

Harbor House Group, Inc.

Policy & Procedure for Day-to-Day Operations

(To be used in conjunction with the House Rules)

Rev. 1-1-12

1. **RESIDENTIAL TERM LIMIT POLICY:** One of the objectives of an individual living in a recovery home should be to become capable of moving into his own home and learn to live independently. Therefore, the Residential Term Limit Policy shall be as follows:
 - Harbor House Group Recovery Homes is a six-month program.
 - Prior to acceptance into any Harbor House home, the individual shall agree to commit to six months residency.
 - If, after residing at Harbor House for a period of time (less than six-months) a resident decides to submit a timed notice of departure, it is up to the House Manager to either accept the notice or dismiss the resident at that moment.
 - In the event of a relapse, (after a 10 day absence from the home) if resident is accepted back into the home by the House Manager, the individual's term will begin as a second time resident and any additional stipulations deemed conducive for recovery.
 - Once a resident reaches five months residency, he may request an extension of up to ninety-days.
 - If a resident does not elect to request an extension he shall receive a Completion Certificate at the end of six months and either return home or move into his own place of residence.
 - The only exception to the residential term will be for residents who become employed by Harbor House Group, Inc.
 - Residency may be terminated only by the Management Staff of Harbor House or by a majority vote of House Residents.
 - This policy will be in effect as of December 28, 2009 and apply to any individual applying for residency thereafter.
 - The procedure for applying for an extension shall be as follows: A request for extension shall be submitted, in writing, to the House Manager no less than thirty days prior to the completion of six months residency.

- The request shall be on the prescribed form. The request shall include the following information:
 1. Name of resident
 2. Initial entry date
 3. Initial reason for coming to Harbor House
 4. Original goals when he entered Harbor House
 5. Progress made toward achieving those goals
 6. Goals that have not been achieved
 7. Reasons for not achieving set goals
 8. Changes made in his goals
 9. Reasons for changes in his goals
 10. Progress that he has made toward financial independence (show evidence)
 11. Reason for requesting an extension
 12. Goals that he hopes to achieve during an extension
 13. Plan of action for achieving these goals
- Once a request for extension is received it will be reviewed at the next scheduled staff meeting. If approved in the staff meeting the resident will maintain his current status and still be subject to all of the rules and regulations he agreed to for his first six months of residency.

2. **RESIDENT VEHICLE POLICY:** In order to stay within the limits of the law and to ensure that Harbor House property does not become cluttered with cars that are not in good working order, the Vehicle Policy shall be as follows:

- Any resident who wishes to bring a vehicle to Harbor House shall have in his possession a valid Driver License and provide his House Manager a photo copy of same.
- Residents who do not possess a legal drivers license will not be allowed to purchase a vehicle while in the Harbor House program.
- Any vehicle bought while at Harbor House shall be insured, registered, and in good working condition.
- Any vehicle brought to Harbor House shall be properly insured in accordance with Florida law. (PIP and Liability insurance) The insurance shall remain current for the duration of the resident's stay.
- Any vehicle brought to Harbor House shall have a valid license plate and said license plate shall remain current for the duration of the resident's stay.
- If at any time any of the above mentioned requirements are no longer met, the resident will be asked to either correct the situation or remove the vehicle

from the premises. The resident shall have five business days from notification to either correct the problem or remove the vehicle from the premises. If repairs are made on Harbor House property, the resident is responsible for the removal of all parts, debris and petroleum products from the property.

- If a resident fails to correct a problem or remove the vehicle within the allotted time, the vehicle is subject to be towed at the resident's expense. The House Manager will be responsible for calling a towing service to have the vehicle towed at the owner's expense.
- Any resident who brings a vehicle to Harbor House shall bear in mind that he may be asked to aid other less fortunate residents when they are in need of transportation to meetings or house sponsored functions.

3. **INTAKE POLICY:** The Harbor House Group Intake Policy shall be as follows.

- All new intakes are to be directed through the main office at the Hilburn Road Office
- The Program Director shall perform an intake interview either in person or over the phone. There may be times when the Program Director will request a House Manager to perform an intake interview in person.
- Any person performing an intake interview shall gather the following information:
 1. Complete a Resident Intake Information sheet.
 2. Determine if the individual is willing to commit to six months residency.
 3. Determine whether or not an individual is willing to "do whatever it takes to stay clean and sober".
 4. Determine if there are any outstanding legal obligations that need immediate attention prior to admission.
 5. Look up all medication to determine type and what it is prescribed for.
- If Harbor House is to hold a bed for any person, the person is to send ahead the full amount for two weeks Program Fees (which is not refundable). A bed space will be reserved for no more than ten working days. After that time the deposit will be forfeited.
- No person shall enter any Harbor House home without first having had an intake interview and approval from the Program Director.
- When an entry date and time is agreed upon, the person is expected to arrive at the home on the prearranged date and at the time agreed upon.

- Resident arrivals are to be between the hours of 8:00am and 5:00pm. If a person arrives after 5:00pm; he may be asked to return the following day after 8:00am.
 - Should a person fail to arrive at the agreed time and date, he will forfeit the entire amount of his deposit
 - Upon entry into the home, all new residents will submit to a drug and alcohol screen.
 - No person shall enter any home if he is taking narcotics, tranquilizers, muscle relaxers, or sleeping pills. Any questions regarding medication shall be referred to the Program Director for final approval.
4. **MEDICATION POLICY:** In order to prevent situations or behaviors that may lead to relapse, the Harbor House Medication Policy shall be as follows.
- All prescription medication shall be reported to the House Manager upon entry into the home and anytime thereafter acquired. Failure to do so may result in dismissal from the home.
 - At no time shall any resident receive, fill or use a prescription for narcotics, tranquilizers, muscle relaxers, or sleeping pills. Any questions regarding medication shall be referred to the Program Director for final approval.
 - No resident, at any time, shall take any prescription that has not been prescribed to him by a medical doctor.
 - At no time shall a resident bring any over-the-counter medication into the home without the approval of the House Manager.
 - Distribution of drugs, prescription or otherwise, by any resident of a Harbor House Home, is strictly prohibited.
 - Any appointments made and kept with any medical facility for the care of any resident, including dentist appointments, must be reported to the House Manager.
 - A Medical Disclosure Form, listing all treatment, medication administered, medication prescribed, and follow-up appointments must be presented to the medical facility, completed by the treating physician and returned to the House Manager immediately upon return from the medical facility.
 - Failure to comply with any of the Medication Policies is grounds for immediate dismissal from the Harbor House Program.
5. **POLICY FOR IN-HOME VISITATION WITH MINOR CHILDREN:** For the protection of the children of residents and in an attempt to prevent any situation that may lead to controversy, the policy for in-home visitation with minor children shall be as follows.

- The House Manager must approve any in home visitation with any minor child.
 - There will be no overnight visits.
 - All minor children will be out of the home before 10:00pm.
 - Any minor child visiting in any home shall remain under direct supervision by his/her parent at all times.
 - Female minor children shall remain under direct supervision by both parents at all times and shall remain in the common areas of the home.
6. **EMPLOYMENT POLICY:** In order to meet the goal of becoming a responsible, productive member of society, the Harbor House Employment Policy shall be as follows.
- All Harbor House residents must be gainfully employed. In nearly every case, this means being engaged in a full time compensated job.
 - A minimum of thirty-two hours will be considered full time.
 - Residents of Harbor House Group Recovery Homes shall not work more than fifty-five (55) hours per week.
 - For the handicapped, those on disability, or residents otherwise unable to acquire employment, community service work for the Harbor House Ministry or other community organizations will be considered employment. Community service work does not displace the resident's financial obligations to Harbor House. Placement is determined by Harbor House staff.
 1. Community service will be a minimum of thirty two (32) hours per week.
 2. Community service work that is substituted for employment shall be for a recognized non-profit or not-for-profit organization.
 3. A weekly time sheet will be completed by the organization for which the service is performed.
 4. House Manager shall verify all time sheets turned in.
 - Regardless of any other ability to pay expenses, all residents must maintain full time activity during normal working hours.
 - Any resident not gainfully employed at the end of (30) thirty days may be dismissed at House Managers discretion.
 - Unemployed residents shall be out of the home between the hours of 9 a.m. and 3 p.m. seeking employment. You may leave earlier than 9:00am & return shortly after 3:00pm but must be off the property between 9 and 3

Mon-Fri (unless foul weather temporarily forbids it **and** with House Managers OK)..

- No resident shall terminate employment without approval from the House Manager and a **new job to begin upon termination**.
- No resident shall terminate employment without giving his employer at least one (1) weeks notice.
- When a resident loses employment he has one (1) week to become reemployed.
- Residents of Harbor House are not allowed to be employed at bars, nightclubs, pubs, or any other alcohol serving establishments. Employment at restaurants that serve alcohol will be at the discretion of the House Manager.
- No resident shall take any job that interferes with the Harbor House meetings and duty requirements. No resident shall take any job that requires “out of town” (50 mile radius) or “overnight” trips.
- When a resident becomes employed, he will submit a work schedule to his House Manager stating the hours he will work **prior to beginning**.

(Employment & Work Policy for VA and DOC Residents)

- VA and DOC residents have 30 days to become fully employed being no less than 32 hrs per work week (work week being Monday-Friday).
- After 30 days, if not employed, the VA or DOC resident will contribute 2 days community service and seek work 3 days a week.
- After 60 days, if not employed, the VA or DOC resident will contribute no less than 32 hours community service and seek work one day per week until employed, dismissed, or leaves the Harbor House program.
- A copy of time sheets for community service performed will be turned in to the House Manager on Friday of each week.
- Any appointments to VA, Probation, or otherwise shall not be considered part of the 32 hours community service. Residents will have to make this time up by doing community service on Saturday or Sunday if necessary.

7.POLICY FOR PROGRAM LIVING EXPENSES: The Harbor House Program Fees are paid on each Friday of the week. This payment is for the upcoming week (Friday through Thursday). If a resident leaves without notice or is dismissed for rules violations later than 7:00pm on Friday, the Program Fees will be deducted from

his resident savings account. All residents will pay their share of the community living expenses promptly by 7:00 p.m. on Friday.

- i. Payments made after 7:00 p.m. shall be assessed a \$10.00 late fee.
- ii. Program Living Expenses shall be paid one week in advance.
- iii. All payments are to be made with cash, money order or certified check. NO PERSONAL CHECKS.
- iv. The first two weeks Program Living Expenses are non-refundable and due upon entry into the home.
- v. Any Resident, who is sick, injured or away from the home for any reason shall continue to maintain his financial obligation in order to keep his bed reserved.

8. POLICY FOR RESIDENT SAVINGS ACCOUNT: All residents of Harbor House Group, Inc. will be required to deposit money into a Resident Savings Account. The purpose of this policy is to ensure that a resident is financially capable to move into his own place of residence at the end of the six-month program. The Resident Savings Policy and Procedure shall be as follows:

- i. Residents shall be employed by a company that issues paychecks at regular intervals.
- ii. No resident shall be employed by an individual or company that pays cash (under the table).
- iii. On each and every payday, all residents shall bring his paycheck to the House Manager, un-cashed.
- iv. All direct deposit disability or pension checks will be redirected to the Harbor House Resident's Savings Account. All disability or pension checks received via mail will be brought to the House Manager, **un-cashed.**
- v. The House Manager shall then issue the resident a receipt for the full amount of the check and deposit the check into the Resident's Savings Account.
- vi. Each transaction shall be recorded on the Resident Savings Tracking Sheet, which is signed by the resident and submitted to the main office each Monday.
- vii. Once the resident's Program Fees are deducted from his savings account then a draw will be issued.
- viii. Once a resident has deposited funds into his savings account, the resident may elect to request a Weekly Draw each Friday, not to exceed sixty (60) dollars.
- ix. All Weekly Draw requests will be processed by the main office and received by the resident the following Friday.
- x. If a resident's Program fees are greater than the amount of his savings account balance then eighty percent of that balance shall go toward Program Fees and twenty percent shall be issued to the resident in the form of a draw, not to exceed a sixty-dollars.

- xi. If a resident has sufficient funds available in his savings account, he may request a Special Draw for items such as probation fees, court fees, clothing, shoes, etc., provided that he follows the following procedure.
 - 1. Special Draws are submitted to the House Manager on Friday and are received the following Friday.
 - 2. All Special Draw requests must be in writing on the proper form and must include the purpose of the draw along with the names of the individuals or companies that the money will be given to so that money orders can be issued for the Special Draw.
 - 3. Receipts for all Special Draw expenditures must be returned to the House Manager before another special draw is issued.
 - 4. All Special Draw funds not used for their intended purpose must be re-deposited into the resident's savings.
 - 5. The Main Office evaluates all Special Draw requests on a case-by-case basis.
- xii. When a resident is ready to leave the Harbor House Program, he must submit a written request for the balance of his account to the Main Office. All account balances will be issued in the form of a check within ten working days of the request. An accounting fee of \$10.00 per month will be charged to any account that is not cleared within ten business days of a resident's departure.

9. POLICY FOR PAST DUE PROGRAM LIVING EXPENSES: The policy for past due Program Living Expenses shall be as follows.

- i. The House Manager shall promptly address delinquencies and a plan for payment shall be established.
- ii. The resident, regardless of any other financial obligations, shall adhere to the payment plan.
- iii. Failure to establish such a plan, or failure to adhere to the established plan, shall be grounds for dismissal.
- iv. Any resident who is one or more weeks behind in his Program Living Expenses may be asked to sign a Limited Power of Attorney allowing Harbor House to receive his paycheck from his employer. Refusal to sign may be grounds for dismissal.

10. POLICY FOR COMMUNITY SERVICE HOURS: The policy for Community Service hours performed at or for the use and benefit of Harbor House Group, Inc. shall be as follows.

- i. Harbor House Group, Inc. must be approved by the Probation Department and/or any other responsible entity.
- ii. No Community Service work shall be performed by females or minor children at any Harbor House Home.

- iii. Times and dates for Community Service Hours must be scheduled prior to the start of Community Service work.
- iv. If scheduled times and dates are not kept, Community Service work will not be approved.
- v. Any person performing Community Service work for Harbor House shall receive credit only for the number of hours worked, no more and no less.
- vi. Community Service work will be performed at the sole discretion of the Management and work performed will be assigned by Management not chosen by the resident.

11. POLICY FOR OUTSTANDING LEGAL OBLIGATIONS: To ensure that Harbor House Group remains in good standing with the court system and probation department, the policy for outstanding legal obligations shall be as follows.

- i. Harbor House will not admit any person who has an active warrant.
- ii. All pending charges and pending court dates or court actions shall be disclosed prior to admission. Failure to disclose any pending legal action shall be grounds for dismissal.
- iii. All current probation or Community Corrections supervision shall be disclosed prior to admission. Name and telephone number of supervising officer shall be submitted to the House Manager and placed in the resident's file.
- iv. If a resident is placed on probation or Community Corrections supervision after admission, the House Manager shall be informed and the name and telephone number of the supervising officer shall be placed in the resident's file.
- v. All residents must abide by all conditions mandated by the Court and/or Probation Department.

12. READMISSION POLICY: In order to ensure a safe and stable environment for the existing population, the policy for readmission shall be as follows.

- i. Once a Resident is dismissed, he may apply for readmission after ten days.
- ii. He will make a direct request to the House Manager who will determine if he will be allowed re-entry to the home
- iii. If the former resident is allowed to return, he will be informed of the date on which he can return.
- iv. Prior to returning to the home, the former resident will secure full time employment.

- v. Upon return to the home, the returning resident shall produce a clean drug screen, at his own expense.
- vi. The returning resident shall arrive with two weeks Program Fees.
- vii. The returning resident shall complete a 60-day restriction period.

13. POLICY FOR NUTRITIONAL SUPPLEMENTS: The policy for nutritional supplements allowed in the homes shall be as follows.

- i. The **only** nutritional supplements allowed in any Harbor House home will be an over-the-counter multi-vitamin.

14. POLICY FOR ITEMS REMOVED FROM THE HOME UPON COMPLETION OR DISMISSAL:

- i. All personal belongings are to be removed from Harbor House property on the day that a resident leaves the Harbor House Program.
- ii. Harbor House Group, Inc. will not be responsible for loss or theft of personal property or money not deposited in the resident's savings account.

15. POLICY FOR OFFICIAL COMMUNICATION WITH OUTSIDE ENTITIES: In order to keep the Program Director informed and to avoid any potential conflict with the official stance of Harbor House Group, Inc. on any official matter, the Policy for Official Communication with Outside Entities shall be as follows.

- i. Any official written communication with any office or organization outside Harbor House Group, Inc. shall be approved by the Program Director prior to being sent to the outside office or organization.
- ii. All letters shall be sent to the Main Office for review and returned in a timely manner.
- iii. Any outside entity requesting any official statement regarding Harbor House Group, Inc., its Residents, Staff, Officers, Directors, or Trustees, either past or present, shall be directed to the Main Office where the Program Director shall direct the matter to the proper level for attention.

iv. **OUR RESPONSIBILITIES UNDER THE FEDERAL PRIVACY STANDARD**

In addition to providing you your rights, as detailed above, the federal privacy standard requires us to:

- 1. Maintain the privacy of your health information, including implementing reasonable and appropriate physical,

administrative, and technical safeguards to protect the information.

2. Provide you with this notice as to our legal duties and privacy practices with respect to individually identified health information we collect and maintain about you.
3. Abide by the terms of this notice.
4. Train our personnel concerning privacy and confidentiality.
5. Implement a sanction policy to discipline those who breach privacy / confidentiality or our policies with regard thereto.
6. Mitigate (lessen the harm of) any breach of privacy / confidentiality.

WE RESERVE THE RIGHT TO CHANGE OUR PRACTICES AND TO MAKE THE NEW PROVISIONS EFFECTIVE FOR ALL INDIVIDUALLY IDENTIFIABLE HEALTH INFORMATION WE MAINTAIN. SHOULD WE CHANGE OUR INFORMATION PRACTICES, WE WILL MAIL A REVISED NOTICE TO THE ADDRESS YOU HAVE SUPPLIED US.

16. POLICY FOR FEMALE VISITORS:

- v. Residents shall not have visits with (other than family) females for the first ninety days of residency at Harbor House.
- vi. No resident shall date anyone who is a resident of another recovery home, halfway house, treatment center, detox center, or any other residential recovery program.
- vii. No home shall entertain female guests of another recovery home, halfway house, treatment center, detox center, or any other residential recovery program.
- viii. The only time that a female, who is a resident of another recovery home, halfway house, treatment center, detox center, or any other residential recovery program, may visit a Harbor House Group Home is to attend an OPEN MEETING of AA, NA, CA, or Bible Study.

17. MAIL POLICY:

- i. All mail delivered to any Harbor House home shall be received by the House Manager only.
- ii. The House Manager shall sort and distribute all mail received.

- iii. The House Manager may inspect any incoming packages at any time.
- iv. No resident shall remove any mail from the mailbox.
- v. Any mail delivered to Harbor House for former residents will be returned to sender.

18. TRANSPORTATION POLICY

- i. Harbor House is **NOT** obligated to provide transportation for residents. It is the responsibility of the resident to ensure that he has transportation to and from work, meetings, etc.
- ii. During a resident's first week in the home, the House Manager *may* provide the new resident with transportation for job search and job related activities. **All transportation will be at the House Manager's convenience and contingent upon his schedule.**
- iii. Harbor House may provide transportation for AA/NA meetings for the residents who are in their first 30 days of residency. After a resident has completed his first 30 days, he is responsible for making his own way to meetings. Any resident who has completed his first 30 days may ride to a meeting for a fee of \$3.00 (if there is space available). **All transportation will be at the House Manager's convenience and contingent upon his schedule.**

19. HURRICANE AND INCLEMENT WEATHER POLICY

- ❑ In the event of a hurricane, Harbor House will follow all of the guidelines provided by the Department of Public Safety. If a hurricane evacuation is called for, all residents will be directed to an Emergency Shelter chosen by the Harbor House administration. No later than twelve (12) hours prior to the on-set of a hurricane, all residents will report to the designated Shelter. No resident will report to any Shelter other than the one designated by the administration.
- ❑ Any resident signing out after arriving at the designated Shelter shall be considered "absent without leave" and will be dismissed from the Harbor House Program.
- ❑ All residents will return to the Harbor House upon the passing of the hurricane. Failure to return immediately upon the passage of the hurricane will be cause for dismissal from the Harbor House Program.
- ❑ Upon return to Harbor House, all residents will be required to participate in the clean up of debris or such duties required to get the homes back in order. Residents shall do whatever is necessary after the inclement weather to make living as comfortable as possible for all residents. Although Harbor House is not in control of the utility companies it has done everything possible to minimize the impact of such disruptions.

- ❑ Whining and complaining about the inconvenience caused by inclement weather will not be tolerated at Harbor House.
- ❑ All leave of absence or travel requests shall be cancelled from the time of the decision is made to close the homes for hurricane evacuation.
- ❑ Any resident who chooses not to abide by this policy may immediately leave the Harbor House Program. The resident shall complete a “Resident final draw and closing of savings account request form”. At that time a check will be issued to the resident in the amount of \$100.00 from available funds for hurricane emergency expenses. The resident shall receive the balance of their account within ten (10) working days of the date of the request. A check will be mailed to the address provided by the resident. The resident may reapply to the Harbor House Program at a later date if he so chooses.
- ❑ Hurricane Shelter Information:

Here are some of the things you should know about going to an evacuation shelter. Buildings used for evacuation are normally public schools that are staffed by emergency volunteers and US Navy personnel. Shelters are always crowded, usually uncomfortable with long lines to use the restrooms and very noisy – making it difficult to sleep. Keep in mind, you may have to stay in the shelter for several days.

Hurricane evacuation shelters are provided for public use in the event a hurricane evacuation is necessary. Remember, alcohol, weapons and bad attitudes are not allowed in public shelters.

Items to bring to a Public Hurricane Shelter:

- ❑ A change of clothing, rain gear and sturdy shoes
- ❑ Toiletries and personal items
- ❑ Blankets or sleeping bags and pillows
- ❑ Identification and any important papers
- ❑ Games, books or anything to pass the time
- ❑ Any special dietary needs and non-perishable foods for snacks
- ❑ Battery operated radio, flashlights and plenty of spare batteries
- ❑ Cell phone is available
- ❑ Prescription medication or any over-the-counter medication you normally take

PENSACOLA HURRICANE SHELTERS

<p>University of West Florida – Bldg 13 11000 University Pkwy Pensacola, FL 32514</p>	<p>Designated by Harbor House</p>
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20. PRIVATE FOR PROFIT ENTERPRISE POLICY

- ❑ Harbor House Group, Inc. is a not for profit organization and there are very clearly defined rules that must be adhered to in order to maintain it's not for profit status. One of these pertains to any private for profit enterprise that is in any way connected to Harbor House Group, Inc.
- ❑ Therefore: Any for profit business that is operated by a Board Member, a Staff Member or Resident that reflects any Harbor House Group, Inc. address, telephone number or corporation number is strictly forbidden.
- ❑ If such activity does occur, the person or persons responsible will be reported to the appropriate authorities.