



## **MEMBER ORIENTATION MANUAL**

### **Residential Care Facility - Persons with Mental Illness (RCF-PMI)**

#### **Section 1: Introduction**

Mainstream Living, Inc., is a nonprofit corporation that operates under the guidance of a volunteer Board of Directors, composed of community members from a variety of occupations. Mainstream Living has administrative offices in both Ames and Des Moines.

People arrive at Mainstream from a variety of places and for a variety of reasons. Most are referred through Managed Care Organizations (MCO) or Integrated Health Home (IHH) providers. Individuals arrive from hospitals, their homes, other programs and occasionally on court referral.

Individuals are accepted with the expectation they can be responsible adults. You are treated as such and are expected to assume responsibility for yourself and your room. Specific responsibilities regarding the program are explained in the following chapters.

Staff is scheduled so that someone is always on duty to support you. During the first few weeks you will become acquainted with Mainstream Living and the RCF-PMI program. During this time your individual service plan will be developed with you and your interdisciplinary team.

#### **Section 2: Program Objectives**

The goal of the Fremont Street program centers on strengthening your abilities while lessening the impact of the disability. Staff will work with you to identify your strengths, needs, skills, and barriers to recovery with the goal to reintegrate you into the community. Services are tailored to meet your needs while providing new options for gaining independence and achieving personal aspirations. Services are built around a team concept and utilize and support the residential component of each member's needs.

In addition, you will work to develop your mental health management skills. You will be expected to work on learning coping skills, managing your appointments, understanding medications and how to seek help if/when you need it.

#### **Section 3: Moving In**

New members are assigned to a bedroom as vacancies occur. The bedroom is furnished with the basics and you are encouraged to bring your own belongings. You are also welcome to personalize your bedroom. Please ask staff about the preferred method of hanging pictures and posters.

Upon your arrival, a staff person will go over orientation, rules, procedures, and the Resident Services Contract with you. At this time, you will be required to turn in all medications, including over the counter medications.

Firearms and other weapons, fireworks, candles, halogen lamps or other lighting devices with open flames are restricted from the building. The building is equipped with smoke detectors that must remain where they are placed. Please do not tamper with the detectors.

Please report any problems with your furniture, plumbing or other equipment to a staff person. Staff will check your bedroom each month for maintenance or safety problems.

#### **Section 4: Your Individual Program**

Every person has an individual program – a plan to achieve certain goals while you live here. By the end of your first month, your initial staffing will be completed. The actual service plan soon follows. The plan acts as a “road map” for your goal-directed activities while you are with us.

During the first thirty days before the service plan staffing, we suggest you think about what you need or want to work on. For example, would you like to start or complete your education? Would you like to develop or practice skills such as cooking, managing money or using public transportation? Would you like to develop your social skills or use of community resources? Would you like to find and keep a job?

We assume that when you move into the program you come with a purpose. We can assist you in attaining your goals, working together with your social worker, family and support team. However, you are the most important person on the team. You make the final decision about what goals will be in your plan.

One of your rights is the right to refuse services. You may refuse to work on certain programs even if they are included in your plan. If you choose to refuse certain services, we may make modifications to your service plan that more accurately reflect your goals or preferences.

Usually goals defined in your plan are written so that progress can be measured. We document your progress as part of our agreement with your social worker or other service provider, and to accurately assess when you are ready to move onto another project, or higher skill level of the same project.

#### **Section 5: Medical**

Your medications will be kept in the staff office medication closet until you establish self-medication goals. If you are self-medicating when you arrive, arrangements can be made for you to stay at that level of independence. We will gladly help you with any questions or concerns about a medication that has been prescribed for you. Information on medications is available to you. Please ask a staff member if you have questions.

Mainstream Living contracts with Medicap Pharmacy for member medication services. Medications are sent in pre-packaged packs to the staff office. Mainstream Living pays for all printing charges associated with the medication records. If you would like to use a different pharmacy, you will need to work with nursing staff. There are certain criteria that pharmacies need to meet and you will be responsible for paying all associated charges.

If you are too ill to secure your own transportation to a doctor, transportation will be arranged for you. You or your guardian will be asked to sign an emergency medical release when you arrive so Mainstream staff can take you to the hospital for emergency care if necessary. Transportation can also be provided on a routine basis if it is part of your service plan for advocacy purposes.

Medication can be checked out for overnight visits, depending on your level of independence in this area. If you plan to be gone for a period of time, ask staff about taking medication with you if it is kept in the office. If you are self-medicating and keep medications in your bedroom you can take your mediset with you. When checking out medications, please give staff 24 hour notice. If you are not self-medicating, a responsible adult will need to sign for your medications.

You are highly encouraged to follow your doctor's treatment plan. If you believe your medications are not working effectively or you are having unacceptable side effects, we will assist you in talking with your doctor. If you refuse to take medications, resulting in either you or someone else being at risk, your social worker will be notified and a meeting will be held to discuss how to manage the situation. If you refuse to follow your doctor's orders and it results in significant risk you may be asked to leave the program.

We work with everyone to become as independent as possible with self-medication. A plan will be developed early in your placement to help you learn about your medications, their purpose and side effects. You will be supported in working toward having your medications in your bedroom if possible.

## **Section 6: Finances**

Mainstream Living will work with you and your payee to determine a distribution schedule for your personal needs allowance. This distribution may be daily or weekly. As needed, staff will take you to the store to purchase personal items.

## **Section 7: Visitors and Mobility**

Your ability to leave the facility without staff supervision will be noted in your Individual Program Plan.

You will be required to sign in and out when you leave the building.

Visitors who consistently cause difficulties with staff or other members, who violate rules such as those pertaining to intoxicants, or who are a detriment to a member's performance, may be restricted from visiting you.

Overnight passes may be requested when you wish to visit friends or family overnight. We ask that the person you will be spending the night with call to confirm the details and to assure pass medications be set up.

A member telephone is available to you for local calls. Please talk with staff if you routinely make long distance calls.

Public transportation is available to all members. Assigned staff will assist you in becoming familiar with the public transportation system, and in obtaining reduced fare tickets. Staff can provide transportation under certain circumstances like emergencies, medical/dental appointments and food stamp appointments. In general, you are expected to make arrangements for your own transportation unless your service plan specifies otherwise.

## **Section 8: Rules and Expectations**

- No possession or consumption of alcohol or illegal substances is allowed on the premises. Your room may be searched to enforce this regulation.
- Mainstream reserves the right to notify the police if we suspect a member of being in possession of controlled substances.

- Continued confirmed incidents of usage in the building within a specified time period may result in discharge.
- Individuals are asked to work with their interdisciplinary team to identify and formulate a plan to address substance abuse problems.
- Possession of firearms and other weapons is not permitted and may result in an emergency discharge. Confiscated weapons may be turned over to the police, kept until the member leaves the program or turned over to a responsible family member, depending on the situation.
- Smoking is permitted outside only.

Some basic expectations are that you:

- Behave in a manner that is consistent with community standards
- Maintain a clean personal appearance
- Take your medications as prescribed
- Wear clothing appropriate for weather and activity
- Regularly launder your clothing, towels and linens
- Maintain a neat and clean bedroom and help with chores around the house
- Work at getting along with the others who live in the house
- Attend appointments with your physician
- Work with staff on established goals

If you violate a rule or are not meeting an expectation, we will give you very specific feedback on how the problem can be solved and what will likely happen if the situation does not improve. Some behaviors can lead to immediate discharge without verbal or written notice. They include, but are not limited to:

- Becoming physically abusive or posing a threat towards staff or other members
- Possessing firearms or other deadly weapons
- Leaving the hospital against medical advice
- Stealing from staff, other members, or the community
- Engaging in felonious acts
- Breaking the terms of legal probation
- Intentionally setting a fire

If you have difficulties carrying out the basic expectations of our program, you will be assisted in developing those skills to make it possible for you to live as independently as possible.

## **Section 9: Member Rights**

Your rights will be discussed with you when you move in and reviewed with you on a regular basis. A staff person will go over each item with you, and if at any time you have questions, please ask for clarification. These rights also will be reviewed with you on a regular basis. We encourage you to read these rights, ask questions, and make recommendations concerning policies and procedures at any time during your stay at Mainstream.

The following are considered basic rights of members. They are similar to civil/human rights of all of us:

- The basic fundamental rights of all individuals. These rights include, but are not limited to: the right to vote; freedom of speech; freedom of religion; freedom of sexual expression; protection from the denial of life, liberty and property without due process; and freedom from discrimination because of race, color, creed, citizenship, national origin, sex, age, religion, sexual preference, disability or illness.

- The right of members to participate in the identification of service needs, planning and choices on how to meet those needs.
- The process for the solution of disagreements between the provider and the member related to issues concerning the provision of services.
- Freedom to communicate by letter, telephone, in person or other means and to visit and receive visitors.
- Freedom of choice in activities of daily living and where a person lives, works and spends leisure time.
- The right to refuse services.
- The right to manage one's own finances and possessions.
- The right to privacy, including the right to private conversations and to confidentiality.
- The right to be treated with respect and to be addressed in a manner which is appropriate to the member's chronological age.
- The right to appeal any staff or provider action.
- The right to enter into contracts.
- The right to due process.

If you have questions about any of the following topics, feel free to ask a staff member for more information and clarification:

- Changing bedroom
- Voluntary, involuntary, emergency and non-emergency discharge
- Sexual harassment (as defined – an individual makes unwelcome advances or requests for sexual relations or other types of unwelcome verbal or physical behaviors of a sexual nature; solicitation or requesting sexual relations with an implied or offered payments. One party forcing another party to have non consensual (forced) sexual relations).
- Retaliation or harassment by staff
- Grievance procedure (mediation)

You always have the right to request mediation if you have a conflict with a peer or Mainstream staff that you are unable to resolve. You may also file a formal grievance if you feel you have been treated unfairly. Please talk with you Rehabilitation Coordinator or the Administrator if you need information about informal mediation or a formal grievance.

## **Section 10: Who to ask if you have questions**

This section summarizes many of the more common questions or aspects of living at Mainstream. You may ask any staff person for answers or clarification if you want to:

- Have an overnight visitor
- Express a complaint or criticism, to talk about a problem
- Go on a vacation
- Apply for benefits, bus tokens, half price bus fare cards, etc.
- See your file or other records
- Make a change in your service plan
- Get your personal expenses allowance, bus tokens Have something fixed in your apartments
- Get your medication
- Check out for an overnight visit
- Check on scheduled appointments
- Express a complain to criticism or talk about a problem

Other organizations:

Mainstream is in frequent contact with county, state and federal agencies to assist you in complying with all the regulations regarding our services and to ensure that you receive all benefits for which you qualify. A network of people has been established to keep information available to each other. We will be in touch with your doctor, social worker or therapist as needed, while maintaining strict rules of confidentiality about you and your progress while you are with Mainstream Living.

## **Section 11: Conclusion**

This manual is meant to provide you with an idea of what it is like to live in this program, and also provide some practical guidelines to help you get what you need. We want you to consider mainstream as your home. You may live in it pretty much as you wish, as long as you follow some basic guidelines.

We hope one of the things you do at Mainstream Living is improve your ability to make good decisions. When individuals make good decisions, it is possible to live here with a sense of independence and self-determination.

Member name  
TXIX number  
Date of birth

**Verification of Receipt and Comprehension: Residential Care Facility Member Orientation Manual**

Mainstream Living, Inc..

I have been given a copy of the Member Orientation Manual. I have had an opportunity to review this information with staff and to ask questions. I understand how this information applies to residing at Mainstream Living, Inc.

\_\_\_\_\_  
Member/Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Member/Guardian Printed Name

\_\_\_\_\_  
Mainstream Living Staff Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Mainstream Living Staff Printed Name