



**POLICY & PROCEDURES MANUAL**

**SERENITY RETREAT  
BEHAVIOR FOCUS HOMES  
FARR CERTIFICATION DOCUMENTS**

# 2024

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## Mission Statement

Serenity Retreat Behavior Focus Home mission is to provide individuals with a safe and sober community. By helping guide individuals who identify as struggling with drugs and alcohol our goal is to help those individuals towards a better and safer way of life through sobriety.

## Vision Statement

Serenity Retreat Behavior Focus Home vision is that any person that has the desire to become and stay sober should have a safe and structured place to do so. Serenity Retreat Behavior Focus Home vision is to provide a safe and home like structured environment for those starting off in their recovery journey.

## Code of Ethics Statement

Serenity Retreat Behavior Focus Home believes in the services and actions that follow (Confirmation of this orientation will be documented in each individual employee's file):

**Integrity:** It is our goal and commitment at Serenity Retreat Behavior Focus Home, to offer and hold ourselves to highest standards and help maintain an honest and safe living environment

**Safety:** To provide our residents the safest level of care and housing with respect to quality of care in the safest manner.

**Services:** To express care to the community through high quality services in an effective manner.

**Compassion:** To treat people fairly and equally

**Knowledge:** To provide services with the most current knowledge and education available for the highest quality of care.

**Ethics:** To act in a manner that is with integrity and honesty and uphold professional ethical standards in the way we provide our services and conduct business.

**Teamwork:** To recognize the contributions and resources of every member of the team and recognize the essential to our goal.

**Staff Member:** \_\_\_\_\_

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

**Witness:** \_\_\_\_\_

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

# **FARR CODE OF ETHICS**

## **PROCEDURAL**

FARR Certified Residences ensure all owners, managers and staff receive an orientation to the FARR's Code of Ethics and document their agreement to abide by these principles as a condition of employment. This orientation includes confirmation that all owners, managers and staff successfully complete FARR Ethics and FARR Standards training annually.

Certified Recovery Residences must ensure each newly hired staff member completes these two mandatory trainings within their first ninety (90) days of employment. Where applicable, the professional staff at each site shall review all pertinent Codes of Ethics annually, and attest in writing to their willingness to abide by the principles.

Certified Residences ensure that residents receive an orientation as to their rights and responsibilities upon admission, including their right to receive ethical care. Confirmation of this orientation must be documented in each individual resident's file.

Certified Residences ensure all residents are provided information during their orientation regarding the process and steps residents may take to report any ethical or standards violations. Confirmation of this orientation must be documented in each individual resident's file.

The website of all Certified Residences must provide a prominently displayed link to the FARR Code of Ethics and the FARR Grievance Form shall also be posted on the Certified Residences website or clearly linked to same on the FARR website within thirty (30) days of issuance of the Certificate of Compliance.

FARR Certified Residences should ensure that no retribution, intimidation, or any negative consequences shall occur if a grievance or complaint has been filed.

## **CONFIDENTIAL INFORMATION**

While employed at any Certified Recovery Residence and after such employment ends, confidential information must never be disclosed except with the resident's written authorization or as allowed under Federal and/or State law. No employee or volunteer of any FARR Certified Residence may use, or permit others to use, confidential information for the purpose of furthering a private interest or as a means of generating profit. The definition of confidential information is any information that has been entrusted and provided to Recovery Residence management assumed and considered private.

## **RESPONSIBILITY TO RESIDENTS**

1. The primary obligation of Owners, Managers, Staff and Volunteers of Certified Residences is to respect the integrity and promote the welfare of the resident, whether the resident is assisted individually or in a community setting. In a community setting, Owners, Managers, Staff and Volunteers of Certified Residences are also responsible for taking reasonable precautions to protect

individuals from physical and/or psychological trauma resulting from interaction within the Community.

2. FARR Certified Residences shall ensure that in any community setting, staff, volunteers and visiting sponsors, recovery coaches and/or counselors set a norm of confidentiality regarding all community participants' disclosures.

3. FARR Certified Residences ensure that if a resident is or has been in a therapeutic relationship with professional person or entity, staff attempts to make contact with that professional person or entity after obtaining proper releases for the exchange of relevant information from the resident. These contacts or attempts to contact must be documented in the resident record.

4. When it has been determined that the Resident's needs are not being met at the current level of care/support, the Resident will be receive the necessary assistance with residential placement in the appropriate level of care/support. When it has been determined that the Resident's needs are not being met at the current level of care/ support, the Resident will be receive the necessary assistance with residential placement in the appropriate level of care/support.

5. Certified Residences should ensure that, if a resident's condition indicates there is a clear and imminent danger to the resident or others, staff (per Certified Residence policy and procedure) alert first responders to address danger and risk and then apprise Recovery Residence supervisor/manager/administrator; staff should be trained to appreciate any and all imminent harm potential is beyond the scope of the Recovery Residences level of support and must be referred and deferred to professionals.

6. Owners, Managers, Staff and Volunteers of Certified Residences refrain from any practice of intimation, bullying or otherwise threatening or discriminatory behavior; relying instead upon the appropriate, consistent and uniform application of written residence rules and consequences.

7. No Owners, Managers, Staff and Volunteers of Certified Residences will solicit or accept any commission, fee, or anything of monetary value from residents, other related persons, or referral sources, including, but not limited to, the borrowing of money from a resident under any condition or circumstance (see Ethical Conflicts below).

8. Certified Residences ensure that if a resident's condition deteriorates, i.e. relapse or psychological deterioration, referral and linkage to appropriate interventions will be made.

9. Certified Residences ensure fair and equitable financial policies and procedures pertaining to scholarships and repayment processes, i.e.

a. Scholarships: (Partial or Full) Residents are orientated to the type of scholarship and specifically what is and is not included in the scholarship. Orientation is acknowledged by resident signature and documentation is maintained in the resident file.

b. Repayment Structure: Certified Residences who structure a payment plan for admission and/

or ongoing fees should ensure the payment plan is fair and equitable, and the resident is afforded the financial means to personally care for repayment. c. Fees should be renegotiable if the resident's financial ability is altered and in no way inhibit the resident from seeking alternative employment which would strengthen their wellbeing.

## **ETHICAL CONFLICTS**

Certified Residences and their employees shall excuse themselves from taking an active part in the recovery and/or treatment plans of relatives, close friends, and/or business acquaintances.

Certified Residences and their employees may participate in political activities on their own time and in accordance with their individual desires and preferences, but it must be clear at all times that they are doing so as individuals and not as representatives of FARR or their organization unless specifically agreed to by FARR or their Recovery Residence Administrator.

Certified Residences and their employees may not offer, pay, solicit, or receive any commission, bonus, rebate, kick-back, or bribe, directly or indirectly, in cash or in-kind, or engage in any split fee arrangement, in any form whatsoever, to induce the referral or in return for the acceptance or acknowledgment of treatment, of patients or patronage to or from a health care provider or health care facility as defined in FS 817.505. licensable entities must remain compliant with defined by Section 397.321, F.S. and Rule 65D-30, F.A.C.

Certified Residences ensure that former clients are not be hired as an employee at any site unless a significant period of time has elapsed. At a minimum, a six (6) month prohibition period should be clearly stated in the Certified Recovery Residences policy and procedures regarding employment of former clients.

Certified Residences ensure all program associates refrain from engaging in any non-therapeutic dual relationships for a minimum of 2 (two) years. If a more restrictive time frame is listed in an employee's professional ethics code, then that time frame shall apply.

Certified Residences shall not provide clinical or therapeutic interventions which are licensable under Chapter 65D-30, Florida Administrative Code without a license issued by the Department of Children and Families, Substance Abuse and Mental Health Program Office.

## **RESPONSIBILITY TO COLLEAGUES**

Owners, Managers, Staff and Volunteers of Certified Residences having knowledge of unethical practices on the part of another colleague shall report such practices to the Recovery Residence Administrator and/or, as needed, to the colleague's professional Ethics Board Owners, Managers, Staff and Volunteers of Certified Residences should not use the workplace for proselytizing religious, political, or economic issues. However, faith-based programs are encouraged to share their personal testimony and experience as a peer with residents who have elected to reside in the faith-based Certified Recovery Residence

## **MARKETING ETHICS**

Owners, Managers, Staff and Volunteers of Certified Residences shall not knowingly make marketing claims or create any advertising, or allow for any advertising to be created on their behalf, which contain

- A. False or misleading statements or exaggerations;
- B. Testimonials that do not really reflect the real opinion of the involved individual;
- C. Price claims that are misleading;
- D. Promotional offers designed to induce enrollment in exchange for free rent, air travel, grocery cards, gym member-ships and/or other such “freebies”

E. Therapeutic strategies for which licensure and/or counseling certifications are required but not applicable at the Certified Recovery Residence.

## **CODE OF ETHICS**

By signing this agreement I attest that I have read and understood the FARR Code of Ethic’s and agree to abide by the terms set within. Furthermore I understand that failure to comply with the FARR Code of Ethics may result in suspension and or revocation of my organization’s Certification.

Print name: \_\_\_\_\_ Title: \_\_\_\_\_

Cellphone: \_\_\_\_\_ Email Address: \_\_\_\_\_

Organization: \_\_\_\_\_

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

## NARR CODE OF ETHICS

All persons working in NARR Affiliate organizations, (recovery residence owners, operators, staff and volunteers) are expected to adhere to the following Code of Ethics: It is the obligation of all recovery residence owners/operators and staff to value and respect each resident and to put each individual's recovery and needs at the forefront of all decision making. To meet this obligation, we adhere to the following principles:

1. Assess each potential resident's strengths and needs, and determine whether the level of support available within the residence is appropriate. Provide assistance to the residents with appropriate referrals.
2. Value diversity and non-discrimination.
3. Provide a safe, homelike environment that meets NARR Standards.
4. Maintain an alcohol- and illicit-drug-free environment.
5. Honor individuals' rights to choose their recovery paths within the parameters defined by the residence organization.
6. Protect the privacy, confidentiality, and personal rights of each resident.
7. Provide consistent and uniformly applied rules.
8. Provide for the health, safety, and welfare of each resident.
9. Address each resident fairly in all situations.
10. Encourage residents to sustain relationships with professionals, recovery support service providers and allies.
11. Take appropriate action to stop intimidation, bullying, sexual harassment and/or otherwise, threatening behavior of residents, staff, and visitors within the residence.
12. Take appropriate action to stop retribution, intimidation, or any negative consequences that could occur as the result of a grievance or complaint.
13. Provide consistent, fair practices for drug testing that promote the residents' recovery and the health and safety of the recovery environment.
14. Provide an environment in which each resident's recovery needs are the primary factors in all decision making.
15. Promote the residence with marketing or advertising that is supported by accurate, open and honest claims.
16. Decline taking a primary role in the recovery plans of relatives, close friends, and/or business acquaintances.
17. Sustain transparency in operational and financial decisions.
18. Maintain clear personal and professional boundaries.
19. Operate within the residence's scope of service and within professional training and credentials.
20. Maintain an environment that promotes the peace and safety of the surrounding neighborhood and the community at large.



The Code of Ethics must be read and signed by all those associated with the operation of the recovery residence: recovery residence owners, operators, staff, and volunteers. Individuals subject to this code are obligated to report unethical practices according to the reporting rules set forth by the affiliate. In signing the following , I affirm that I have read, understand, and agree to abide by this Code of Ethics.

(Confirmation of this orientation will be documented in each individual employee's file)

Name (print): \_\_\_\_\_ Date: \_\_\_\_\_

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

Recovery Residence: \_\_\_\_\_ NARR Affiliate: \_\_\_\_\_

## CONFIDENTIALITY STATEMENT

Serenity Retreat Behavior Focus Home will comply with all applicable laws and regulations regarding confidential information.

### Confidentiality Policy and Procedure

#### Policy:

Any personal information provided will be collected, kept, and used by Serenity Retreat Behavior Focus Home's staff in a way that meets the requirements of FARR. This means that only information that is necessary will be collected, and that information will be kept securely. Only staff, employees, house managers, and CRRAs will collect and have access to this information and in turn, will be responsible to protect it while it is in their care. The information will be collected through an interview process which will be completed in person or on the phone. The information will be locked in the administration office. We will keep all staff information for one year after they cease employment with Serenity Retreat Behavior Focus Home. After that point, the information will be physically destroyed or deleted from the electronic file.

We can break this confidentiality under the following circumstances:

- To comply with a court order or court-ordered warrant, a subpoena or summons issued by a judicial officer, or a grand jury subpoena
- For purposes of identifying or locating a suspect, fugitive, material witness or missing person
- To respond to an information request about a victim of a crime, and the victim agrees
- To report child abuse or neglect
- To report adult abuse, neglect, or domestic violence
- To report to law enforcement when required by law, such as gunshot or stab wounds
- To report the death of an individual
- To report what the covered entity believes in good faith to be evidence of a crime
- To report criminal activity, when responding to an off-site medical emergency
- For Certain other specialized governmental law enforcement purposes
- For a medical emergency

#### Staff Confidentiality Directive:

1. Staff cannot discuss, deny, nor confirm a current or former resident's residence with Serenity Retreat Behavior Focus Home without prior written approval from that resident. (See above circumstances in which this rule can be broken)

2. Staff will make sure that the manager's office is always locked. Residents will not have access to the area that contains resident's records.

3. All drug testing results will remain confidential and kept in the UA/BA logbook in the manager's office.
4. Any photographs taken by Serenity Retreat Behavior Focus Home's staff must be approved by the residents in the picture prior to posting the picture on any website or marketing material.
5. If staff accidentally or purposely breaks a current or former resident's confidentiality, they can expect the following sanctions:
  - a. First offense- Verbal warning and write up placed in their employee file
  - b. Second offense- Suspension including pay for 2 weeks and write up placed in their employee file
  - c. Third offense- Dismissal from employment or volunteering from Serenity Retreat Behavior Focus Home
6. A release of information (ROI) form will be kept in each resident's file, please verify release of information form prior to discussing any resident's information with a third party.
7. Residents may rescind their release of information with a written request. Residents that move out of housing without prior notice, relapse, or commit a crime while a resident of Serenity Retreat Behavior Focus Home will still have their emergency contact contacted regardless of them rescinding their release of information.

**Procedure:**

All needed resident information (medical, treatment history, emergency contact, etc.) will be collected upon their admission to Serenity Retreat Behavior Focus Home. Serenity Retreat Behavior Focus Home will keep all resident information in each resident's individual file. The file will be locked and stored inside the Serenity Retreat Behavior Focus Home manager's office. Serenity Retreat Behavior Focus Home will hold onto this information for a year after the resident discharges from housing, at that point the file will be physically destroyed or deleted. Serenity Retreat Behavior Focus Home must maintain the following to be following its confidentiality standards:

1. All staff must be trained on Serenity Retreat Behavior Focus Home confidentiality policy and procedures.
2. All staff members will ensure that any resident confidential information will be kept locked and stored in a safe location.
3. All staff will adhere to Serenity Retreat Behavior Focus Home's confidentiality policy and procedures.
4. All residents must be informed in what circumstances their confidentiality can be broken.

# Release of Information (ROI) Form

## Emergency Contact

Resident's Name: \_\_\_\_\_

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

Serenity Retreat Behavior Focus Home requires all incoming residents to list a family member, friend or associate as an emergency contact in their ROI prior to admission into Serenity Retreat Behavior Focus Home. This person will be contacted in the event of a relapse, medical emergency, injury, death, or discharge. Potential residents are required to list someone as an emergency contact as part as the admission criteria. ROI is also required for any person's other than the resident paying program fees.

Serenity Retreat Behavior Focus Home strongly encourages all residents that are receiving treatment or aftercare from an outside service provider to sign this written authorization form allowing us to communicate bilaterally (back and forth) with the facility and its staff to better serve you during our stay with us.

Serenity Retreat Behavior Focus Home strongly encourages all residents to add key members of their support network such as family or 12-step sponsors to this written authorization form. Sponsors are contacted periodically to confirm residents are working a 12-step program. We will not ask for updates on the residents' recovery, we will only ask for confirmation of sponsorship.

I authorize Serenity Retreat Behavior Focus Home to exchange information about my condition and/or presence at Serenity Retreat Behavior Focus Home with the following individuals. I understand I may revoke this consent in writing at any time. unless I have left Serenity Retreat Behavior Focus Home without prior notice, relapsed, or committed a crime. If a person other than the resident is paying your program fees, that person will be notified when you discharge from program.

Name	Relationship	Phone Number

If not previously revoked this consent will expire one year from the date of signing.

Resident Signature: \_\_\_\_\_ Resident Printed Name: \_\_\_\_\_

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

Witness Signature: \_\_\_\_\_ Witness Printed Name: \_\_\_\_\_

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

# Resident Screening Policy and Procedure

## Policy:

It is the policy of Serenity Retreat Behavior Focus Home that the following criteria must be met for a potential resident to be accepted into the Serenity Retreat Behavior Focus Home community.

1. Potential resident must be able to manage basic activities and instrumental activities of daily living (ADL).
2. Potential resident must be at least 18 years of age.
3. Potential resident identifies themselves as the gender associated with housing priority population.
4. Potential resident must be able to pass a UA and BA test prior to admission into Serenity Retreat Behavior Focus Home housing. No residents will be allowed to move into the home with a positive result unless it is a door to door transfer from a drug and alcohol treatment facility and the resident can provide Serenity Retreat Behavior Focus Home with medical clearance paperwork. The only exception to this rule is for marijuana, in that case the resident will have 30 days to test negative and if they cannot do so at the end of the 30 days, the resident will be discharged.
5. Potential resident must have their property including vehicle searched for any contraband prior to moving into Serenity Retreat Behavior Focus Home housing.
6. Potential resident must not have ever been convicted of a sexual crime.
7. Potential resident must not have ever been convicted of a crime of violence against children, the elderly, or the disabled.
8. Potential resident must commit to working a program of recovery (12 step based) if necessary.
9. Potential resident must be able to provide a contact as an emergency contact.
10. Potential resident must be able to financially provide for themselves during their stay with us (rent, groceries, toiletries, cleaning supplies, etc.)
11. Potential resident must agree to vacate property in the event of relapse, or any events determined detrimental to the community by Serenity Retreat Behavior Focus Home's staff.
12. Potential resident must not be on any narcotic medications or any medications that Serenity Retreat Behavior Focus Home determines to be non-conductive to the recovery atmosphere of its community.

All final housing decisions are determined by a committee consisting of the owner/director of Serenity Retreat Behavior Focus Home.

## Procedure:

All potential residents must be first screened before becoming a Serenity Retreat Behavior Focus Home resident. This process starts with the potential resident reaching out to the administrator and beginning the interview process. These are the following questions that the potential resident must answer before a decision on his potential residency can be rendered:

1. Are you able to manage basic activities of daily living (ADL) on your own, such as bathing, dressing, continence, eating, and evacuating the home during emergencies?
2. Are you able to manage instrumental activities of daily living (IADL) on your own, such as self-managing medications, finances, transportation, cooking, shopping, house cleaning, and laundry?
3. Are you able to provide a copy of a government-issued ID verifying your name and age?
4. Are you able to pass a breathalyzer and a drug test? (Resident will not be allowed to move in with a failed test)
5. Do you consent to taking a UA and BA upon arrival the Serenity Retreat Behavior Focus Home?
6. Do you struggle with drugs and alcohol? If so, are you willing to work towards sustained sobriety?
7. Do you understand that if you do become a resident of Serenity Retreat Behavior Focus Home during your stay with us that you cannot take any narcotic medications unless under dire medical situations determined by a licensed physician and approved Serenity Retreat Behavior Focus Home staff?
8. Are you currently enrolled in a Medication-Assisted Treatment program with a licensed physician (MAT)?
  - a. If so, do you agree to store your medications according to our medication storage policy and procedure during your stay with us?
  - b. Do you agree to take your medication as prescribed?
  - c. Do you agree to keep your medication confidential and not disclose your medication to other residents?
11. Do you agree to perform all urine analyses and breathalyzers asked of you during your residency with Serenity Retreat Behavior Focus Home?
12. Do you understand that your belongings will be searched for any contraband prior to your admittance to Serenity Retreat Behavior Focus Home?
13. Do you agree to adhere to all house rules and act in a good manner while residing with us? This includes attending 12 step meetings, obtaining a sponsor, and working the steps.
14. Are you willing to attend one mandatory house community meeting per week?
15. Are you willing to provide us with an emergency contact?
16. Are you currently on probation, parole, or a fugitive?
17. Are you a sexual offender or predator?
18. Have you ever been diagnosed with any mental health issues? If so, what was your diagnosis?
19. Are you currently on any medications?

20. Are you currently employed or in school?
21. If you are not employed, will you have any financial help?
22. Can you afford the program fee obligation?
23. Have you ever lived in a sober living residence before?
24. How many sober living residences and treatment centers have you been a resident or client in?
25. Do you understand that if you are accepted to become a Serenity Retreat Behavior Focus Home resident and relapse then you could face expulsion from the residence?
26. Why do you think Serenity Retreat Behavior Focus Home is the right fit for you?
27. Do you have any questions for us?

### **Exclusionary Criteria:**

1. A person who is unable to manage basic activities and instrumental activities of daily living on their own.
2. Convicted of a sexual crime against a child.
3. Registered sexual predator.
4. Convicted of a violent crime against a child, the elderly, or the disabled.
5. Refusal to provide an emergency contact.
6. Refusal to stop taking a narcotic medication prior to admission into Serenity Retreat Behavior Focus Home.
7. A person under the age of 18.
8. Person does not plan on working a program of recovery.
9. Person has no financial means to afford rent with Serenity Retreat Behavior Focus Home during their stay with us.
10. A mental health diagnosis that requires them to be in a higher level of care that Serenity Retreat Behavior Focus Home cannot provide.
11. Needs an assisted living environment that Serenity Retreat Behavior Focus Home cannot provide (elderly, mentally disabled, etc.)
12. Cannot afford medical assistance they need to function and/or survive (diabetic, dialysis, etc.)
13. A person who cannot take a supervised UA (observed) when asked.
14. A person who is a danger to themselves or others. (Suicidal ideology, violent tendencies, etc.)
15. If person is ineligible to enter Serenity Retreat Behavior Focus Home, efforts will be made to connect person to programs that may better accommodate the person's unique needs.

# Resident Orientation Policy & Procedure

## Policy:

All new residents entering Serenity Retreat Behavior Focus Home Housing must complete their orientation prior to moving into the residence. A copy of the resident orientation handbook will be kept in each unit.

## Procedure:

The following is the procedure for new resident orientation:

1. The resident must pass a UA and BA prior to starting the intake process.
2. The resident must pay the initial week's fee and administration fee.
3. The staff member conducting the intake process must go over the resident's orientation handbook and have the resident initial each page, stating that they understand everything outlined in it.
4. The staff member should inform the resident about consequences for breaking house rules.
5. The staff member should acquire the resident's emergency contact information and note it accordingly.
6. The staff member conducting the intake process should give the resident all staff contact information.
7. The staff member should provide the resident with the house address that they will be staying in as well as the house manager's name and phone number.
8. The staff member should provide the resident with where to view the residence's guidelines.
9. The staff member should inform the resident on fire safety.
10. The staff member should inform the resident of their rights and responsibilities.
11. The staff member should inform the resident on why they could be discharged.
12. The staff member should inform the resident about prohibited items.
13. The staff member should inform the resident on Serenity Retreat Behavior Focus Home grievance policy and procedure and how to file a grievance if needed.
14. The staff member should inform the resident about the Serenity Retreat Behavior Focus Home relapse policy.
15. The staff member should inform the resident of the good neighbor practices.
16. The staff member should inform the resident of the emergency policy and procedure.
17. The staff member should obtain the resident's phone number and pass it along to all parties that require it.
18. The staff member should help the resident become familiar with his new living arrangements and provide them with clean linens.
19. The staff member should introduce the resident to other residents and try to make them feel as welcome as possible.
20. The staff member should instruct the resident on where Narcan is kept and how to administer it.
21. The staff member should instruct the resident on where the first aid kit is located.
22. The staff member will provide resident with community resource guide.



## **Program Format**

Serenity Retreat Behavior Focus Home is a transitional sober residence for individuals who are recovering from alcohol and substance abuse or re-entering society from incarceration. Residents are subject to substance testing at any time while living at Serenity Retreat Behavior Focus Home. **THE USE, AND/OR POSSESSION OF DRUGS AND/OR ALCOHOL IS GROUNDS FOR IMMEDIATE EXPULSION.** All policies and procedures outlined within this agreement and any applicable subsequent amendments are in full force and effect during Resident's entire residency at Serenity Retreat Behavior Focus Home unless specifically defined within a subsection of this agreement. Violation of any policy or procedure outlined within this agreement and any applicable subsequent amendments will result in disciplinary actions including, but not limited to, fines, fees, house probation/restriction, and possible expulsion.

Serenity Retreat Behavior Focus Home residence is based incorporates SMART goals to assist our residents.

Serenity Retreat Behavior Focus Home incorporates a Phase System with Residents; wherein certain expectations are identified, and goals set. Completion or progress towards these goals enable each resident to progress to the next phase, within which, there will be new privileges and new goals.

Conversely, failure to abide by Serenity Retreat Behavior Focus Home rules and regulations may result in a reversal of a current Resident phase. Residents will not be phased-up to the next phase until the expected goals of the current phase are met.

### **PHASE 1**

Each resident begins at Phase 1, regardless of previously achieved recovery goals, such as step work, involvement in treatment, job, schooling, etc.

There is a minimum 30-day Phase-1 introductory period upon entering the recovery residence.

Resident's expectations that should be accomplished during Phase-1 prior to phasing up to Phase-2 are:

1. Abide by the recovery residence published House Rules.
2. Abide by a 11:00pm curfew on weekdays and weekends.
3. Attend a minimum of five 12-step meetings per week with another member of the residence.
4. Obtain or maintain a full-time schedule of employment, school, treatment, or volunteer/community service work. (40 hours a week) Treatment and work can be combined
5. Pay rent regularly and in a timely manner.
6. Attend scheduled house meetings and recovery residence sponsored events.
7. Have a 12-Step sponsor and be actively working the 12-steps of recovery in the fellowship of your choice.
8. Join a home group.
9. Meet with Sponsor 1x Per Week.

Residents that do not meet the criteria for phase 1 by the end of the 30 days will be reverted to a 9 PM curfew (weekdays and weekends). They will not be eligible for a later curfew until they come into compliance with phase one.

## **PHASE 2**

Provided a resident has accomplished the benchmarks outlined in Phase-1 and has been a resident for more than 30 days, the resident then becomes eligible to enter Phase 2. Residents in this phase will be expected to abide by the same expectations as Phase 1 with the following additions and privileges:

1. Residents are now eligible for overnight passes with prior administrative approval.
2. Residents' curfew will be extended to 12:00 am on weekdays and 1:00 am on weekends.
3. Residents are still required to go to 3 or more meetings a week, but residents are no longer required to do so with another member of the house.
4. Actively participate in Home Groups and take a service commitment.

## Curfew Policy

Curfew is a privilege while staying here at Serenity Retreat Behavior Focus Home. If for any reason you find you are going to be late for curfew, please call your designated house manager immediately. Do not wait until 5 minutes before your designated curfew to inform them that you will be late. If you are late and unexcused for curfew, then your curfew will be rescinded to 9 PM. If you are already on 9 PM curfew you will be placed on an even earlier curfew.

(Phase 1)- All new residents will have 11:00 PM curfew on weekdays and weekends.

(Phase 2)- Residents will be eligible for 12:00 AM curfew on weekdays and 1:00 AM curfew on weekends once the administrator has verified that the resident has completed the requirements of Phase 1.

Residents that do not meet the criteria for phase 1 by the end of the 30 days will be reverted to a 9 PM curfew (weekdays and weekends). They will not be eligible for a later curfew until they come into compliance with phase one.

1. Residents in Phase 1 & Phase 2 that do not attend their required minimum meetings for the week will be placed on 9 PM curfew.
2. Residents that are not performing their chores will be placed on 9 PM curfew.
3. Residents that break any of the outlined rules will be placed on 9 PM curfew.

Residents' recovery progress will be tracked on a weekly spreadsheet detailing the following:

1. Does resident have a sponsor?
2. What step is resident on ?
3. How many 12 step meetings is resident attending weekly?
4. Does Resident have a home group
5. Is the resident working, in school, or volunteering?
6. Is resident following house rules including cleanliness?

## Good Neighbor Policy and Procedure

**Policy:** It is the policy of Serenity Retreat Behavior Focus Home to conduct the residence in an appropriate manner respecting the neighbors and the neighborhood we operate in.

Concerns neighbors have can be directed to:

Residence Managers

Staff

Employees

Administration and/or certified recovery residence administrator (CRRA)

The above listed members will then notify the neighbor that the CRRA will be reaching out to them to address the concern further as soon as reasonably possible.

All residents, staff, employees, volunteers, and visitors will be instructed to communicate neighbor concerns to the CRRA so they can be addressed by the CRRA. Neighbors can address their concerns with the CRRA personally or by phone. The CRRA name and phone number will be posted inside each residence. Each staff member and resident manager will be trained on this policy by the CRRA or designee. Residents are educated on this policy on admission in review of the residence guidelines. This policy is responsive and preemptive to neighbor's reasonable complaints regarding smoking, loitering, parking, noise, lewd or offensive language, cleanliness of public space around the property and parking courtesy rules where street parking is scarce. The recovery resident within the residence guidelines outlines expectations that enable it to ensure these good neighbor practices are accomplished.

**Procedure:** Serenity Retreat Behavior Focus Home will make sure that following is being done to stay in good standing with its good neighbor policy:

1. Serenity Retreat Behavior Focus Home staff will direct residents to smoke in the rear of its prop-erties. All cigarette butts are to be placed in a fireproof receptacle.
2. Staff will monitor the residences to make sure that excessive noise is not being made.
3. Staff will direct residents to not loiter around the front of the property.
4. The Director will ensure that the exterior of the properties are being maintained in a well-kept fashion, not causing any unsightly conditions.
5. Staff will direct residents to park in front of Serenity Retreat Behavior Focus Home residences and not the neighbor's residences.
6. Staff will inform residents to direct all neighbor grievances or complaints directly to the CRRA. Staff will inform residents to not attempt to resolve issue on their own. Phone numbers for the CRRA will be placed in the front window of the manager's office.
7. Staff will ensure that there are no external indications that the residence is anything other than that of a traditional family household.
8. Staff will inform all residents to be polite to the neighbors and always greet them with a friendly greeting.

## **Resident Vehicle and Parking Policy**

At Serenity Retreat Behavior Focus Home we believe that driving is a privilege. We ask that you adhere to the following rules during your stay with us.

Be courteous when it comes to parking on the street by making sure you leave enough room for vehicles to pass and leave ample space for other vehicles to park.

Follow the good neighbor policy and leave sufficient room for all neighbors and by no means make it uncomfortable for them to back out of their driveways. Please do not park in front of their properties without permission.

Residents shall not drive other residents' vehicles.

Serenity Retreat Behavior Focus Home is not responsible for any parking tickets you may acquire as well as any damage or harm that may come to your vehicle.

It is the resident's responsibility to become familiar with local and stay laws that apply to operating a motor vehicle in the area they will be residing.

A resident's driver's license, insurance, and registration must be up to date and in current order to operate a vehicle while being a resident at Serenity Retreat Behavior Focus Home.

Resident's vehicles are subject to search immediately upon request.. Refusal to do so can result in discharge.

Serenity Retreat Behavior Focus Home has a fixed amount of parking spaces which does not reflect the total number of residents that may be living on the property at one time. Once the spaces are maxed out, a resident will have to wait until a space becomes available prior to parking on the property.

Failure to follow these rules will result in loss of parking privileges.

## Hazardous Items and Search Policy and Procedures

### Policy:

Serenity Retreat Behavior Focus Home will conduct hazardous item searches (health and welfare searches) periodically to ensure compliance with house guidelines and community safety. Serenity Retreat Behavior Focus Home will also inspect all incoming resident's belongings with the resident's consent (including resident's vehicles) for any contraband we deem inappropriate for the Serenity Retreat Behavior Focus Home community. If a resident fails to give consent to search said resident's property, then they will either not be admitted into the Serenity Retreat Behavior Focus Home community or be discharged from Serenity Retreat Behavior Focus Home housing. Staff members are required to wear nitrile gloves when performing hazardous item searches, skin contact to fentanyl has resulted in overdose in certain occurrences. Residence managers will search belongings for items not approved for the Serenity Retreat Behavior Focus Home residence.

Items not approved but are not limited to:

- Drugs
- Mind- or mood-altering substances
- Alcohol
- CBD products
- Kratom / Kava
- Fireworks
- Steroids
- Zaza
- OTC medications containing alcohol including mouthwash
- Cough Medicine
- Any medication containing DXM
- Medical Marijuana
- Drug Paraphernalia
- Weapons
- Clothes or materials depicting gang affiliation, drug use, or the glorification of drug use
- Poppers
- Prescription medications not approved by Serenity Retreat Behavior Focus Home
- Prescription medications that are not labeled with the resident's name
- Anything Serenity Retreat Behavior Focus Home deems to be inappropriate

The residence manager will conduct routine searches as necessary to enforce this policy. Residents do not have to be present during the searching of property.

Resident's property will be searched under the following conditions:

1. Randomly
2. Upon admission to Serenity Retreat Behavior Focus Home
3. Suspicion of relapse
4. Information stating that the resident may possibly be engaging in illegal activity

If a prohibited item is found, the Serenity Retreat Behavior Focus Home Staff Member will then take the item and immediately bring it to the manager's office to be locked away until the resident can be confronted. The staff member will then continue the search to make sure that the resident does not have any more contraband in or around the Serenity Retreat Behavior Focus Home community. The resident will then be staffed in person by a Serenity Retreat Behavior Focus Home staff member to determine the severity of the item found. The staff member will consult with the Director and/or CRRA to determine the appropriate repercussions (verbal, write-up, dismissal, etc.).

### **Procedure:**

The following is Serenity Behavior Focus Home's procedure for handling a hazardous items search:

1. Serenity Retreat Behavior Focus Home staff members will be present at the time of all room searches. In the event of a second Serenity Retreat Behavior Focus Home staff member not being available, a Serenity Retreat Behavior Focus Home staff member may utilize a senior house resident as a witness only member (cannot partake in search) to the searching of another resident's room.
2. In the event of a suspicion of relapse the resident's room in question must immediately be searched. The resident in question will need to be separated from their belongings until the search is complete. The resident should be monitored by a staff member or senior house resident while this search is being completed. A search of the resident's person must be completed as well.
3. Universal healthcare precautions must be taken when searching a resident's property or persons (gloves). Serenity Retreat Behavior Focus Home staff will be trained on the possibility of finding disease infectious contraband (syringes) and how to properly dispose of them.
4. In the event of contraband being found the Serenity Retreat Behavior Focus Home staff member will immediately notify the Director and/or CRRA and follow their instructions on how to proceed. Residents will be accompanied by a Serenity Retreat Behavior Focus Home staff member from that point moving forward until the situation has been resolved.

## **Medication Storage and Use Policy and Procedure**

**Policy:** Here at Serenity Retreat Behavior Focus Home residents and staff's mental and physical health are important to us. We encourage residents and staff to seek assistance from doctors if they require their services. Serenity Retreat Behavior Focus Home will take precautions to ensure that residents properly take their medication and safely store it.

Medications must be taken as prescribed and in line with the policies and procedures of Serenity Retreat Behavior Focus Home.

Residents are not allowed to take any narcotic medications if they are residing on Serenity Retreat Behavior Focus Home properties unless under life threatening circumstances.

Staff will ensure that all medications are documented on the resident application prior to entry into the program.

Staff will direct all residents to report any new or change in medications immediately and update resident file.

Medications must be stored in their original bottles, labeled, and kept away in an out of sight location with your personal belongings. Medications cannot be stored in common areas.

Staff will inform residents that under no circumstance should medications be shared between residents regardless of if they are both prescribed the same medication.

Staff will be trained in how to conduct random inspections of resident's medications to ensure that medication counts are correct. Any discrepancies will result in an incident report to the CRRA. The resident will be staffed to find out of the medication discrepancy and the outcome will be listed in their file.

Staff will advise residents do not discontinue medication without a doctor's orders.

Staff will inform residents that any medications left behind (unless alternative arrangements have been made) will be kept in the manager's office for 10 days. After 10 days if the person or their representative is unable to be reached the medication will be disposed of at a DEA-authorized collector.

Staff will immediately report to the CRRA of a resident informing them of any medications they believe to be lost or stolen.

Dispose of medication in accordance with Serenity Retreat Behavior Focus Home procedures.



- o Dispose at a DEA-authorized collector
- o If a DEA-authorized collector is unavailable then mix medicines (do not crush tablets or capsules) with an unpalatable substance such as dirt, kitty litter, or used coffee grounds. Next, place the mixture in a container such as a sealed bag and throw it in the trash. Scratch out all personal information on the prescription label of the empty pill bottle until it is unreadable and dispose of the container.

**PROHIBITED Medications:** Medical Marijuana, Adderall (amphetamines) or similar medications (Vyvanse, Ritalin, Dexedrine, etc.), Xanax (benzodiazepines) or similar medications (klonopin, valium, Ativan, etc), opiates (broad spectrum), OTC containing DXM, diet pills, any medications classified by the FDA as a narcotic, etc.

The above is not a complete list due to the broad spectrum of possible medications that can be abused. Serenity Retreat Behavior Focus Home staff will research medications as they are presented to them and make decisions accordingly.

**Procedure:** The following is the procedure for medication storage and use on Serenity Retreat Behavior Focus Home property:

1. All medications (including OTC and vitamins) will be kept out of sight.
2. Serenity Retreat Behavior Focus Home staff will periodically inspect all resident medications for any signs of abuse or misuse. Any discrepancies will immediately be reported to the CRRA, and the resident will be staffed.
3. Serenity Retreat Behavior Focus Home will list all resident medications upon admission into Serenity Retreat Behavior Focus Home. In addition, all additions or changes in medications will be noted in the resident's file.
4. In the event of a resident relapsing, discharging, or leaving without notice all medications left behind will immediately be brought and locked inside the manager's office. Residents will be able to retrieve their medications after the proper emergency contacts have been notified. Medications and belongings not picked up after 10 days will be disposed of.

## **Medication-Assisted Treatment (MAT) Medication Storage and Use Policy and Procedure**

**Policy:** Medication-Assisted Treatment described in this policy pertains to federally approved treatment for opioid addiction that uses medications such as methadone, buprenorphine, and naltrexone to treat addiction for short acting opioids, such as heroin, morphine, codeine, as well as synthetic opioids. Medication-Assisted Treatment is certified by the Substance Abuse and Mental Health Services Administration (SAMSHA) in conformance with Title 42 of the Code of Federal Regulations (C.F.R.), Part 8, to provide supervised assessment and medication-assisted treatment for patients who are opioid addicted. FARR supports programming of federally approved Medical Assisted Recovery, such as, Medication Assisted Treatment.

Serenity Retreat Behavior Focus Home will not make medical decisions or dispense medications for their residents. These policies have been crafted to determine resident safety within the framework of a recovery residence.

Serenity Retreat Behavior Focus Home will not admit any residents who do not fit the criteria for housing including residents who are not able to manage basic activities and instrumental activities of daily living such as self-managing medications.

Serenity Retreat Behavior Focus Home will house MAT residents with non-MAT residents and furthermore will not treat MAT residents any differently than non-MAT residents other than medication storage outlined in this policy.

Serenity Retreat Behavior Focus Home will keep MAT residents' information confidential and will not disclose that the resident is in a MAT program to non-MAT residents.

Serenity Retreat Behavior Focus Home will not allow residents to keep MAT medications in their units. All MAT medications will be stored in the manager's office. Residents will retrieve their daily medication each day. Any residents caught stockpiling MAT medications will be immediately discharged from the property. Any residents that do not turn in a MAT medication prescription immediately after coming back onto property into the manager's office will be discharged from the property.

Serenity Retreat Behavior Focus Home will notify the police if any MAT medications are reported lost or stolen immediately. FARR must be notified within 72 hours of the incident through FARR's incident reporting portal on their website.

**Procedure:** All potential MAT residents will be screened prior to entry to ensure they fit the criteria for admission (see above resident screening policy and procedure).

All MAT medications must be kept and locked in the manager's office behind a minimum two lock storage set up (office door lock, closet door lock). Paper medication observation records (MORs) will

be kept for each resident on MAT to correlate the correct medication count. Serenity Retreat Behavior Focus Home will not dispense medication, Serenity Retreat Behavior Focus Home will allow resident access daily to medications. Serenity Retreat Behavior Focus Home will then note on medication observation record the corresponding remaining medication count with resident and staff initials.

Serenity Retreat Behavior Focus Home will house all MAT residents with non-MAT residents and will not disclose to any persons that a resident is on MAT. Resident will also be instructed to not disclose to other residents they are in a MAT program.

Serenity Retreat Behavior Focus Home will monitor MAT residents to ensure they are not showing signs of intoxication from medication. Any residents showing signs of intoxication will be drug and alcohol tested.

**Notes to providers regarding MAT:**

- MAT medications are not required to be kept in a manager’s office. Medications can be kept in a lockbox which can be in the resident’s possession during their stay. We recommend in that case conducting periodic medication checks to ensure medication is being used properly.

- If Serenity Retreat Behavior Focus Home oversees resident’s medications such as locked in their office and this being a requirement, residence must keep logs of resident’s medications to ensure they are being properly maintained and not being mishandled. **Residences are not allowed to dispense medication unless they are licensed to do so.**

**Log Example**

Resident Name	Date	Time	Medication	Count	Resident Initials	Staff Initials

# **Drug Testing and/or Toxicology Policy and Procedure**

**Policy:** All Serenity Retreat Behavior Focus Home residents and staff will be required to undergo periodic drug testing and breathalyzing during their stay in Serenity Retreat Behavior Focus Home our housing. Testing will happen at a minimum once every two weeks and at a maximum twice a week for all routine testing. All UAs will be performed with an instant 12 panel cup to determine if a resident is abstaining from drugs and alcohol. Residents will have 60 minutes to produce a UA specimen upon notification by staff. If under suspicion, the resident has to stay in the presence of a staff member until the specimen is produced. If a resident's UA comes back positive under any circumstance the CRRA will be notified immediately. If the resident is adamant, they did not use then the resident will be allowed to take an additional UA (must be within 90 minutes of the original test), if that test is positive then that test will be the final determination regarding the resident's dismissal from Serenity Retreat Behavior Focus Home. Resident will be required to stay with staff until resident provides a negative result. If a resident refuses a UA or BA, the result will be viewed as a positive result and the resident will be immediately discharged from the residence.

Serenity Retreat Behavior Focus Home does not have the confirmation testing resources to confirm any questionable positive tests. The UA cup result as well as the investigation into the positive test by the Serenity Retreat Behavior Focus Home Staff will serve as the final determination as to how the positive result in questions will be viewed.

All UA results will be kept in a general log noting the resident's name, date, time, results and action taken if positive. This logbook will be kept at housing and maintained by the resident manager. Additionally, Serenity Retreat Behavior Focus Home will absorb the cost of the UA cups as part of the rental structure.

## **UA Procedure**

1. When administering a UA on a resident at the sober living residence the resident should perform the UA in the house manager's bathroom. If there is not a resident manager's bathroom, please search the bathroom being used to conduct the test for anything that could be used to contaminate the test prior to the resident performing the UA.
2. Next, the resident manager will tell the resident to empty their pockets of everything and leave their belongings before entering the bathroom to UA.
3. Then, the resident manager will accompany the resident into the bathroom where the resident will then perform the test with the door open and observed.
  - Things to watch for to prevent adulteration of samples.
  - Is the resident fidgeting around
  - Is the resident reaching into their pockets or anywhere else besides the normal -areas for testing
  - Is the resident continuously stopping and starting urination
  - Has the resident been drinking abnormal amounts of water leading up the test ("Flushing")
4. The resident must fill the 30 mL sample line on the side of the cup with their urine to produce a valid sample.
5. Before viewing the results, please look at the black temperature strip on the side of the cup. The human body temperature averages around 98.6 degrees. If the temperature gauge reads below 90 degrees or is higher than 100 degrees, please throw the cup away and re-administer the test with the resident. At this time the resident cannot leave the presence of the resident manager until the resident can UA again due the possibility of the resident attempting to adulterate the urine.

6. After the resident has performed the UA, please wait 2 minutes to pull the panel viewing strip from the cup out of the view of the client to view the results. It is Serenity Retreat Behavior Focus Home protocol to not let the resident view the results to guard against the possibility of the client seeing a potential positive result and panicking. Results must be read within 15 minutes of administration of the test, or the results will be considered invalid.

7. To interpret the cup results, look at the control panel. The control panel will have 12 different panels representing different substances that the resident is being tested for. The cup will have the letter C placed above the letter T with the letters representing C- Control and T- Testing. After waiting 5 minutes for the results, if one of the panels doesn't have a C line present then the test is invalid and will need to be poured into a separate cup to retest for validity. If a cup has lines appearing in all the C rows but has a line missing in one of the T rows, then the test is positive for that panel missing the T line.

8. If a test is positive, please re-pour the test into a new cup to determine if the results are accurate.

9. UA result will be logged into the UA/BA logbook

10. In the event of a positive result immediately call the CRRA.

### **BA procedure**

1. Make sure the BA machine is working properly by first testing it on yourself (resident manager / CRRA / Approved Serenity Retreat Behavior Focus Home Staff). Insert a mouthpiece into the machine then press the start button and wait for the reader to read zero's and after the initial beep blow into the machine until you hear a second beep. If the machine reads 0.00 then it is working properly.

2. Before administering a BA on a resident please make sure that they have not been drinking, eating, or smoking 5 minutes prior to taking the test as well as make sure the resident does not have any foreign objects present in their mouth. These can result in a false positive result.

3. When administering a BA please do not let the residents hold the machine. The house manager must hold the machine while the resident blows into it. The manager must hold his hand behind the rear blow port to feel the presence of air flowing from the resident's mouth through the machine.

4. If a resident's BA reads positive for alcohol, please test yourself (resident manager / CRRA / Approved Serenity Retreat Behavior Focus Home Corner Staff) then test the resident again to verify the client's positive results.

5. Results will be logged into the UA/BA logbook.

6. In the event of a positive result immediately call the CRRA.

### **Log Example**

<b>Resident Name</b>	<b>Date</b>	<b>Time</b>	<b>UA/BA</b>	<b>Result</b>	<b>Action Taken if positive</b>

## Recurrence of Use Policy and Procedure

**Policy:** Serenity Retreat Behavior Focus Home has a zero-tolerance drug/alcohol abuse policy. Upon request, the resident will have one hour to provide a sample if asked. If the resident cannot provide a urine sample the test will be deemed a positive result. Residents that test positive in our community will no longer be allowed to stay in our housing until they complete some form of drug and alcohol treatment, and medical clearance is provided. If the resident tests positive, then it is Serenity Retreat Behavior Focus Home prerogative to protect the rest of the Serenity Retreat Behavior Focus Home community. The resident will be separated from the community and then asked to pack all their belongings with the company of a Serenity Retreat Behavior Focus Home employee. If an alternative living arrangement such as PHP, detox, sober living, or family residence cannot be arranged then the resident will be transported to a safe area such as a hospital or shelter. Residents that refuse a higher level of care will be provided with a list of community resources. Upon positive test results the resident's emergency contact must be contacted within 24 hours of result. (We recommend immediately but 24 hours is the max).

It is the right of Serenity Retreat Behavior Focus Home to determine if a resident will be welcomed back into our community after a positive drug or alcohol result. Many factors will determine this decision but not limited to some of the following questions:

- Was the resident working a program of recovery prior to the relapse?
- Has the resident shown a pattern of relapse in their past?
- Has the resident accepted responsibility for their actions?
- Is the resident ready to accept consequences for their actions?
- Was the resident following all house rules prior to the relapse?
- Has the resident expressed the desire to stay sober?
- Is the resident opening to accepting suggestions moving forward?
- Does the resident understand that if they are brought back that they will be monitored more closely then prior to the relapse?
- Do the other residents support bringing back the resident.

If a resident is brought back into the community after relapsing, they should expect the following:

- Increased UAs and BAs
- Early Curfew
- Increased chore duties
- Required to attend 90 meetings in 90 days (one missed will result in expulsion from residence)
- Loss of other privileges such as community events
- Increased monitoring from staff Etc.

## **Discharge Policy and Procedure**

**Policy:** To document and communicate the resident's readiness for discharge or need for transfer to another level of care. If the criteria apply to the existing or new problem(s), the resident should be discharged or transferred, as appropriate.

It is appropriate to transfer or discharged the resident from the present level of care at Serenity Retreat Behavior Focus Home if the resident meets the following criteria:

- The resident's documented plans, goals, and objectives have been substantially met, and/or a safe, continuing care program can be arranged and deployed at an alternate level of care.
- The resident no longer meets admission criteria or meets criteria for a less or more intensive level of care.
- Consent for care is withdrawn and is determined that the resident has the capacity to make an informed decision and does not meet criteria for Serenity Retreat Behavior Focus Home level of care.
- Support systems, which allow the resident to be maintained in a less restrictive structured environment, have been thoroughly explored and/or secured.
- The resident is not making progress toward Serenity Retreat Behavior Focus Home goals and there is no reasonable expectation of progress at this level of care.
- Finally, the resident fails a UA/BA which determines they need a higher level of care.

### **Successful Discharge**

Residents must inform Serenity Retreat Behavior Focus Home one week prior to you moving out. Residents who have fulfilled all duties required of the program successfully and leave the property in good condition will be introduced into the Serenity Retreat Behavior Focus Home alumni program (if applicable). Upon leaving the resident's bedroom should be thoroughly cleaned and left ready for the next resident to move in. Staff must inspect this and make sure the room is ready for any incoming residents.

### **Administrative Discharge / AMA**

Any resident expelled for any reason will not be permitted to return to the premises, and must go to a relative, stabilization respite, mission, shelter, hospital, or detox. Residents will have one hour to gather their belongings. Residents will be provided with a list of community resources. Residents' emergency contact will be notified. Upon expulsion, personal belongings must be picked up within ten days (unless other arrangements have been made by the resident with the CRRA) or the belongings will become the property of Serenity Retreat Behavior Focus Home and may be donated to a local charity. Any resident medications not picked up within ten days (unless other arrangements have been made by the resident with the CRRA) will be disposed of at a DEA authorized medication disposal site.

## **Return of Residents Belongings:**

1. Residents or their representative must stay in contact with a Serenity Retreat Behavior Focus Home staff about picking up any left behind belongings from housing after the resident's discharge.
2. All resident belongings will be placed inside the manager's office after the resident discharges from property (discharge due to reoccurrence of use, abandonment, amicable discharge, etc).
3. Serenity Retreat Behavior Focus Home will contact the resident's emergency contact to pick up the resident's belongings in the event of the resident being indisposed or unable.
4. If the resident or their representative is unreachable, Serenity Retreat Behavior Focus Home will hold onto the resident's belongings for ten days. After ten days if no contact is made with the resident or other arrangements have not been made, Serenity Retreat Behavior Focus Home will donate the resident's belongings to charity and dispose of the resident's medications at a DEA authorized medication disposal site.

## **Procedure:** The following is Serenity Retreat Behavior Focus Home discharge procedure

1. Serenity Retreat Behavior Focus Home staff must notify the Director and/or CRRA anytime a resident informs anyone in the community that they may be moving out.
2. The Director and/or CRRA will then meet with the resident to assess what the residents' plans are moving forward past discharge from Serenity Retreat Behavior Focus Home.
3. Serenity Retreat Behavior Focus Home will make the residents emergency contact aware of the resident's plans to discharge.
4. Serenity Retreat Behavior Focus Home will notify the residents emergency contact when resident discharges for any type of discharge.
5. Once the resident has been discharged Serenity Retreat Behavior Focus Home will strip the linens from that room to be washed and then prepare the room for any incoming residents.
6. After one year the resident's paperwork will be destroyed in accordance with Serenity Retreat Behavior Focus Home procedures.

## **Resident who does not return home:**

1. If a resident does not return by 1 AM with no contact, the resident's house manager will contact the resident's emergency contact.
2. The resident's belongings including all medications will be packed up and moved into the manager's office.
3. Resident's roommates as well as other Serenity Retreat Behavior Focus Home residents will be notified that the resident in question will no longer be allowed on property until they first speak to the Serenity Retreat Behavior Focus Home CRRA or Director.



# Emergency Policy and Procedure

**Policy:** Serenity Retreat Behavior Focus Home will make aware of all incoming staff members and residents of its emergency policies and procedures. Please contact 911 immediately in an emergency situation.

## FARR Incident Reporting

FARR must be notified electronically through their website (Certified Providers tab – Incident Report-ing) within 72 hours of the incident for the following circumstances:

1. Resident overdose (fatal or non-fatal), on or off property.
2. Emergency services called to property for any reason.
3. Arrest of resident, staff, or owner.
4. Relapse of owner or staff.
5. Death on property.
6. Loss or stolen MAT medication.

## Procedures:

### Opioid overdose

In the event of an opioid overdose please call 911 immediately. Narcan is located in each residence on the table in the living room. All new and current residents will be trained during their orientation on how to properly administer Narcan as well as the signs of an opioid overdose. After administering Narcan please perform CPR if you know how to do so on the person if they are unresponsive until emergency services arrive. Please inform a Serenity Retreat Behavior Focus Home staff member as soon as possible in the event of an overdose.

### Identifying an Opioid Overdose and Administering Narcan

#### Signs of an overdose:

1. Person is passed out and you cannot wake them up.
2. Breathing very slow, making gurgling sounds, or not breathing at all.
3. Lips are blue or grayish color.

#### Check for a response:

1. Shake them and shout to wake them up.
2. If no response, grind your knuckles into their chest bone for 5-10 seconds.
3. If the person still does not respond, call 911 and inform them that you believe someone has overdosed.

#### How to administer Narcan nasal spray:

1. Contact 911 immediately.

2. Take the Narcan nasal spray out of the box.
3. Peel back the tab with the circle to open the Narcan nasal spray. (Important: do not remove Narcan until ready to use and do NOT test the device.)
4. Hold the Narcan nasal spray with your thumb on the bottom of the plunger and your first and middle fingers on either side of the nozzle.
5. Tilt the person's head back and provide support under the neck with your hand.
6. Gently insert the tip of the nozzle into one nostril, until your fingers on either side of the nozzle are against the bottom of the person's nose.
7. Press the plunger firmly to give the dose of Narcan nasal spray. Remove the Narcan nasal spray from the nostril after giving the dose.
8. Wait and watch the person closely.
9. If the person does not respond within 2 minutes, repeat the steps and give the person a second dose of Narcan (new Narcan nasal spray).
10. Roll the person on their side and place them in a recovery position (Use their hands to support their own head and pull their top knee out to stop the body from rolling onto their stomach).

If you know how to administer CPR, please do so at this point.

### **Overdose / Unresponsive Person**

Be aware that Narcan will only help in opioid overdose situations. If a person is showing signs of being unresponsive, please immediately call 911. Follow all instructions from the 911 operator until help can arrive. If the person is not breathing, please initiate CPR. Please inform the Serenity Retreat Behavior Focus Home CRRA as soon as possible in the event of an overdose or unresponsive person.

### **Fire**

Each Serenity Retreat Behavior Focus Home residence is equipped with smoke detectors and fire extinguishers. Do not tamper with Serenity Retreat Behavior Focus Home smoke detectors or fire extinguishers, failure to adhere to this rule can result in dismissal from Serenity Retreat Behavior Focus Home. Be aware of where all exits are located inside Serenity Retreat Behavior Focus Home properties.

1. Call fire rescue 911 immediately and report the location of the emergency.
2. All residents should exit the location in a calm fashion and notify all staff.
3. Relocate to the designated safe area (Parking area across the street from the location).
4. Let a Serenity Retreat Behavior Focus Home staff member know you are safe and stay in the designated meeting area.
5. If the fire is small and can be extinguished, use one of the fire extinguishers in the area which are in working order and checked annually. Point, Aim, Squeeze, and Spray.

Emergency evacuation drills and logging of drills will occur at a minimum of every six months.

### **Bomb Threat or Hostile Situation**

1. Call 911 to report the situation. Contact the CRRA immediately after contacting 911.

2. All residents and staff must evacuate the location.
3. Let a Serenity Retreat Behavior Focus Home staff member know you are safe and stay in the designated meeting area.
4. Both staff and residents will follow the directions of the emergency services when they arrive on scene.

## **Conflict Resolution**

Residents of Serenity Retreat Behavior Focus Home are expected to grow within this community. When minor conflicts arise, we expect our staff to advise residents to follow the guidelines below in order to resolve the conflict.

1. Talk to the individual who is troubling you and set a boundary.
2. If, after setting a boundary, the issue has not been, it is recommended that you bring it up in the weekly community meeting.
3. If you could not solve the problem, and the group could not help, then your residence manager will mediate a resolution.
4. Should problems persist after this line of communication has been followed, the residence manager will notify the CRRA. The CRRA will review the matter, and if deemed necessary a resident can be terminated at the CRRA's discretion.

## **Suicidal Resident**

1. Serenity Retreat Behavior Focus Home takes all suicidal remarks seriously. Please notify a CRRA if a resident or staff member makes a suicidal remark.
2. Please contact 911. If you feel that you, a resident, or a staff member is a harm to yourself, themselves, or anyone else please immediately contact your CRRA.
3. Do not leave the person alone at all. Please stay with them until a Serenity Retreat Behavior Focus Home staff member can arrive.

## **Natural Disasters:**

### **Power Failures**

1. Stay calm and move the residents to areas with adequate lighting if possible.
2. If the area does not have adequate lighting, or has only insufficient lighting, flashlights are available at the residence.
3. Await further instructions.
4. Follow the direction of the CRRA if generators are needed to help restore power for essentials (refrigerators, freezers)

## **Natural Gas Leak**

1. Immediately evacuate the building.
2. Call 911 Emergency and inform them of the issue.
3. Proceed to the identified area of either the parking lot or across the street area.
4. Contact the CRRA.
5. Allow no smoking in the area.
6. Do not return to the building until approval has been given by the 911 Fire Emergency Rescue Department and/or the Gas Company.

## **Hurricane and other Extreme Weather Disaster Plan:**

Disasters include hurricanes, fires, tornadoes, severe weather storms and other weather related conditions, epidemics, nuclear power plant accident, acts of bio-terrorism, civil disturbances, and severe power outages.

The following plan will primarily address preparedness relative to hurricanes and severe weather conditions. This plan will be used as the basis for dealing with other types of disaster conditions, and will be modified accordingly. Hurricane season is from June 1 to November 30, and weather conditions will be closely monitored during this time, to watch for the development of tropical storms and hurricanes that may threaten our geographic area.

### **STORM WATCH ACTIVITIES:**

Storm watch activities follow notification through the media, that a storm may be headed in our general direction, and we may be affected by it. This is the period of alert when most people begin preparations and secure supplies. Since Serenity Retreat Behavior Focus Home has implemented pre-watch preparations, watch activities are involved only.

Hurricane Watch: Conditions are favorable for a hurricane to affect the area where Serenity Retreat Behavior Focus Home is located. Administration will notify all the residents to take any precautionary measures to secure the facilities and assure the safety of the residents.

Hurricane Warning: Hurricane Warning means that a hurricane is actually going to have an effect. Hurricanes can be deadly and devastating storms, with winds up to 200 miles per hour. If a Hurricane Warning is issued for the Serenity Retreat Behavior Focus Home area, residence staff that have already been identified and the procedure for Natural Disasters will go into effect. Staff will be sure that all “doors and windows are as secure as possible and then leave the premise.

### **DISASTER PLAN OF ACTIVITIES:**

The following plan will outline activities that are to be engaged in before, during, and after the disaster.

## **Pre Watch**

1. Monitor storms activities through media coverage
2. Gather supplies: food, water, safety and emergency medical items. Store these separately from the main supply to avoid use. Check shelf dates throughout and replace any outdated items.
3. Inform residents of the significance of monitoring the path and development of tropical storms, giving us sufficient time to prepare adequately, review, and/or revise plans, and allow time to notify all concerned individuals.
4. Review evacuation plans and relocation sites. Take note if the facility is located in an evacuation zone. In the event of a hurricane or severe weather conditions, affected residents and staff will need to evacuate.

## **PLANNING FOR RESIDENTS NEEDS:**

Residents will be informed and included in the preparations as soon as notification of an impending storm/emergency is received. This will be tailored to each of the houses. Appropriate staff will assess each resident, to determine any special needs that can be planned for in advance, to determine those individuals who will be most at risk in an emergency situation. This assessment should include (but not be limited to) medical, emotional, behavioral, and physical needs, and will consider what residents will be most affected by change in location, schedules and routines, lack of air conditioning, change in meals, and absence of work programs. The staff will, at this time, determine who will evacuate to a site different than that designated for all residents. Availability, appropriateness, preparedness, administration consideration, and most importantly, resident and family choices, will determine if a resident will go to their families', guardian's, or friend's home, instead of an evacuation site designated for residents.

Any residents that choose to ride the storm out elsewhere will be required to provide contact information of location where plans to shelter. Resident will also be required to maintain daily contact with Serenity Retreat Behavior Focus Home via phone call or text. Upon returning to Serenity Retreat Behavior Focus Home, resident must submit to a UA and BA

## **WARNING STAGE ACTIVITIES:**

Once the hurricane-warning period is announced, we can expect that the hurricane will make landfall within forty-eight (48) hours. The media will begin announcing the phone numbers to call to secure emergency shelter, and for other information.

## **During the Hurricane Warning Phase:**

1. Prepare the physical residence;
2. Follow through with administrative preparatory plan;
3. Implement evacuation plan – (recommended items to be taken to a shelter are work gloves, leisure items, books, magazines, games, arts and crafts, sports equipment, hand held video games, tapes and radio, and extra batteries.

**Shelter in Place / In the event of a power outage:**

In the event of a shelter in place during the hurricane, all residents will be required to stay inside their homes until the storm has passed and the local authorities have deemed it is safe to go back outside. Serenity Retreat Behavior Focus Home will provide water, non-perishable food (2 days), adequate medical supplies / first aid kit, batteries, candles, charcoal or gas grill.

Residents are responsible to make all arrangements to have an adequate supply of their medications, personal hygiene items and any additional food or snacks.

**Temporary Shelter:**

Serenity Retreat Behavior Focus Home is committed to providing temporary shelter, if necessary, to our residents and staff, in the event of severe emergency conditions (i.e. severe storms, floods and flash floods, tornadoes, earthquakes, hurricanes), that impact the integrity of Serenity Retreat Behavior Focus Home. It will be the responsibility of the CRRA to establish temporary shelter, for residents and staff, once a severe emergency has been identified by TV, radio, and/or the State of Florida. In addition, the American Red Cross will also identify temporary shelters within the community (generally within 2-4 hours prior to a disaster or 2-4 days of required evacuation due to a hurricane).

a. When there is an emergency that requires residents and staff to evacuate the Serenity Retreat Behavior Focus Home facilities to a temporary shelter, designated staff will implement the standard procedure for emergencies, then evacuate to the temporary site.

**During the emergency:**

Once staff and the residents arrive to the evacuation site, staff responsibilities will consist of assisting residents to settle in and become comfortable, unloading and organizing supplies (designate areas for medications safe keeping and dispensation, inter-staff communications, an area for food and water supplies, an area for house wares and housekeeping supplies, and an area for laundry disposables.) Engage residents in as many activities as possible. Staff in charge will ensure that everyone stays indoors, and away from the windows.

**After the emergency:**

Stay tuned for radio and TV stations, until you hear the official “all clear”. Before going outside, make sure you have sturdy shoes to help avoid cuts from debris, fall, etc. Stay away from downed power lines. Do not use tap water. Assume a “Boil Water Order” is in effect, until you are informed otherwise. Drive only where necessary. Maintain residents at the evacuation site until it is determined that the facility/residence are safe to move back into. Follow the predetermined designated emergency plan for the 48-hour period following the event. Please stay in contact with your supervisors if phones are operable. After the event residents should be allowed to make safe calls to their family members.

**Physical Property**

Serenity Retreat Behavior Focus Home will maintain FARR self-safety logs on each property and will be completed each 30 days. Logs will be kept in a binder and maintained in the manger’s office.

# Infectious Disease Control Policy and Procedure

**Policy:** Serenity Retreat Behavior Focus Home will make all efforts to ensure that it practices good universal healthcare precautions standards to prevent the spread of infectious disease.

**Procedure:** Serenity Retreat Behavior Focus Home staff members will wear nitrile gloves in anticipation of contact with blood, urine, syringes, or other potential infectious materials. Serenity Retreat Behavior Focus Home recommends staff wear nitrile gloves for hazardous item searches.

Additionally, Serenity Retreat Behavior Focus Home will instruct all residents to practice good habits to prevent spread of disease while living in Serenity Retreat Behavior Focus Home residences.

## **Good Standards are defined as:**

1. Hand Hygiene.
  - a. Wash hands with soap and water when they are visibly soiled or after touching any items that are likely to be contaminated by blood, saliva, or respiratory secretions.
  - b. Wash hands before putting on gloves and again immediately after removing gloves for searches or drug or alcohol searches.
2. Respiratory Hygiene / Cough Etiquette
  - a. Cover mouth with crook of inner elbow when sneezing or coughing if tissues are unavailable.
  - b. Wash hands after sneezing or coughing if they have been in contact with respiratory secretions.
  - c. If you believe you have been in contact with someone who is sick, wear a mask until you can verify you are not sick.
  - d. If you are sick, please inform staff so health safety precautions can be taken for residents and staff.
3. Sharps Safety
  - a. Resident is to only dispose of syringes in safe containers.
  - b. Syringes must be kept in safe locations away from other residents.
  - c. Resident is recommended to use syringe in a safe location out of the sight of other residents.

Residents that are required to use syringes for medical reasons must dispose of syringes inside sharp containers inside the manager's office. In addition, resident must keep supply of syringes in managers office, resident will be provided with one days supply. Serenity Retreat Behavior Focus Home standard is that resident turns in used syringe to receive new syringe. If used syringe is not turned in, then a resident will need to fill out a report stating what happened to syringe and that it was properly disposed of.

Residents who are exposed to another residents' bodily fluids will be advised to receive medical attention.

## Grievance Policy and Procedure

### Policy:

If a resident feels that their rights have been violated or if they feel they have been unjustly accused of violating any rule, then they must use the following grievance procedure. It is important that the resident follows these steps. This procedure has been established to ensure that you are treated fairly. Situations in which you have clearly violated rules or situations that are beyond the direct control of staff do not constitute grounds of grievance. Serenity Retreat Behavior Focus Home will post grievance policy in a conspicuous location in the residence. Serenity Retreat Behavior Focus Home will include a FARR grievance re-direct link on the provider website.

Resident grievance procedures: The processing procedures for resident's grievances and complaints are as follows:

- a. The resident is encouraged to discuss any problems with their resident manager. The resident and resident manager will try to find a resolution. The resident manager will correspond with the CRRA on the grievance and/or complaint and any resolution.
- b. All grievances shall first be filed with the resident manager by completing a grievance form. Grievance forms are located in each residence. The resident manager will conduct an internal investigation and render an initial determination and resolution within 2 days of receipt of the complaint in writing.
- c. If the complainant is not satisfied or if the complaint is not resolved with the results achieved in Step 2, the complainant may file an appeal and/or the grievance shall be forwarded to the CRRA, and this meeting shall be held within five days of the date it is requested. The decision of the CRRA is final.
- d. The resident shall be presented a resolution and response to their grievance in writing.
- e. If the resident does not feel a resolution has been reached, they may contact FARR.

If the grievance is against a manager, a grievance may be submitted in writing straight to the CRRA. The CRRA will speak with you within two business days after receiving the grievance. Within two business days after that, the CRRA will respond to you in writing.

Staff grievance procedures: The processing procedures for staff grievances and complaints are as follows:

- a. The staff member is encouraged to discuss problems with the CRRA. The staff member and CRRA will try to find a resolution.



b. All grievances shall first be filed with the CRRA by completing a grievance form. The CRRA will conduct an internal investigation and render an initial determination and resolution within 2 days of receipt of the complaint in writing.

c. If the complainant is not satisfied or if the complaint is not resolved with the results achieved in Step 2, the complainant may file an appeal and/or the grievance shall be forwarded to the Owner and this meeting shall be held within five days of the date it is requested. The decision of the Director is final.

d. The staff member shall be presented a resolution and response to their grievance in writing.

e. In the event that the staff member does not feel a resolution has been reached they may contact FARR.

If the grievance is against the CRRA, a grievance may be submitted in writing straight to the Owner. The Owner will speak with you within two business days after receiving the grievance. Within two business days after that, the Owner will respond to you in writing. If a complaint is against the Owner, then submit a complaint to acting CRRA.

If you do not feel that your concern will be or was not addressed through this grievance form, we encourage you to visit [www.farronline.info/grievance](http://www.farronline.info/grievance) or by phone at (561) 299-405 and file a grievance with our accrediting body. The safety and health of the community is our primary focus, so that every individual has the opportunity to achieve long-term recovery.

# Grievance, Suggestion, Complaint Form

1. Please describe your grievance, complaint, or suggestion.
  
2. Describe: What attempts have you made to resolve the grievance, complaint, or suggestion?
  
3. Describe: How you would like to see this grievance, complaint, or suggestion resolved.

Please complete this form and give it to your house manager, CRRA, or another staff member. Serenity Retreat Behavior Focus Home considers client feedback very seriously and will carefully review this form. As noted in the client grievance procedure, a formal grievance process begins within 24 hours of your turn in this form.

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Resident Name (print)

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Date

Response to Grievance

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Copy given to resident on: \_\_\_\_\_

By: \_\_\_\_\_

## Maintenance Issues / Maintenance Form

It is the policy of Serenity Retreat Behavior Focus Home to address maintenance concerns in a timely man-ner. Serenity Retreat Behavior Focus Home will utilize a maintenance request form. Maintenance forms will be available at the housing. Please turn into the House Manager on duty. Maintenance issues will be addressed in a timely manner (typically within a week) depending on the severity and cost of the issue.

### Major Maintenance Issues:

(Water damage, AC malfunctions, fire hazards, or anything deemed to cause significant more damage if not immediately addressed)

Please notify staff immediately and utilize the maintenance form.

Major maintenance issues will take priority status over all other maintenance issues. Time frame will be determined by how quickly the Director can find a maintenance man to repair the issue.

### Minor Maintenance Issues:

(Broken box springs, damaged doors, other minor household maintenance issues that will not cause more damage if not immediately addressed)

Please utilize the maintenance form.

Minor maintenance issues will be prioritized in the order they are received. Time frame will be determined by cost of repairs and if a maintenance man is available to complete the work.

## Maintenance Request Form

Today's date: \_\_\_\_\_ Time Submitted: \_\_\_\_\_

Property: \_\_\_\_\_

Work Requested: \_\_\_\_\_

\_\_\_\_\_

Does the repair present immediate safety or health risk? Yes \_\_\_\_\_ No \_\_\_\_\_

Priority Action: ( ) Repair requires immediate action due to safety/health hazard

( ) Repair is required when reasonably possible. No Safety risk.

( ) Low priority rating, submitted for future planning.

Request by: \_\_\_\_\_

### Section #2 To be completed by maintenance personnel

Date of Action: \_\_\_\_\_

Signature of maintenance personnel: \_\_\_\_\_

# Financial Obligation Policy and Procedure

## Policy:

All incoming residents will be screened to ensure they can financially afford the program fees at Serenity Behavior Focus Home. Residents shall be informed of all potential costs in writing prior to the acceptance to any funds from Serenity Retreat Behavior Focus Home, a financial obligation agreement must be consented to in the resident orientation handbook.

Serenity Retreat Behavior Focus Home will utilize an accounting system which will document all resident financial transactions such as charges, payments, deposits, payment methods, fees, and any payments made by third parties. Residents have the right to a copy of the clear statements of their financial dealings with Serenity Retreat Behavior Focus Home within a reasonable timeframe.

If a resident becomes dollar amount behind in program fees, then the resident's residency will be put up for review by the CRRA.

## Procedure:

### Accounting System

Serenity Behavior Focus Home accepts multiple forms of payment which all result in a paper receipt to the resident. The paper receipt contains the residents name, staff members name who collected, amount paid, balance owed, date of payment, method of payment, and 3rd party information if necessary.

That information is all then tracked on an excel sheet which is maintained weekly. Resident will be notified weekly of their balance on the program fee due date. If there are any discrepancies, the resident will have the right to review their payments with the CRRA and discuss the matter.

If a resident falls behind in rent they can expect the following:

1. The resident will meet with the CRRA to answers a list of questions pertaining to their program fee obligation.
2. The CRRA and resident will make out a financial hardship agreement to correct the outstanding balance.
3. If a payment plan cannot be made then the resident's emergency contact shall be contacted to inform the emergency contact of a possible discharge from Serenity Retreat Behavior Focus Home housing if the program fee obligation is not met by the determined time frame. A synopsis of the conversation will be noted in the resident's file with the resident's signature.

If a financial hardship agreement (see next section) is made, then the resident shall sign off on it stating that they understand if they fail to meet the expectations outlined in the plan then they will be subjected to be discharged from Serenity Retreat Behavior Focus Home. This financial hardship agreement shall be placed in the resident's file.

If an amicable solution cannot be made in regard to the program fee obligation, then the resident shall be informed that they have time frame to become in good financial standing with Serenity Retreat Behavior Focus Home or they will be dismissed from Serenity Retreat Behavior Focus Home residence. All avenues for procurement of program fee payment should be taken before dismissing the resident.

### **Administration / Deposit Fee**

The Serenity Retreat Behavior Focus Home administrative fee is a one-time, non-refundable dollar amount fee payable by the Resident prior to acceptance into the residence. This fee may be paid over a period if a financial hardship exists with the resident. This fee due at time of initial residency is subject to change at Serenity Retreat Behavior Focus Home discretion.

Called different things by different providers but in the case of a deposit, you will also need to add how the deposit is refunded if it is refundable.

Basic good practice requirements would be:

1. Reasonable length of stay recommendation being met.
2. Property left in good condition. Recommend walking through living space with resident prior to resident moving in and listing any damages or defects to the property.
3. Will deposit only be paid back in case of a successful discharge determined by facilities policies and procedures (will they be paid deposit back if they meet all other requirements but discharge due to relapse)
4. Who is the deposit paid back to? (If deposit was paid by someone other than the resident)
5. In what form the deposit will be paid back? (Cash, check, etc.)
6. How long after resident moves out, can the resident expect the funds)

## Program Fee Schedule

Program Fees are due each Friday / 1st of the Month (Examples) and pays for the upcoming daily/ weekly/monthly/etc. Advance payments can be made for program fee and/or other charges directly to the administration. Failure to pay can result in loss of privileges or expulsion from the residence. Late program fee payments will result in a Dollar Amount fee. Program fees are fixed and is subject to change at Serenity Retreat Behavior Focus Home discretion. The daily/weekly/monthly/etc. rate is as follows:

<b>Due Date</b>	<b>Amount Due</b>
Admin Fee / Deposit / Etc.	\$300.00
Daily rate	\$50.00
Weekly rate	\$350.00
Monthly rate	\$1,400.00

Rental rate includes \$45.00 weekly Recovering coaching fee.

### Miscellaneous Expenses

Temporary Pass:

If a resident goes on Temporary Pass, program fees are still owed for holding a bed open for the resident while gone from the residence. If the resident leaves for more than one week, then approval must be given by the CRRA, and program fees must be paid in advance for the time the resident will be away. Upon return to the residence the resident will be asked to provide a UA and the cost of \$20.00 will be charged to the resident's account and will be added to the following week's rent invoice.

# Financial Hardship/ Scholarship Policy and Procedure

## Policy:

Serenity Retreat Behavior Focus Home will look at each potential scholarship client on a case-by-case basis. All scholarship clients will receive the same support from Serenity Retreat Behavior Focus Home that non-scholarship clients receive. If a resident is chosen and determined to be a right fit for the residence, then they will be responsible to find a job within the first two weeks. Upon the resident receiving their first paycheck the resident must pay the program fees plus start paying towards any back program fees owed. If a resident falls behind dollar amount in program fees, then the client's residency will be put up for review by the CRRA to determine if Serenity Retreat Behavior Focus Home can continue to provide housing for that resident. Serenity Retreat Behavior Focus Home will exhaust all options for obtaining owed program fees from a resident before discharging that resident from our housing. Resident will be provided with community resources and list of FARR accredited houses prior to any discharge.

## Procedure:

### Hardship/ Scholarship Form

Residents Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Employment Status: \_\_\_\_\_ Place of Employment: \_\_\_\_\_  
Rent Owed: \_\_\_\_\_  
Serenity Retreat Behavior Focus Home Admission Date: \_\_\_\_\_

It is Serenity Retreat Behavior Focus Home policy that any residents that are unable to pay program fees initially upon moving into Serenity Retreat Behavior Focus Home community or any residents that fall more than dollar amount behind in program fees meet with the Director and/or CRRA to discuss possible means to correct this issue.

1. Why has the resident fallen behind in rent? \_\_\_\_\_  
\_\_\_\_\_
2. Does the resident have any financial assistance from loved ones which can help them get current with their rent balance? \_\_\_\_\_  
\_\_\_\_\_
3. If the resident is working, what commitment financially can they make moving forward to have them pay back the balance owed? \_\_\_\_\_  
\_\_\_\_\_
4. If the resident is not working, what if any plan does the resident have to catch up financially? \_\_\_\_\_  
\_\_\_\_\_

5. Does the resident understand that if the resident does not stay current moving forward, they will have two weeks to find a new living situation before they are dismissed from Serenity Retreat Behavior Focus Home housing? \_\_\_\_\_

6. Is the resident making progress in their recovery and are they a positive member in the community? \_\_\_\_\_

Amount resident will pay weekly moving forward until program fee debt is eliminated:

\_\_\_\_\_

Residents Name/Signature: \_\_\_\_\_

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

Director and/or Director Name/Signature: \_\_\_\_\_

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

### **Policies Concerning Paid Work to Residents**

Serenity Behavior Focus Home does not believe in paying residents directly for services during their stay with us. We have found that this practice helps with maintaining healthy boundaries between residents and staff. We will offer a resident a reduction in rent in exchange for work done at the property at a fair wage if any routine or manual labor work becomes available.

The following conditions must be met:

1. All qualified residents are given equal opportunity for available work.
2. Paid work for the Serenity Retreat Behavior Focus Home must not impair participating residents' progress towards their recovery goal.
3. The paid work is treated the same as any other employment situation.
4. Wages are commensurate with marketplace value and at least minimum wage.
5. The arrangements are viewed by a majority of the residents as fair.
6. Paid work does not confer special privileges on residents doing the work.
7. Work relationships do not negatively affect the recovery environment or morale of the home.
8. Unsatisfactory work relationships are terminated without recriminations that can impair recovery.



If a resident is promoted to a house manager position, then they will be considered staff and will be compensated per an employment agreement which may include a reduction of their rent as full or partial compensation. For a resident to be considered for a house manager position they must be following the following:

1. At least 6 months of continuous sobriety
2. Must be working a program of recovery. (Sponsor, home group, working the steps, etc.)
3. Must be on at least their 9th step.
4. A resident will be chosen based on the work they have already put in. A resident will not be chosen for a house manager position off their potential.
5. Resident should be a model resident during their stay with us. Residents that have been in trouble multiple times or have consistently shown disregard for Serenity Behavior Focus Home's rules will not be considered for the position.
6. Resident should exhibit a mindset of how they can be of service to the newcomer.