment, and social service programs.

Residents who live at the Alliance House are required to:

- Have a Primary Care Provider (prescribing doctor)
- Have psychiatric provider if need indicates (determined by your healthcare team)
- Have Community Services (case manager, counselor, and/or Community Based Rehabilitation Services) as determined by your healthcare team
- Take medications as prescribed by your Primary Care Provider/Psychiatric Provider
- Treat others with dignity and respect
- Not have possession of or consumed alcohol or illegal drugs
- No smoking in the house
- Follow house rules

## **Screening Information**

### **Application and Trial Living Policy**

Anyone interested in becoming a permanent resident at the Alliance House will submit an application to activate a pre-screening and house trial visit.

Prior to requesting a trial living visit, the interested applicant will arrange with the Department of Health and Welfare to complete a prescreening process and receive a referral for the trial visit. The prospective visitor will live at the Alliance House for a period of no longer than 7 days. The current cost is \$100 per week and scholarships are available upon request. This is due prior to beginning the trial visit. A prorated refund will be provided for anything less than a 7 day stay. In addition, the visitor will be responsible for any damage done to the house as a result of his/her actions. During the trial period, if there is any occurrence with drugs or alcohol or disruptive/dangerous behavior the prospective resident will be dismissed immediately. Pets are not permitted during trial living period.

At the conclusion of the trial living arrangement, the visitor and the House Director will meet to discuss the visitor's desire to become a permanent resident at which time the visitor will make a formal request for residency. At this time, the House Committee, consisting of the House Director and current residents, will meet and evaluate the visitor's suitability to become a permanent resident and decide whether to accept or decline the request for residency. This decision will be forwarded by the House Director to the Board for final decision about residency.

Once a final decision by the Board, in consultation with the House Director is made, the decision is communicated to the visitor by the House Director. If residency is accepted the lease process will be initiated. If residency is declined, the House Director will refer the visitor to community resources.

**Residential Applicant Request Form**

I, \_\_\_\_\_ request residency in Alliance House.

I agree to follow my treatment plan as created by my provider and/or my treatment team.

\_\_\_\_\_ (initial).

I am aware that failure to adhere to my treatment plan could cause my termination from this program. \_\_\_\_\_ (initial)

I agree to the financial responsibilities for living at the Alliance House. \_\_\_\_\_ (initial)

The Alliance House is a non-smoking home. I agree to smoke outside in the designated areas.

\_\_\_\_\_ (initial).

I agree to not be under the influence of substances or in possession of substances (alcohol and illegal drugs) \_\_\_\_\_ (initial).

\_\_\_\_\_ Client

\_\_\_\_\_ Case Manager

\_\_\_\_\_ House Director

\_\_\_\_\_ Date



## **Admission Information**

### **Alliance House Rules Form**

1. House residents are required to keep the grounds clean and attractive.
2. House residents must maintain clean and orderly housekeeping standards.
3. House residents and guests may not enter the rooms of other residents without permission.
4. House residents must, for their own protection and as a courtesy to others, sign out (mark on calendar) and update House Director when leaving the house for overnight or longer. If a resident does not communicate with the house director about plans to be away from the house overnight, and the resident fails to return to the house, the police will be called and missing persons report will be initiated.
5. House residents who damage the building, furniture, or any personal property of another resident will pay for damages.
6. Alcoholic beverages and illegal drugs are not allowed on the property. It is the expectation that residents not use these substances at the house and not be under the influence while at the house.
7. House residents will avoid any action that might be a health hazard or dangerous to themselves or others.
8. Alliance House is a smoke free residence. All smoking must take place outside of the house in the designated areas.
9. It is the expectation that the resident will conduct themselves in a respectful manner, and avoid behavior that would be offensive to others including maintaining personal hygiene and wearing of appropriate clothing. Residents are to show consideration for themselves and others at all times.
10. House residents are to abide by group decisions, attend all group meetings, assist with household chores, cooking a meal once per week on their designated day, and work at group cooperation.

11. Telephone or other messages for house residents or the House Director should be written down and left near the phone. If a resident is in the house when a call or visitor comes for him/her, the resident is to be told rather than a message taken.
12. Televisions and stereos are to be turned off at 11:30 pm on weeknights and 12:30 am on weekends unless otherwise cleared by House Director.
13. House residents are to enter a rental agreement with Alliance House and treatment agreements as determined by the resident and the healthcare team.
14. No contact of a sexual nature is permitted in the house.
15. House residents will allow the House Director to enter their rooms for safety inspections. (Fire inspection or personal health/safety).

**Any violations of these rules will be communicated by the house director to the Board of Directors. The Board of Directors will evaluate the situation and appropriate actions will be decided upon. Violation of any of these rules could mean eviction. House residents may take any issue relative to these rules to the Board of Directors through the House Director for resolution.**

I have read the above rules and agree to abide by them.

Resident Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **Guest Policy**

1. House guests are invited to visit the Alliance House or outside of the House between the hours of 9am-9pm Monday through Friday and 9am-10pm on the weekends.
2. Guest will not be allowed to enter resident's room unless invited to do so.
3. Guests are allowed to stay for dinner one night a month and must be approved with the House Director and the person responsible for cooking the meal first.
4. Guests will be restricted from visiting the house if any structural damage, emotional or physical abuse, and/or any disregard for residents' rights occur because of their actions or behavior.
5. No alcoholic beverages or illegal substances are allowed at Alliance House. If a guest chooses to visit the house under the influence of alcohol or drugs, he or she will be asked to leave immediately.
6. If one resident does not approve of guest or has problems with a guest, a house meeting will be called and the situation will be handled in a positive manner that will fit all the residents' needs and attitudes.
7. There are absolutely no overnight guests allowed at Alliance House.
8. When a guest is restricted from visiting Alliance House it will be for a period of 30 days. If after 30 days visitation restriction the guest wishes to resume visitation rights, he/she must engage in a meeting with the House Director and, if appropriate, Mental Health Case Manager. The situation will then be evaluated and a decision made regarding visitation for said guest.

## **Alliance House Pet Policy**

This policy establishes that rules and conditions under which a pet may be kept in Alliance House. The primary purpose of these rules is to establish reasonable requirements for the keeping of common household pets in order to provide a decent, safe and sanitary environment for house residents, employees, and to preserve the physical condition of Alliance House property and ensure the welfare of the pet.

Violations of this policy shall be considered a violation of the material term of the lease. The LAMI Board may require removal of a pet upon violation of these rules or may commence eviction procedures. Grievances to these proceeding shall follow the grievance policy.

### **Approval Process**

A resident who desires to acquire a new pet, keep an existing pet, or add any new pet in a manner consistent with these rules must apply in writing to the LAMI Board on the appropriate form provided by the Alliance Board. The form shall be available from the house director. The resident shall provide with the application: (a) an identifying description of the pet, (b) certificates of spaying or neutering of dogs or cats and the inoculations required by law, (c) in the case of a dog, a copy of the current license required by law, and (d) the name and phone number of a contact person who can be called upon to care for the pet in an emergency, as well as an emergency plan.

A formal house meeting with all residents and house director present will occur. At this meeting the residents will vote anonymously to decide if all residents are comfortable with the individual resident's pet. If any resident votes no or the LAMI Board disapproves, the pet shall not be approved. At this meeting details need to be worked out as to where pet supplies, litter box, leash, collar, etc should be kept. The Pet Application must also be submitted to the board for approval prior to the pet taking residence.

**Ownership Rules**

The resident shall be responsible for proper care, including but not limited to flea control, yearly inoculations (certifications of which will be kept in the residents file) and compliance with all applicable state and federal statutes, city ordinances, and all authority rules and regulations.

The resident shall keep their bedroom and house common and surrounding areas free of pet odors, insect infestation, waste, litter, and maintain the house in sanitary condition at all times.

The resident alone shall be responsible to clean up after their pet anywhere on Alliance House property including carrying a “pooper scooper” and disposable plastic bag as all times.

Pet waste shall be bagged and disposed of in appropriate trash receptacles. Pet waste or pet litter shall not be disposed of in the toilet or inside house trash cans.

Dogs and cats shall wear a collar with a tag identifying the pet and its owner, with name, address, and telephone number. This tag shall be required in addition to license, rabies vaccination and any other tag required by law.

The resident shall pay promptly, upon receipt of bill, for cost of all materials and/or labor for repair of any damage caused by their pet.

The resident shall be responsible for any pet-related insect infestations and shall promptly pay, upon receipt of the bill, for all materials and/or labor used for necessary extermination.

No pet is to remain unattended, without proper care, for more than 24 hours. The resident shall designate one or more persons as an emergency contact that can tend to the pet if the resident is unable to do so. Instances where the pet appears to have been abandoned for more than 24 hours and an emergency contact cannot be located the house director shall report the matter to the Moscow Police Department and other applicable authority for its removal. If necessary, house director will enter the bedroom, as in any emergency, to rescue the animal.

The resident shall be responsible for ensuring that the rights of other residents to peace and quiet enjoyment, health, and/or safety and not infringed upon or diminished by his/her pet's noise, odors, wastes, or other nuisance.

The resident shall be responsible in the event of the pet's death for disposing of the pet's remains in accordance with Federal, State, and local laws, rules, and regulations.

The resident will allow the house director to inspect their bedroom as required to ensure compliance with these rules.

The house director shall be responsible for maintaining records required by this policy including all pertinent pet-related information and documents supplied by the resident, periodic bedroom inspections, investigations of complaints regarding pets, billing for damages caused by pets and scheduling of repairs required because of pet action.

All complaints by other residents or house director regarding pets shall be referred to the LAMI Board.

These rules may be amended from time to time by the LAMI Board pursuant to LAMI Board policy and in compliance with all relevant statutes and regulations.

Residents are prohibited from feeding or harboring stray animals. Feeding or harboring a stray animal shall constitute keeping an animal without approval of the LAMI Board.

Residents shall not alter their bedroom, patio, or other areas on Alliance House property to create an enclosure for a pet.

Residents are entitled to follow grievance procedures if they have concerns regarding pets..

Determination of No-Pet Zones

As situations come up residents may establish reasonable no-pet zones in areas such as bedrooms, bathrooms, or other common areas with the approval of the house resident consensus. Residents shall post such areas as no-pet zones.

**Type of Pets**

A cat or dog (25lbs or less), a caged bird, or a fish tank not to exceed 20 gallons will be allowed. Only domesticated, common household pets will be allowed. Pets of vicious or aggressive dispositions, such as Doberman Pinschers, Pit Bulls, Rotweillers and any mixed breed dog with identifiable characteristics of one these breed, deemed by management to be potentially harmful to the health and safety of others are prohibited. Livestock, poisonous reptiles, amphibians, rodents, birds of prey, and arachnids are strictly prohibited. Currently owned pets of these breeds or types will not be permitted to stay.



## Admission Inventory Forms

Alliance House will provide the following:

	Resident Initials	House Director Initials
Bed	_____	_____
Dresser	_____	_____
Desk	_____	_____
Lamp	_____	_____
Sheets	_____	_____
Pillows	_____	_____
Bedsread	_____	_____
Pillowcases	_____	_____
Hangers	_____	_____
Towels	_____	_____
Other	_____	_____

The resident will be required to bring with him/her all personal belongings that are desired. The resident needs to provide their own personal care products such as toothbrush, toothpaste, deodorant, hair brush and other items that are desired.

Residents are encouraged to personalize their room with their own books, hobby items, small furniture, etc. Posters and hanging items should be discussed with the House Director as to the safest way to mount or hang them without damage to the walls.

Unclaimed Belongings after Discharge: I understand that any of my personal belongings left unclaimed at the Alliance House for more than 2 months after I leave the program will become property of LAMI unless other firm arrangements are made prior to my discharge. Property that is unclaimed after this period will be disposed upon by the direction of the board.

Resident signature \_\_\_\_\_ Date \_\_\_\_\_

House Director Signature \_\_\_\_\_ Date: \_\_\_\_\_

## Resident Support Agreement Form

Resident \_\_\_\_\_ Date \_\_\_\_\_

Resident Support Plan Effective: \_\_\_\_\_ to \_\_\_\_\_

This service plan will be reviewed at least annually in November or December. This plan outlines the supports needed by the house member. Alliance House does not provide medication management. The House Director of the Alliance House will work with the resident to ensure the supports are provided.

Describe the supports needed in the following areas:

1. Money Management: \_\_\_\_\_
2. Shopping: \_\_\_\_\_
3. Meal Preparation: \_\_\_\_\_
4. House Cleaning and Maintenance: \_\_\_\_\_
5. Personal Hygiene: \_\_\_\_\_
6. Physical Health Care Needs: \_\_\_\_\_
7. Mental Health Care Needs: \_\_\_\_\_
8. Transportation: \_\_\_\_\_
9. Community Resources: \_\_\_\_\_
10. Communication Skills: \_\_\_\_\_
11. Problem Solving and Decision Making: \_\_\_\_\_
12. Vocational: \_\_\_\_\_
13. Other: \_\_\_\_\_

Mental Health Professional assigned to resident: \_\_\_\_\_

Resident \_\_\_\_\_ Date \_\_\_\_\_

House Director \_\_\_\_\_ Date \_\_\_\_\_

Mental Health Professional \_\_\_\_\_ Date \_\_\_\_\_

## Weekly Chore Checkoff List

Date: \_\_\_\_\_

Kitchen	Floors swept and mopped Counters wiped off Microwave Stove clean Refrigerator clean Rinse own dishes w/o soap Dishes washed daily
Living Room	Vacuum floor Dust furniture Clean TV Move and clean behind furniture 1 <sup>st</sup> week of the month
Upstairs Bathroom	Clean sink, shower, toilet Wash mirror Sweep then mop floor
Hall and Stairs	Vacuum Mop Floor
Weight Room	Vacuum floor Dust Equipment Move equipment 1 <sup>st</sup> week of the month and clean under
Wash Area	Vacuum floor Wipe off washer and dryer Clean out refrigerator
Main Floor Bathroom	Clean sink, shower, toilet Wash mirror Sweep then mop floor

Downstairs Hall	Vacuum floor Sweep front step
Computer Room	Vacuum floor Dust Clean sink Clean refrigerator
Downstairs Bathroom	Clean sink, shower, toilet Wash mirror Sweep then mop floor
Yard	Watering in summer Weeding in summer Snow removal winter Clean patio
Other	Take out garbage Take out recycling

Comments:

## **Alliance House Winco Card Policy and Procedure**

Policy: Alliance House requires that residents prepare one meal per week to be shared with the other residents of the house. To facilitate this, each resident will be provided with a Winco Card with amount determined by LAMI Board as appropriate for this requirement monthly. The monies to fund the Winco Cards are derived from residents' rental payments and are not to be considered as a gift or income for the resident. Residents are responsible for purchasing their own food.

Procedure:

Prior to the first of the month, the House Director will obtain a check for Winco Cards from Bookkeeper in the amount approved for the month by the LAMI Board and provide it to the resident.

At the first of the month Winco cards purchased for this month will be distributed to each Resident. .

## **Resident Care Policy**

### **Clothing and Laundry**

The House provides a washer and dryer, laundry detergent, bleach, and softener for the use of the residents. Each resident will have their own laundry day to wash personal items and bed linens. The House Director will demonstrate proper use of the machines and clothing care and assist a resident in mending or in purchasing new clothes as time allows.

### **Care of Their Room**

Once a week, each resident's bedroom must be vacuumed, dusted, straightened, and garbage emptied. Sheets, towels, and washcloths should be machine washed each week. A provided protective mattress pad must be on the mattress at all times. The bed pad, blankets, and spread will be machine washed as needed.

A weekly bedroom safety inspection must be completed by the House Director. After the inspection, other bedroom cleaning tasks may be requested to be done. Residents are encouraged to open their windows and air their rooms frequently. Other bedroom cleaning tasks, such as washing windows, window sills, and walls, or organization of a closet, may be requested by the House Director on an as needed basis.

### **Personal Hygiene**

House residents are required to take a minimum of two showers or baths and shampoos a week. Hairstyles and clothing styles are up to each resident, provided that hair and clothing are clean and well cared for. The House Director will provide feedback to the resident, if necessary about hygiene, grooming, clothing styles, etc.

Women residents at the house are required to follow prescribed policy of disposing of sanitary pads in receptacles provided by the House. There will be no disposing of sanitary pads/tampons in toilets. Residents who legitimately cannot afford necessary items for appropriate hygiene should talk with the House Director and/or their case manager for assistance in locating donated items.

### **Restriction of Privileges**

Policy: Alliance House requires that residents prepare one meal per week to be shared with the other residents of the house. To facilitate this, each resident will be provided with a Winco Card with amount determined by LAMI Board as appropriate for this requirement monthly. The monies to fund the Winco Cards are derived from residents' rental payments and are not to be considered as a gift or income for the resident. Residents are responsible for purchasing their own food.

Procedure:

Prior to the first of the month, the House Director will obtain a check for Winco Cards from Bookkeeper in the amount approved for the month by the LAMI Board and provide it to the resident.

At the first of the month Winco cards purchased for this month will be distributed to each Resident.

## **RESIDENTS' FILES**



## Emergency Medical Information Form

I, hereby authorize Alliance House in the person of their employee, the House Director, to approve emergency medical non-psychiatric care in the event that I cannot make my wishes known or the person(s) listed below, if any, cannot be contacted. This authorization is invalidated if I cease to reside at Alliance House.

### Person(s) to be contacted in case of medical emergency

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

Does this person have Durable Power of Attorney for Healthcare? Yes / No

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

Does this person have Durable Power of Attorney for Healthcare? Yes / No

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Resident signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness signature: \_\_\_\_\_

Date: \_\_\_\_\_



## Medication Compliance Form

Medical personnel are not available to dispense medications at the House. Due to the importance and sensitivity of medication compliance, self-administration is a requirement for residency in the House. It is expected that the residents follow the prescribing recommendations for medications. Eligibility to remain in the House may be determined by a history of compliance in this area, or by the clinical judgement of a Mental Health professional and/or the primary care provider. Residents will be provided instruction and orientation as to the purpose and need for prescribed medications. The House Director will provide guidance to assist residents with maintaining medication compliance, and this will be documented in the Resident Support Agreement. Adequate communication skills to report problems with medication, willingness to comply with group rules and decisions, and responsibility of self-care and maintenance are required.

Residents are required to attend regular appointments and follow all recommendations from their prescribing providers. Violations of medication compliance, not attending appointments with prescriber, or not communicating medication changes to the House Director will warrant serious consideration for eviction from the Alliance House. It is the responsibility of the residents to report any changes in medication to the House Director.

Resident Signature \_\_\_\_\_ Date \_\_\_\_\_

House Director Signature \_\_\_\_\_ Date \_\_\_\_\_

### **Alliance House Discontinuation of Residency Procedure**

Whenever a resident of the Alliance House leaves the program, it is the responsibility of the House Director to arrange a Discharge staffing. The purpose of the staffing is to facilitate the discharge from the House, to assist the resident in making future plans, in closing his or her contractual obligations to LAMI, and to plan the provision of future services, if any. The staffing may include House director, service representative, and/or resident.

A Discharge Staffing and review shall be initiated in the following situations:

1. A resident wishing to leave Alliance House shall give the House Director a thirty day written notice of intent to leave as described in their rental agreement. The House Director arranges a Discharge Staffing within ten working days of notification of discontinuation.
2. The LAMI Board may initiate discharge as a result of failure by the resident to meet rental or stipend agreements, failure to regard house rules, or other behavior believed to be detrimental to the house. The House Director arranges a Discharge Staffing to review these issues. After a decision is determined based on this review, the resident is given a thirty days written notice. If the resident would like the opportunity to improve and remain at the Alliance House, a 30 day Individual Improvement Contract will be entered with the resident. The resident must comply with the conditions of this contract. If they are able to do so, after three weeks the contract will be reviewed to allow continued residence. If the decision is to terminate, the resident may be allowed extra time to determine future living arrangements
3. Mental Health Services or the resident may ask the House Director to arrange a voluntary discharge review if they feel continued placement at the House is no longer beneficial for the resident or detrimental to the other residents. This request should be made in writing to the House director, who notifies the Board and arranges a discharge staffing within ten working days.
4. Emergency removal of a resident. There are certain non-negotiable behaviors that may necessitate prompt or immediate removal of a resident from the House. These include, but are not limited to, assaultive behavior, intoxication, criminal activities, dangerous disregard of House rules, safety procedures, or psychiatric emergencies. The immediate removal of the resident may be made by the House Director and/or the resident's Mental Health Case Manager. The House Director, Board President, resident's Case Manager, and emergency contact(s) should be informed of the removal as soon as possible. The House Director shall arrange a discharge staffing as soon as possible to review

justification of the emergency removal and to determine whether the resident will or will not be able to return to Alliance House. This discharge staffing may be held without the presence of the resident.

## **Discontinuing Residency Staffing Policy**

The right of a resident to remain at the Alliance House can be discontinued at any time under the following conditions:

1. Any substantial violation of House rules, and/or
2. Any conduct that directly endangers other Residents or behavior that leads to removal of a resident by legal authorities. (This is not to stipulate that a resident removed from premises for commitment proceedings shall automatically lose residential status), and/or
3. A resident's mental illness worsens to the point that it causes that individual to no longer meet the requirements of the Alliance House, this decision is to be made in agreement with Idaho law and individual's health care team; and/or
4. A clear majority of House residents find, that despite cited measures to reconcile differences, a resident is deemed severely incompatible with other House residents.

In all of the above cases, except when immediate danger is present, the resident whose residency is in question shall be warned of violations and/or complaints by the House Director (first verbally) with a stated period for compliance to be demonstrated. An individual improvement contract will be established. Should conditions of violation/complaint continue to exist beyond this period, the House Director will inform the resident in writing and inform resident's health care team of the LAMI Board's intent to expel this resident (should conditions not improve by another stated period of time.) If, at the end of this time, a majority of the House residents vote for discontinuing of residency, the resident will be asked to leave the House.

Should this resident wish to appeal the LAMI Board's decision, they may request a grievance hearing with LAMI Board. The Board will vote and inform the member of its decision.

### **Discharge Staffing:**

1. It is the responsibility of the House Director to coordinate the discharge staffing and to notify all concerned parties.

2. The staffing must include the following: the resident, the House Director, a Board representative, the resident's Case Manager, and other interested parties determined by the resident and/or House Director.
3. The House Director will lead the meeting and take notes.
4. The Discharge staffing must include a review of the situation leading to the staffing; information pertinent to the decision to continue or terminating services, justification of any removal of a resident outside the normal discharge planning process, any remaining financial and contractual obligations to the Alliance House, a review of any assistance Alliance House may be able to provide, any restrictions on services following discharge such as denial of visiting privileges at the House, any arrangements for continued discharge planning after the staffing.
5. In the case of an eviction, the resident will be given ample opportunity to explain circumstances leading to the eviction and corrective action they would take if they desire to remain living at the Alliance House.
6. In the case of an eviction or the emergency removal of a resident, the LAMI Board shall make the final decision to continue, discontinue, or time limit Alliance House residency if no consensus is met at the discharge staffing. Financial and contractual obligation to Alliance House by resident will be discussed on a case by case basis.
7. A written summary of the staffing will be placed in the resident's file.
8. A written notification of any intent to cease services, or a statement delineating the decisions of the discharge staffing shall be provided to the resident as soon as possible after the staffing.

## **Grievance Policy and Procedure**

s a resident of Alliance House, you have the right to present grievances and to receive a fair hearing regarding any portion of the operation of the House that affects you. Personal grievances with other residents should be resolved through House meetings or by asking the assistance of the House Director. If these efforts are not resolved, you may submit a grievance to the House Director to assist in the resolution of these grievance(s). You may present grievances anytime you feel your basic human rights have been denied.

To submit a grievance:

1. A Grievance Form is submitted to the House Director within 7 calendar days of the incident. If the House Director is involved in the grievance, the Grievance Form is submitted directly to the LAMI Board within 7 calendar days. A resident may request assistance in completing the form.
2. The House Director will forward the grievance to the LAMI Board. The Board will review the grievance and arrive at a determination within 14 calendar days.
3. In responding to the grievance, the Board will take all reasonable steps to investigate the grievance promptly. This may include reviewing the Formal Grievance Form, talking to the resident and/or others as indicated.
4. After an investigation, the Board will discuss the findings and decisions regarding the grievance. The Board will give a written copy of its decision to the resident who initiated the grievance.
5. If the resident is dissatisfied with the Board's decision, the resident may choose to seek further legal assistance at his or her own expense.
6. A copy of all grievances submitted and the responses of the Board will be kept in a confidential file.



## **Resident Emergency Procedures**

### **Fire**

Follow the fire-drill training procedures; use exits closest to your location. House members are to meet on corner of A Street and Lilly Street and determine that all residents are present. Appoint a resident to go to a neighbor's house to call 911, communicate if any resident remains in the house. As soon as possible call the House Director.

### **Medical Emergency**

If an injury is minor, use basic first aid then telephone House Director.

If it is a major injury, call 911 immediately.

You will want to be prepared to tell the EMTs the cause of the injury, the name of the injured person, and the house address. Follow all directions given by responding medical personnel. Call the House Director as soon as possible.

### **Resident In Crisis**

If any resident is in immediate harm call 911.

If resident is not in immediate harm, call the House Director for guidance.

Stay with the resident to help them remain calm until assistance arrives.

### **Household Emergencies**

All residents should work as a team to solve problems in a sensible and safe manner.

Plumbing/Water Problems: McCoy's Plumbing 208-882-2332 or Moscow Water Department 208-883-7034

Electrical problems: Gropp's Heating, Air & Electric 208-882-7672

Furnace problems: Gropp's Heating, Air & Electric 208-882-7672

<b>Emergency</b>	<b>911</b>
<b>Ron - House Director</b>	<b>208-610-9663</b>
<b>Crisis Text Line</b>	<b>Text START to 741741</b>
<b>Suicide Hotline</b>	<b>(800) 273-8255</b>
<b>Poison Control</b>	<b>800-222-1222</b>

### **Fire Drill and Safety Policy and Procedure**

It is the policy of the Latah Alliance on Mental Illness to maintain the safety of the Alliance House.

It is the House Director's responsibility to:

- Post emergency numbers by the telephone. These numbers should include fire, police, medical and poison control, and mental health emergency numbers.
- Post a clear fire escape plan. This plan should include a scale drawing of each floor of the facility, with a clear explanation, with arrows, of which exit to use in case of fire. The plan should include information about where to meet outside of the building after exiting.
- Conduct monthly fire drills and document completion on the Fire Drill Report. These fire drills shall be both announced and unannounced. After each fire drill, the House Director shall provide feedback to the residents on their performance and any problems that are noted.
- Drills will be conducted when a majority of the members are in the house.
- Check monthly all smoke alarms and fire extinguishers and documented completion on the Smoke Alarm and Extinguisher Checklist form. Every 12 months the fire extinguishers should be recharged by a professional.
- Educate residents at least twice a year during house meetings on ways to respond to a fire, other emergencies, the safe use of extinguishers, calling for an ambulance, and use of the police.
- The House Director will ensure all of the following safety items are in working order and in stock:
  - First Aid Kits
  - Clear Exits
  - Electrical Panel
  - Furnace Area
  - Major Appliances
  - Stairway Safety
  - Windows
  - Door Locks
  - Plumbing Fixtures
  - Light Fixtures
- Educate all new members within a week of moving in, on Fire Drill and Safety Procedures



## Annual House Maintenance List - Zoe

“\*” indicates the HD should call for a professional to complete the inspection

### Spring

- \*Clean/clear out gutters and downspouts
- \*Inspect roof for any damaged shingles
- Check siding on house and garage for any rotting wood or trim
- Check the seal around windows
- Clean windows and screens
- Clean up landscaping, trim bushes, etc.
- \*A/C tune up
- \*Deep clean carpets
- \*Visual inspection of fire extinguishers. Make sure the indicator says it is in the functioning range.
- Replace and test batteries in smoke detectors and carbon dioxide detectors
- \*Inspect plumbing including water heater
- \*Inspect electrical

### Summer

- Check for any leaky faucets
- Inspect for insect problems
- Clean out garage and storage areas
- Clean out window wells

### Fall

- \*Winterize Air conditioner
- \*Clean/clear out gutters and downspouts
- \*Inspect furnace for the winter
- Gather winter supplies (salt/sand, shovels, scrapers, etc.)
- Drain hoses and outdoor faucets
- \*Visual inspection of fire extinguishers. Make sure the indicator says it is in the functioning range.
- Replace and test batteries in smoke detectors and carbon dioxide detectors
- Check window seals

### Winter

- Visually check for ice dams
- Clean dryer vent

### **Incident and Injury Report Policy**

Incident and Injury Reports should be filled out whenever an incident occurs within 24 hours of the incident.

The following are examples of when an Incident Report should be filled out:

- When an accident or injury occurs on the Alliance House property.
- When any property damage occurs to the House or contents or resident belongings.
- When a resident or visitor behaves in an assaultive, self-destructive, or illegal manner.
- If a neighbor, visitor, etc. makes a complaint about the Alliance House or Alliance House residents.
- If an incident or psychiatric emergency occurs that results in the need to call the Police or emergency services.

An incident report specific to one particular residents should be kept in that resident's case file. General incident reports should be kept in the Incident Report file for a period of seven years. These incident reports are considered private information.

## **Debit/Cash Expenditures Procedure**

Policy- It is the policy of Latah Alliance on Mental Illness to have funds available for household needs to be used at the House Directors discretion. It is expected that the House Director use the Alliance House debit card for expenditures and provide receipts to the Board at the monthly board meetings. There is a revolving fund of \$200 in cash that is available to the House Director to use if needed. Expenditures less than \$50 can be purchased at the discretion of the House Director and the availability of funds. The House Director is required to keep accurate documentation of all expenditures.

### Procedure-

- LAMI Bookkeeper will provide funds in the amount approved by LAMI Board to House Director monthly to be deposited into the petty cash account for household needs.
- House Director is authorized to make purchases up to \$50 for household items. Expenses beyond \$50 need prior approval.
- House Director will use the debit card attached to the Petty Cash account for purchases
- House Director will retain receipt of purchases
- House Director will meet with Bookkeeper monthly to review purchases and hand in receipts.
- Bookkeeper will alert the LAMI Board of any concerns related to purchases.