



Residential solutions for people with challenging needs

Resident & Family Handbook

Policies, Guidelines and Rules of HomeLife, Inc.

Version April 2003

**HomeLife, Inc.
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www.talkhome.net

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Welcome to HomeLife, Inc.

We extend to you a warm and sincere welcome to HomeLife, Inc. Your personal success and satisfaction is very important to us. We want you to enjoy and be challenged by our program, and hope that you grow and achieve your own personal goals.

This handbook was developed for you. It answers important questions concerning your rights; HomeLife, Inc. admission, discharge and refund policies; and house guidelines and rules. Please keep this handbook in a safe, convenient place, so you can refer to it if needed. Always, feel free to ask questions from staff. It is our mission to ensure your stay with us is a comfortable and positive experience.

We are pleased you have joined us. We will do our best to make you feel at home.

Sincerely,

HomeLife, Inc.

Barry J. Bruns, M.S.
President

Scott M. Christ
Vice President

PURPOSE

The Resident and Family Handbook has been created to acquaint residents and family members with the policies and procedures that affect them and their stay at HomeLife, Inc. It is important that you read this handbook in its entirety and that you understand its contents fully because it contains information about what you can expect from HomeLife, Inc. and what HomeLife, Inc. expects from you. Please, ask questions at any time if you have them during your stay.

As with any policies, HomeLife, Inc. reserves the right to modify or delete these policies and procedures at any time in the future. If such a change or modification occurs, we will provide you with a notice of the change.

Again, if you have questions concerning these policies or procedures, please feel free to ask staff or senior management.

OUR MISSION (Program Statement)

HomeLife, Inc. provides “home-like” settings for people with challenging needs. We focus on providing safe, structured, normalized environments which promote consumer empowerment, choice and control; relationship building; self control; placement stability; community access; and quality of life. We serve individuals who have challenging needs and behavior due to brain injury, neurological impairment, and/or mental illness.

We provide a variety of experiences from vocational and enrichment activities to daily living and personal leisure skills training. Our focus is on normalization. We want your daily activities and experiences to be as normal as possible, despite any challenges you face as a result of your disability. We understand that for some people, being able to work daily for pay, even for a few hours per day, is important; so we have made these opportunities available to those who choose to participate. We respect and encourage your independence and hope we can help you achieve your personal goals.

OUR VALUES

HomeLife, Inc. embraces, endorses, and encourages behavior which reflects the following values:

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| Customer Focus: | Our mission and strength as an organization exists because we have customers who choose us. Without them, we would not have a purpose or an organization to be part of. Earning customer respect and trust is highly valued. |
| Quality Improvement: | Learning and improving are life-long endeavors for individuals as well as organizations. Continually striving to improve systems that effect how we work as an organization to meet our mission is highly valued. |
| Self Improvement and Development: | The success of the organization is, in part, determined by its individual members. Employees who strive to improve their skills, knowledge, and physical and mental well being not only help themselves but help those around them. Investing time and resources for human development that leads to better success of the organization is highly valued. |
| Team Work: | The recognition that working together can accomplish greater achievements than the sum of individuals working alone. Removing obstacles to cooperation and teamwork, and working collaboratively is highly valued. |

Human Dignity and Compassion for Others: A deep respect for all persons based on equality and a sensitivity to human need. Sympathetic concern for the suffering of others and a desire to help them through thoughtful, truthful, and kind actions.

RESIDENT RIGHTS

The following statements are the actual adult foster care small and large group home administrative rules pertaining to resident rights. HomeLife, Inc. will strive to ensure the following rights are respected and adhered to at all times.

R400.14304 Resident rights; licensee responsibilities

(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights:

- (a) The right to be free from discrimination on the basis of race, religion, color, national origin, sex, age, handicap, marital status, or source of payment in the provision of services and care.
- (b) The right to exercise his or her constitutional rights, including the right to vote, the right to practice religion of his or her choice, the right to freedom of movement, and the right of freedom of association.
- (c) The right to refuse participation in religious practices.
- (d) The right to write, send, and receive uncensored and unopened mail at his or her own expense.
- (e) The right of reasonable access to a telephone for private communications. Similar access shall be granted for long distance collect calls and calls which otherwise are paid for by the resident. A licensee may charge a resident for long distance and toll telephone calls. When pay telephones are provided in group homes, a reasonable amount of change shall be available in the group home to enable residents to make change for calling purposes.
- (f) The right to voice grievances and present recommendations pertaining to the policies, services, and house rules of the home without fear of retaliation.
- (g) The right to associate and have private communications and consultations with his or her physician, attorney, or any other person of his or her choice.
- (h) The right to participate in the activities of social, religious, and community groups at his or her own discretion.
- (i) The right to use the services of advocacy agencies and to attend other community services of his or her choice.
- (j) The right of reasonable access to and use of his or her personal clothing and belongings.
- (k) The right to have contact with relatives and friends and receive visitors in the home at a reasonable time. Exceptions shall be covered in the resident's assessment plan. Special consideration shall be given to visitors coming from out of town or whose hours of employment warrant deviation from usual visiting hours.
- (l) The right to employ the services of a physician, psychiatrist, or dentist of his or her choice for obtaining medical, psychiatric, or dental services.
- (m) The right to refuse treatment and services, including the taking of medication, and to be made aware of the consequences of that refusal.
- (n) The right to request and receive assistance from the responsible agency in relocating to another living situation.
- (o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.
- (p) The right of access to his or her room at his or her own discretion.
- (q) The right to confidentiality of records as stated in section 12(3) of the act.

(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule. **(If you feel your rights have been violated please refer to the grievance procedure on page 5.)**

NOTICE OF PRIVACY PRACTICES: HIPPA

A new set of federal regulations commonly referred to as HIPPA (Health Insurance Privacy and Portability Act) become effective 4/14/2003. As a health care provider HIPPA requires us to provide you with a notice regarding our privacy practices.

The privacy notice below describes how personal and medical information about residents of HomeLife, Inc. may be used and disclosed, and how you can get access to this information. Please review the enclosed "Privacy Notice" carefully.

- **Understanding the Type of Information We Have.**

We get information about you when you are evaluated and/or admitted for HomeLife, Inc. Services. It includes your date of birth, sex, ID number and other personal information. We may also get bills, reports from your doctor and other data about your medical care.

- **Our Privacy Commitment To You.**

We care about your privacy. The information we collect about you is private. We are required to give you a notice of our privacy practices. Only people who have both the need and the legal right may see your information. Unless you give us permission in writing, we will only disclose your information for purposes of treatment, payment, business operations or when we are required by law to do so.

- **Treatment.**

We may disclose medical information about you to coordinate your health care. For example, we may notify your doctor or case manager about care you get in an emergency room.

- **Payment.**

We may use and disclose information so the care you get can be properly billed and paid for. For example, we may ask a service provider for details before we submit a bill for payment on your behalf.

- **Business Operations.**

We may need to use and disclose information for our business operations. For example, we may use information to review the quality of care you get.

- **Exceptions.**

For certain kinds of records, your permission may be needed even for release for treatment, payment and business operations.

- **As Required By Law.**

We will release information when we are required by law to do so. Examples of such releases would be for law enforcement or national security purposes, subpoenas or other court orders, communicable disease reporting, disaster relief, review of our activities by government agencies

for audits and investigations, to avert a serious threat to health or safety or in other kinds of emergencies.

- **With Your Permission.**

If you give us permission in writing, we may use and disclose your personal information. If you give us permission, you have the right to change your mind and revoke it. This must be in writing, too. We cannot take back any uses or disclosures already made with your permission.

- **Your Privacy Rights**

You have the following rights regarding the health information that we have about you. Your requests must be made in writing to the Michigan Department of Community Health at the address below.

- **Your Right to Inspect and Copy.**

In most cases, you have the right to look at or get copies of your records. You may be charged a fee for the cost of copying your records.

- **Your Right to Amend.**

You may ask us to change your records if you feel that there is a mistake. We can deny your request for certain reasons, but we must give you a written reason for our denial.

- **Your Right to a List of Disclosures.**

You have the right to ask for a list of disclosures made after April 14, 2003. This list will not include the times that information was disclosed for treatment, payment, or health care operations. The list will not include information provided directly to you or your family, or information that was sent with your authorization.

- **Your Right to Request Restrictions on Our Use or Disclosure of Information.**

You have the right to ask for limits on how your information is used or disclosed. We are not required to agree to such requests.

- **Your Right to Request Confidential Communications.**

You have the right to ask that we share information with you in a certain way or in a certain place. For example, you may ask us to send information to your work address instead of your home address. You do not have to explain the basis for your request.

- **Changes to this Notice**

We reserve the right to revise this notice. A revised notice will be effective for medical information we already have about you as well as any information we may receive in the future. We are required by law to comply with whatever notice is currently in effect. Any changes to our notice will be published on our web site. Go to www.talkhome.net, click on Quality Care, then click on Internal Quality Audits. If the changes are material, a new notice will be mailed to you before it takes effect.

- **How to Use Your Rights Under This Notice**

If you want to use your rights under this notice, you may call us or write to us. If your request to us must be in writing, we will help you prepare your written request, if you wish.

- **Complaints to the Federal Government.**

If you believe that your privacy rights have been violated, you have the right to file a complaint with the federal government. You will not be penalized for filing a complaint with the federal government.

You may write to:

- Office of Civil Rights
- Dept. of Health and Human Services
- 200 Independence Avenue, S.W.
- Washington, D.C. 20201
- Phone: 866-627-7748
- TTY: 886-788-4989
- Email: ocrprivacy@hhs.gov

- **Complaints and Communications to Us.**

If you want to exercise your rights under this notice or if you wish to communicate with us about privacy issues or if you wish to file a complaint, you can write to:

- Privacy Officer
- HomeLife, Inc.
- 5420A Beckley Road, PMB 234
- Battle Creek, MI 49015
- Phone: 269-660-0854

You will not be penalized for filing a complaint.

- **Copies of this Notice**

You have the right to receive an additional copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy of this notice. Please call or write to us to request a copy. This notice is available in other languages and may be produced in alternate formats that meet the guidelines for the Americans with Disabilities Act (ADA). Esta notificación está disponible en otras lenguas y formatos diferentes que satisfacen las normas del Acta de Americans with Disabilities (ADA).

- **For Further Information.**

Contact the HomeLife, Inc. privacy officer at the address and phone number indicated above.

HOUSE GUIDELINES AND RULES

Resident, family, or sponsor understand these House Guidelines and Rules may be changed by HomeLife, Inc. upon notice and Resident agrees to follow them. These guidelines and rules shall not conflict with Adult Foster Care Licensing rules. Adult Foster Care rules supersede these guidelines and rules if conflict with licensing rules occurs.

Alcohol and Illegal Drug Use: Alcohol and illegal drugs are not permitted on the home property. Violation of this home rule could result in discharge from the program. Residents suspected of alcohol or illegal drug use may be required to take a drug test or may be subject to a room search, or search of their personal belongings. Giving or selling alcohol, illegal drugs, or medications to other residents is strictly prohibited and may result in discharge or legal prosecution.

Appliances, equipment, and furniture: Resident may have personal furniture, pictures, stereo, and television in bedroom. However, only one stereo and one television is allowed per room. Stereo and television must be played at a low volume and at a time that is not disruptive to others in the home. All electrical equipment must be inspected by management for safety before it can be used by resident. Electrical equipment cannot be disassembled by resident. Coffee makers, refrigerators, microwaves, and other food processing/storage equipment is not allowed in resident rooms. Family and sponsors are encouraged not to bring excessive furniture, clothing, and appliances to home. If room becomes unsafe because of excessive personal belongings, resident will be asked to send personal items home or store them at resident's expense in safekeeping. Violation of this rule will result in loss of privilege with respect to this rule.

Decorations: Residents are encouraged to decorate their own rooms using good taste. Obscene pictures, posters, and/or wording are not permitted to be displayed in any room. Residents may have adult materials in their rooms for personal use, but these items must be stored "out-of-view" when not used, and are not to be passed to other residents or visitors of the home. The use of paint of any kind must be approved by Home manager before used.

Emergency Procedures: Fire drills and other emergency drills are conducted monthly. Resident personal and emergency information will be requested at time of admission and kept on file for local police, fire, or medical authorities in case of an emergency situation. Residents are to cooperate and follow staff's instructions during emergency situations and emergency drills.

Entertainment and Community Outings: Outings are scheduled throughout the week and weekend through a planning committee consisting of residents and staff. HomeLife, Inc. will provide transportation for these events as resources allow. Residents are responsible for their own purchases on these outings. Community access may be restricted based on resident behavior and safety in community.

Food & Beverages: Food and beverages are not allowed in resident rooms. Food and beverages must be stored properly in food storage area or refrigerator. Also, HomeLife, Inc. is a caffeine free environment. Beverages with caffeine are not allowed in the home. We ask that you purchase and drink caffeine free products.

Gratuity and Gifts: Residents and/or family are not expected to pay employees or to give them gifts to perform routine or special services. However, small acts of kindness such as cookies, cake, or candy are permitted and may be accepted by staff.

Grievance Procedure: If you are dissatisfied or believe you have been treated unfairly, or feel that your rights have been violated; please discuss your issues with the Home Manager, or submit a written grievance using the "Recipient Rights Complaint" form. These forms are available in your home. If you need assistance in completing or locating this form, please ask a staff member to assist you. Making a complaint will not result in penalties or retaliation against you.

If your Home Manager cannot resolve your complaint, or if you wish to review your concern with someone other than the Home Manager, you may contact the Vice President of HomeLife, Inc. The mailing address and phone number for the HomeLife, Inc. Vice President is posted in your home. If your complaint cannot be resolved at this level it will be forwarded to the appropriate guardian/responsible party. All complaints will be responded to within 1 to 3 business days from the receipt of the complaint.

Individuals receiving services from a Michigan Community Mental Health (CMH) county, may submit a recipient rights complaint form directly to the rights advisor for the CMH county which serves you. The complaint can be made via phone or mail. The name, address, and phone number of these individuals (by county) are posted in your home. Please refer to the Michigan Department of Community Health handbook: Your Rights, for further information regarding filing a complaint with recipient rights. If you do not have a copy of this handbook, a copy can be provided at your request. Upon your request, staff will assist you in this process.

If you are a consumer, family member, interested party or other responsible party of a consumer, and are dissatisfied with services of the CMH agency including but not limited to: reductions in services, or suspension or termination of a consumer's level of services by the CMH; you may file a recipient rights complaint or contact your assigned CMH case manager to review your concerns. You may also utilize the CMH grievance and appeal process to have your concerns reviewed. If you cannot contact your case manager or if you have additional concerns, contact your CMH agency directly and explain your concerns so that you may be directed to the appropriate personnel. HomeLife, Inc. staff will assist in identifying the appropriate contacts as necessary; and will serve as facilitators and advocates for consumers.

Home Council: Residents are encouraged to participate in Home Council meetings. Home Council is a committee made up of residents of the home that review and make recommendation on home policies, rules, and activities for the benefit of all residents in the home.

Household Responsibilities: Residents are responsible for the daily care and cleaning of their room. Assistance will be provided based on each resident's assessment plan. Also, residents are asked to participate in home chores including house cleaning, cooking, and special event projects.

Labels and Engraving: It is recommended that clothing, valuables, and equipment be marked, labeled or engraved with the resident's name before admission, or before the item is brought to the home. It is recommended clothing be marked with permanent ink or sewn-in name tags.

Leaves of Absence: Time away from the home with family or friends, should be scheduled in advance. Resident time departing and returning should be arranged with home staff so appropriate planning and staff scheduling can occur. Transportation outside the city limits must be arranged and paid for by family, guardian, or sponsor. Given available staff, HomeLife, Inc. can provide long distance transportation for a fee. Please discuss this option with your Home Manager for more information.

Laundry: A washer and dryer is provided for residents use at the home. Also washing detergent is provided. Residents are responsible for washing their own clothing with assistance from staff as needed. If a resident wants special detergents, products, or supplies beyond what is provided by HomeLife, Inc., the resident, his or her family or sponsor is responsible for purchasing such items. Community outings to laundry mat may occur as part of weekly programming.

Meals and snacks: HomeLife, Inc. provides three (3) meals per day and one (1) snack. Residents are encouraged to assist with meal preparations and clean-up as part of house chores. Residents may purchase their own snack foods, but must keep them in designated food storage areas. Food and beverages are not allowed in resident rooms.

Medical Appointments: HomeLife, Inc. will coordinate medical appointments but is not responsible for payment for such services. Payment is responsibility of resident, family or sponsor. Medical appointments outside the city limits must be arranged by resident, family, guardian, or sponsor. Given available staff, HomeLife, Inc. may be able to provide transportation at a fee. Please coordinate needs with Home Manager. Transportation for local medical appointments will be provided by HomeLife, Inc.

Medications: Staff will assist residents with medications as needed. Residents are not to hoard, cheek, or save medications. Medications are not to be sold or given to other residents. Payment for medications is responsibility of resident, resident's insurance, family or sponsor. HomeLife, Inc. will not pay for or purchase medications for residents. It is highly

recommended that residents take their medications as prescribed by a physician. Residents do have the right to refuse their medications; however, medication refusal that causes excessive disruptive, aggressive, or maladaptive behavior to occur, which may result in temporary or permanent termination from the program.

Pass Privileges: Residents who demonstrate responsibility, good judgment, and safety awareness, may receive independent passes in the community based on guardian approval and their individual assessment plan. Residents on Pass Privileges must follow the Sign In/Sign Out Procedures described below, discuss with Shift Supervisor or Home Manager their destination and activity, method of transportation, and time returning. Individual passes must occur between the hours of 9:00 a.m. and 8:00 p.m. unless special approval is given by Home Manager.

Personal Hygiene: Residents are required to bath or shower at least every other day. Appropriate dress and clean clothing are required daily. Clothing and hygiene supplies such as soap, shampoo, shaving equipment, deodorant, etc. are not provided by HomeLife, Inc. or the home and are the responsibility of the resident, his or her family, or sponsor.

Personal Money and valuables: Residents are encouraged to maintain only a minimum amount of money in or on their possession. Personal money lost or stolen will not be replaced. The home will provide safekeeping for your money and valuables. We also encourage residents to keep personal valuables such as jewelry, pins, rings, etc. with family or guardian for safe keeping. HomeLife, Inc. or the home is not responsible for such items or money unless they are stored in safekeeping. If family or sponsor wish to provide money for resident's personal funds, they may do so by writing a check payable to HomeLife, Inc. Do not leave cash or other valuables without receiving a receipt. Personal funds are not to exceed \$200.00.

Personal Vehicles: Residents are strictly prohibited from keeping or using a motor vehicle of any type at the home property while a resident of the home, without specific written consent of the board of HomeLife, Inc.

Pro-social Behavior: Residents are encouraged to engage in pro-social behaviors and refrain from obscene language, profanity, shoving, hitting, kicking and other acts of verbal and physical aggression, slamming doors, playing radio or television too loud, and damaging property. Residents who become a danger to self or others, may have non-violent physical management techniques applied by trained staff members to maintain their safety and the safety of others. Residents are asked to be considerate of others, to behave politely, and to respect the rights of others. Ongoing verbal and physical abuse by a resident towards others may result in discharge.

Resident and Staff Relations: Staff are not permitted to have a personal or intimate relationship with a resident. This includes spending special off-duty time with a resident unless approved by management.

Room Assignments: Room assignments are determined by the Home Manager. Many factors are considered in their decision including: resident needs and abilities, room availability, and sex. Only residents of the same sex can share a room together.

Room Search/Search of Personal Belongings: If a resident is in possession of a forbidden item including: alcohol, prescription or illicit drugs, explosives/fireworks, weapons, firearms, knives, sharp objects, or any other items that violate federal, state or local law; or if staff have “probable cause” to believe that the resident is in possession of a prohibited item, a room search and/or search of personal belongings may occur. The resident has a right to remain present during the search. A search may occur at any time that conditions are such that action to preserve the resident’s safety or the safety of others is necessary. Prohibited items discovered during searches will be confiscated, and legal authorities may be notified as appropriate. Police may be notified and participate in the search as deemed appropriate by the Home Manager, or other administrative staff.

Selling/Purchasing Personal Items: Residents are discouraged from selling or giving personal belongings to other residents and staff. HomeLife, Inc. and its staff are not responsible for items sold or payments by residents. Staff are prohibited from purchasing or selling personal items on HomeLife, Inc. property.

Sexual Behavior: We request residents to ask staff for “private time” if time alone or intimacy is desired between two consenting adults. Arrangements will be made for you to spend time alone or time with another consenting adult based on your individual assessment plan and guardian approval, if required.

Sign In/Sign Out Procedures: We request all residents and visitors to sign out and in whenever leaving or returning to the home. Residents are required to pre-arrange departure/arrival times with the Shift Supervisor or Home Manager when planning to leave the home. If the resident leaves the home without pre-arrange planning, the local police may be called to help locate a resident if staff cannot locate him or her. Also see section on Pass Privileges.

Sleeping Hours: Sleeping hours are between 11:00 p.m. and 7:00 a.m. before weekdays (Sunday through Thursday night) and 12:00 midnight and 7:00 a.m. before weekend days (Friday and Saturday night). Residents are to be in their rooms during sleeping hours, and may come out to use the bathroom, but are to refrain from other daily activities outside of his or her bedroom. Residents may read, watch television or listen to a radio in their room as long as the volume is not disruptive to their roommate or others.

Smoking/Tobacco: Smoking is discouraged due to health hazards. However, residents will be allowed to smoke in designated areas and outside during break times when activities are in session. Smoking is strictly prohibited in vehicles, bedrooms and bathrooms. Also, smoking is prohibited during sleeping hours. Residents are to refrain from selling or giving cigarettes to other residents. Cigarettes and lighting materials may be confiscated and controlled by staff if this rule is violated, or if resident shows reckless behavior that may result in injury to others. The above smoking policies also apply to visitors.

Smokeless tobacco use will be permitted as long as the rights and personal courtesy of others in the home is respected. Smokeless tobacco and spittoon containers must be maintained in a clean, neat and sanitary manner. Smokeless tobacco and spittoon containers are not permitted at the kitchen table during meals, or in the kitchen meal preparation areas. If an individual resident is unwilling to adhere by these guidelines, other restrictions regarding smokeless tobacco use may be imposed at the discretion of the treatment team.

Special Adaptive Equipment and Supplies: HomeLife, Inc. is not responsible for providing or paying for special adaptive equipment and/or supplies such as canes, wheelchairs, walkers, diapers, attends, wipes, and leg braces, for example.

Telephones: We encourage families and others to call residents between the hours of 9:30 a.m. and 9:00 p.m. Home Members who have immediate family outside the local area are allowed one long distance phone call per week to that family member for 15 minutes at the expense of HomeLife, Inc. A time of the week should be selected by the Home Member to make such a call (e.g. Thursday nights) and put on a schedule so staff know which times Home Members are permitted to call. Please ask your Home Manager to assist in scheduling your phone call time. Home Members who repeatedly abuse this benefit will be denied free long distance calls in the future if such abuse continues. They will have to pay for each call they make and long distance calls will need to be made collect and will become the responsibility of the resident, family, and/or sponsor to pay. We request residents limit all of their phone conversations to 15 minutes or less so others may receive and make calls.

Television Cable: Cable TV is available in bedrooms at resident's expense.

Transportation: Transportation will be provided by HomeLife, Inc. for scheduled activities and appointments within the city limits. Other transportation needs are the responsibility of each individual resident, their family, or sponsor.

Visitation: Family, friends, and other visitors are encouraged to visit residents at the home. We request visitors provide advanced notice so that their visit can be accommodated. Meals or lodging are not provided by the home for visitors. Visitation is encouraged between the hours of 9:30 a.m. and 9:00 p.m. Based on individual circumstances, other hours can be arranged with advanced notice.

Weapons: Weapons of any kind (e.g., guns, knives, explosives, fireworks, sharp objects) are strictly prohibited on the home property. Families are encouraged to take any weapon or dangerous device/instrument home for safekeeping. Residents will be asked to turn in such devices at admission for safekeeping. If resident is found with such a device it will be confiscated, inventoried, and placed in safe keeping until resident is discharged from home. Residents suspected of having such devices or weapons may be subject to room searches or searches of their personal belongings.

ADMISSION POLICY

HomeLife, Inc. provides a safe, structured, home-like environment for individuals with challenging needs due to brain injury, neurological impairment, and/or mental illness. We accept both females and males who are 18 years and older. Some of our homes are not wheelchair accessible; therefore, candidates must be able to walk safely unassisted to be placed in a non-accessible home.

We cannot accept or care for individuals who require continuous nursing care. This does not preclude the accommodation of an individual who becomes temporarily ill while a resident of the home, but who does not require continuous nursing care. We also cannot accept individuals who require isolation or restraint. Admission will be determined after completing and reviewing a written assessment to determine if the candidate is suitable based on the following criteria:

- (1) Can the amount of personal care, supervision, and protection that is required by the candidate be provided by the home?
- (2) Are the kinds of services, skills, and physical accommodations that are required available in the home?
- (3) Is the candidate medically stable and free from infectious disease?
- (4) Does the candidate require isolation or restraints?
- (5) Can the candidate ambulate safely with no assistance?
- (5) Does the candidate appear compatible with the other residents of the home?
- (6) Does the candidate agree to follow the House Guidelines and Rules?

The assessment will be reviewed by the President and Vice President to determine clinical acceptance. If a bed is not available at the time of clinical acceptance, the candidate may be placed on a waiting list with priority for admission based on the above criteria.

DISCHARGE POLICY

Either HomeLife, Inc. or Resident or the Resident's Designated Representative shall provide the other party with a 30-day written notice before discharge from the home unless HomeLife, Inc. has determined the need for an emergency discharge for (a) substantial risk to the resident due to the inability of the home to meet the resident's needs or assure the safety and well-being of other residents of the home; and/or (b) substantial risk or occurrence of self-destructive behavior, physical assault or property destruction.

In the above situations, discharge may occur before 30 days. The written notice shall state reasons for discharge. HomeLife, Inc. agrees to send a copy of the written notice to the Resident, the resident's representative, responsible agency, if any, and the adult foster care Licensing Consultant not less than 24 hours before discharge. The notice will provide the reason for the proposed discharge; alternatives to discharge that have been attempted by HomeLife, Inc., and the location to which the resident will be discharged, if known.

Before the emergency discharge occurs, HomeLife will confer with the resident's responsible agency or if the resident does not have a responsible agency service, with adult protective services and the local community mental health emergency response regarding the discharge. If the responsible agency, or if the resident does not have a responsible agency, Adult Protective

Services does not agree with the Licensee that the emergency discharge is justified, the resident will not be discharged.

DISCHARGE POLICY (continued)

If requested by the resident or the resident's designated representative at the time of discharge, HomeLife, Inc. will provide copies of resident records. A fee for a copy of the records shall not be more than the cost to make the copies available.

REFUND POLICY

Refunds of the monthly charge that is paid to HomeLife, Inc. shall be returned only when one of the following conditions occur:

- (1) An emergency discharge occurs as referred to in discharge policy;
- (2) When a resident has been determined to be at risk pursuant to the Sections 11 and 11(a) or 11(f) of Act No. 280 of PA 1939, as amended (The Social Welfare Act);
- (3) When a resident has been determined to be at risk due to substantial noncompliance with licensing rules which results in the Department taking action to revoke or summarily suspend, or refuse to renew a license at the resident's location.

The amount of monthly charge to be returned to the resident shall be based upon the resident's current rate as documented in the Resident Care Agreement and/or agreement with resident's responsible agency or insurance company, and shall be prorated based on the number of days that the resident lived in the home during that month.

POLICY AND PROCEDURE REGARDING THE STORAGE OF PERSONAL PROPERTY AND BELONGINGS AFTER DISCHARGE

Personal property and belongings that are left at the home after the discharge of a resident shall be inventoried and stored by HomeLife, Inc. HomeLife, Inc. will notify the resident's designated representative, by registered mail, of the property and belongings and request disposition. Personal property and belongings that remain unclaimed, or for which arrangements have not been made, may be disposed of by HomeLife, Inc. after 30 days from the date that written notification is sent to the designated representative.

HomeLife, Inc. is not responsible for transporting personal property and belongings, nor is HomeLife, Inc. responsible for arranging or paying rent for the storage of personal property and belongings in rental or commercial storage space.

ADVOCACY RESOURCES

Occasionally it is beneficial to enlist outside resources regarding your advocacy needs related to disability. The following agencies are listed here for your convenience and may be solicited by you to assist with various disability related issues.

Alliance for Mental Health	517-485-4049
Brain Injury Association of Michigan	800-772-4323
Disability Resource Center of Southwest Michigan	616-345-1516
Michigan Protection and Advocacy Agency	800-288-5923

WEBSITE INFORMATION

The HomeLife, Inc. website at www.talkhome.net contains a variety of useful information including, but not limited to:

- Copy of the Resident and Family Handbook (available in Spanish language)
- Program Outline (available in Spanish language)
- Brochures (available in Spanish language)
- Customer Satisfaction Reports (updated annually)
- HomeLife, Inc. Corporate Compliance Plan
- Accreditation Reports
- Maps to all home locations
- Links to related websites

We invite you to take a look at our website for the above information as well as other informative reports, and links to related websites.