*Program Participant: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Case Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Bed#:\_\_\_\_\_\_\_\_\_\_*

*Clarity ID#:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*



**New Haven Inn Program Guidelines**

LifeMoves programs are designed to meet the specific needs of homeless adults and families and to assist participants with increasing self-sufficiency and moving to more stable housing. To help participants set and meet these goals, LifeMoves programs include shelter, case management, workshops, community activities, and chores. In the following paragraphs, the term “program” encompasses all of these services and “program facility” refers to:

* LifeMoves New Haven Inn

**Non-Discrimination Policy: It is LifeMoves’ policy to treat our clients without regard or consideration for the individual’s race, color, religion, sex, age, national origin, ancestry, physical or mental disability, veteran or marital status, medical condition, pregnancy, sexual orientation, gender identity or expression, or any other basis protected by federal, state or local law. To comply with applicable laws ensuring equal opportunities to clients with a disability, LifeMoves will make a reasonable accommodation for the known physical or mental limitations of a client with a disability unless undue hardship would result.**



1. **PARTICIPANT’S BILL OF RIGHTS**
   1. Participant’s rights will be exercised in ways that also respect the rights of other participants. No one’s rights are absolute.
   2. All participants are entitled to enjoy a safe and healthful living environment in the program facility.
   3. All participants are entitled to be treated in a manner that respects their dignity and individuality.
   4. All participants with disabilities, personal and cultural differences are entitled to reasonable accommodations under fair housing laws when such accommodations are necessary because of their disability, personal and cultural identity. NHI will accommodate participants’ needs (expressed, implicit or implied) as long as such accommodation will not result to an essential change in the program or structure.
   5. All participants are entitled to remain in the program and not be involuntarily removed without good cause and just procedures.
   6. All participants are entitled to just and standardized procedures for determining eligibility, admissions, sanctions and discharges, and resolving grievances.
   7. All participants are entitled to reasonable privacy and confidential treatment of personal, social, financial, medical, mental and behavioral health records, except as necessary to further treatment, information and referral services and in compliance with the resident’s written consent to release information.
   8. All participants are entitled to the full exercise of their civil, constitutional, and legal rights.
2. **ELIGIBILITY**

The program is available to homeless adults who self-identify as LGBTQ+. Program participants will be required to show proof of a recent (within the past 12 months) negative TB-PPD test. Participants will be referred to a TB testing provider and have up to one week to provide proof of a recent negative TB-PPD test to LifeMoves staff. Individuals who have previously stayed in a LifeMoves program are not eligible unless the time elapsed since discharge is at least 90 days.

1. **SOBRIETY AND CLEAN ENVIRONMENT**

New Haven Inn facility strictly supports an ETOH/Drug-use-free environment. New participants will be asked to provide proof of sobriety in order to enter the program. Unannounced drug and alcohol testing may be conducted during the participant’s stay when there is probable cause that may raise some clinical or safety issue. Results of any drug test or BAC breath analysis will be used to establish appropriate treatment plan. Resident is expected to adhere to treatment plan as a show of good faith in respecting other NHI’s clients’ sobriety and clean living.

1. **LENGTH OF STAY**

The program length of stay is up to 90 days. Up to four (4), two-week extensions may be granted at the Program Director & Case Manager’s discretion under the following conditions:

1. Program participant is in compliance with their case management plan and with program rules.
2. Program participant is able to meet a core program goal (stable housing, employment, mainstream benefits, and increased self-sufficiency) within that time period.
3. Program participant’s bed area is being maintained in a clean and tidy condition.
4. Program Participant is actively meeting the 50% savings requirement.

**The program length of stay is up to a maximum of 90 days. Extensions maybe granted on a case-to-case basis. All extensions must be evaluated and approved by Program Director.**

1. **CASE MANAGEMENT**

Program participants must meet with their Case Manager on a weekly basis to ensure that measurable goals are being met and to discuss any barriers to self-sufficiency. Individualized case plan must be developed within 72 business hours upon admission to the program. In Case Management, the Case Manager and program participant TOGETHER will review participant goals and accomplishments, and the Case Manager will assist with referrals to outside agencies and provide information about community resources as appropriate. Case management will cover the following:

1. **Housing search** – to include regular housing search logs, viewing and applying for housing, creating a tenant portfolio and acquiring a credit report. \_\_\_\_\_\_\_
2. **Financial planning** - to include referral to financial benefits (as appropriate), referral to financial counseling, assistance in budgeting. \_\_\_\_\_\_\_
3. **Improving self-sufficiency and skills** – to include working on/learning self-care, coping skills, vocational skills, general life skills, etc. \_\_\_\_\_\_\_
4. Special attention will be made to any participant who expresses intent to harm himself or others.
   * **A program participant identified as high risk must develop a Safety Plan within the first week. During weekly case management meetings, the safety plan will be reviewed and updated as needed.** \_\_\_\_\_\_\_

Program participants will promptly contact their Case Manager when any of the following occur:

1. They require reasonable accommodation to program rules.
2. Their sources of income changes.
3. Loss of job, or change of employment, training or educational programs.
4. They are having problems achieving personal and program goals.
5. They are having problems with other program participants or staff.
6. They are unable to save the required 50% of their income.
7. They are unable to attend mandatory case management meetings, classes, or workshops.
8. **CHORES**

Program participants are expected to maintain a clean and safe environment by picking up/cleaning up after themselves. Program participants must complete daily chores as assigned by LifeMoves staff. It is the program participant’s responsibility to ensure that their assigned chores are completed, and to locate a substitute if necessary. Participants who are unable to complete chores due to physical limitations should discuss with Case Manager, Residential Manager, or Program Director to request an accommodation to the participant’s needs. A physician’s written request may be required. **It is never acceptable to pay another participant to complete a chore on your behalf**.

1. **MEDICATION MANAGEMENT**

Medication management is an essential component of maintaining safety of the facility and towards stabilizing participant’s health when indicated by individualized case plan. Participant must agree to proper storage, control, issue and documentation of all medications and treatment supply. Participant must agree to strictly adhere to medication and treatment therapy as ordered by the physician. NHI staff is not responsible for administering or dispensing medications, however, staff will observe you taking your medication as prescribed. Clients must never sell or share prescription or over-the-counter medications.

**7.1 Medications and Durable Medical Equipment**

**OR**

\_\_\_\_\_\_ I **understand that to maintain safety of the NHI facility, all my medication must remain locked in the NHI medication room, including over-the-counter medications.**

\_\_\_\_\_ **I choose to keep my medication off-site (in vehicle, at work, etc.) and not on the NHI premises.**

\_\_\_\_\_ **I understand that I can change my option regarding storage and safekeeping of my medication and durable equipment at any given time.**

\_\_\_\_\_ **I understand that I will be assigned a container to keep all of my personal medications secure if I am storing medications at NHI.**

\_\_\_\_\_ **I understand my compliance regarding adherence to my medication and treatment regimen, safekeeping of my medication and durable equipment is an essential factor with regards to my eligibility in staying at NHI.**

1. **HOUSING FUND**

In order to support participants in their search for permanent living arrangements, LifeMoves has designed a Housing Fund program for individuals. You are required to **save at minimum 50%** of your entire income in a Housing Fund. You are required to make a deposit within your first 30 days in the program. To make a deposit, you must obtain a money order and make it out to LifeMoves. Submit it to a Case Manager and make sure you are given a receipt. It is important to save all receipts because that will be your proof of what you’ve saved. Not saving the required amount may affect your participation in the program. If you decide to leave prior to discharge date, you must give a 48-hour notification for check request. Otherwise, a check corresponding to the amount saved will be ready upon discharge. Participants have the option to participate in LifeMoves’ Housing Fund Plan or show documentation of saving money on their own.

1. **SCHEDULE**
2. The program facility is open ***all day***.
3. Lights are on at ***6:00 AM***.
4. Clients desiring an earlier wake-up time should address their request to shelter staff the night before.
5. Breakfast is served from ***5:00am – 7:00am*** Monday – Friday, and from ***8:00am – 9:30am*** Saturday and Sunday (weekend times may vary due to meal providers).
6. Lunch: bagged lunches are provided to individuals upon request on a daily basis.
7. Dinner is served from **6*:00pm – 6:45pm*** daily. Participants with late-night passes may make arrangements with staff to have a late meal plate saved.
8. Meal times are subject to change without notice.
9. Quiet Hours begin daily at ***10:00pm***. Lights-Out is at ***10:00pm.***
10. **WORKSHOPS**

There are workshops offered during the week to help support your goals toward self-sufficiency and permanent housing. See the facility calendar given to you at intake and white board in the lobby for the daily agenda. Program participants are required to attend ALL workshops as indicated on the workshop calendar when on premises.

1. **CURFEW, PASSES AND ATTENDANCE**

**CURFEW is** **8:00pm daily** for all individuals in the “MOVE IN” phase of the Moving Forward program.

Once a resident is in the “MOVE UP” or “MOVE ON” phase of the program, curfew is 8:00pm Sunday – Thursday and 10:00pm on Friday & Saturday nights.

**PASSES**

All residents begin their time at NHI in the “Move In” phase of the Moving Forward Program. During the “Move In” phase, residents must adhere to the 8:00pm curfew unless they have received Case Manager/Residential Manager approval and provided appropriate verification of work, mandatory meeting, medical appointment, probation/parole appointment, school schedule or other necessary appointments. This period allows residents to become familiar with the program. Residents may be drug and alcohol tested at any time upon returning from a pass or appointment. Residents who do not have an approved pass or specific Case Manager/Residential Manager permission to be off-site may be issued a written warning or discharged.

* ***Late Night Pass:*** Residents may request a late night pass once they are in the “Move Up” phase of the Moving Forward Program.Residents may return to the shelter after **8:00PM** on any night if a pass is signed by Case Manager/Residential Manager which extends curfew to **10:00PM**. Appropriate reasons for a late night include attending recovery meetings, school, or domestic violence/parenting/DUI classes.
* ***Overnight Pass:*** Residents may request an overnight once a month when they are in the “Move Up” phase of the Moving Forward Program and twice a month when they are in the “Move On” phase of the Moving Forward Program. Approval of passes will be at the Case Manager/Residential Manager’s discretion and will be based on need and on the resident’s progress and performance in the program.
* ***Work Pass:*** Work passes may be granted by a Case Manager if the resident provides an official work schedule. The resident must return by the designated time and date on the approved work pass.

**ATTENDANCE**

Individuals must be present every night in the facility to remain eligible in the program. If a resident is gone for 2 nights without an overnight pass and does not make contact with NHI/NHI staff, they may be discharged immediately.

1. **CHILDREN**

Children (under 18yrs of age) are not permitted in or on the premises of LifeMoves New Haven Inn.

1. **PERSONAL SPACE**

* Residents will be assigned a bed space for the duration of their stay.
* Residents may not be in each other’s rooms or bed spaces. Non-compliance with this may result in discharge. Residents may never enter or knock at another room.
* Residents are expected to keep their individual living spaces neat and clean. All items must be properly bagged and beds must be made at all times. For safety reasons, candles, incense, hot plates, extension cords, certain lights and open flames or heating elements are forbidden and will be confiscated.
* Absolutely **NO FOOD OR BEVERAGE** is allowed in rooms, with the exception of water. Facility cleanliness, including resident living spaces, will be monitored by regular inspections and failure to comply could result in a written warning or discharge.
* All electronic devices must be silenced or on vibrate mode at all times. When using any electronic devices, speaker mode is not allowed. All residents must use headphones when sound is necessary for usage.
* Proper hygiene must be maintained at all times. Urinating and certain grooming must be done in the bathroom.

1. **PERSONAL BELONGINGS**

* Participants may not bring more than the equivalent of 2 large (60 gal.) bags of belongings into the program. Belongings will be searched upon entry.
* **LifeMoves is not responsible for lost, misplaced, or stolen belongings during the participant’s stay. Participants are encouraged to safeguard their valuables. Lockers are provided in the facility along with locks for participants to use. All locks must be returned upon discharge.**
* Participants will be held responsible for any destruction or theft of NHI or other participant’s property and will be discharged and subject to legal action.
* Participants are required to take ALL belongings (including medication & medical equipment) with them upon discharge.
* Belongings will **NOT** be stored for anyone who is no longer a participant for longer than 72 hours after a participant is discharged. Personal belongings that are left in the program facility after 72 hours from when a participant discharges will be disposed of by program staff unless arrangements are made with the Case Manager or by contractual obligation. Any belongings that are left longer than the agreed upon period will be disposed of.
* No glass or silverware is allowed in the possession of participants. Items such as mugs must be plastic in order to be allowed in the facility. Any glass or silverware that does not fit these criteria will be confiscated immediately or the participant can remove the item from NHI property.
* **Residents are prohibited from stealing, gambling, trading, selling or buying personal belongings or services including but not limited to cigarettes, food, clothing, and errand running.**

1. **SIGNING IN AND OUT**

For the safety of the site, it is required for all program participants to sign out when leaving the premises and sign in on return. We will use the sign-in sheet for roll call in case of an emergency.

1. **DRESS CODE**

Clothing that reveals too much back, legs, chest, stomach, or underwear is prohibited. All residents must wear shoes or slippers at all times. Gang-related attire, accessories, and clothing will not be tolerated. Do not wear pajamas outside or in common areas of NHI at any time or you will be asked to change. Participants may also be asked to change if staff deems their clothing to be inappropriate. Participants must also wear clothing to sleep and while in the dorms/facility except for when changing – **this includes going to and from the bathroom to rooms.** Failure to comply may result in discharge. We encourage all participants to dress professionally for their case management meetings.

1. **STORAGE**

**LifeMoves does not store any belongings for non-participants and/or past-participants. Participants who discharge from the program must take all their personal belongings with them at the time of discharge. Personal belongings that are left in the program facility after a participant discharges will be disposed by program staff within 72 hours.**

1. **LINENS AND LAUNDRY**

Upon arrival, participants will be given bed linens and towels. It is the participant’s responsibility to keep these linens clean and return the linens to staff upon discharge. Laundry facilities are provided on site. Program participants may use the laundry facilities on site. Laundry time is from ***6:00am*** to ***10:00pm*** daily. The last load of laundry must be started no later than ***9:00pm*** and must be removed by ***10:00pm.***

1. **FOOD/KITCHEN**

Meals are provided for participants. No Registered Dietician oversees meals served. Meals served are from donations. Participants may buy their own food to eat in the program facility, but no food or drink is allowed in the rooms or personal living spaces except bottles of water. Food found in these places will be discarded by program staff and may be cause for a written warning or discharge. Participant’s personal food or drink will not be allowed to be stored in NHI refrigerators. Clients are not allowed in the kitchen for any reason without staff escort and only in order to complete their assigned chore.

1. **SMOKING**

Smoking is permitted only during the designated times ***(5am – 12midnight)***and ONLY in designated outdoor areas of the property. The designated smoking area is located near the front gates. **Smoking is not permitted anywhere within 50ft of the front entrance of the facility.**

1. **VISITORS**

Due to the number of individuals living on the property, personal visitors are prohibited inside the facility. Clients may have visitors on the front porch for no more than one hour at staff discretion. Staff reserves the right to revoke this privilege at any time/for any reason. Confidentiality rules require that staff never confirm nor deny if an individual is a participant in the shelter. It is your responsibility to make arrangements and obtain appropriate passes to meet off-site with individuals you wish to visit. We understand that some individuals have periodic visits from probation officers, social workers, and other service providers; so please notify Case Manager/Residential Manager if you need a private space to meet. Upon arrival to New Haven Inn, service providers must sign in at the front desk and provide a copy of an ID and a badge or business card.

1. **INSPECTIONS**

LifeMoves conducts regular inspections to maintain the safety of program participants and cleanliness of the program facility, and to promote life skills necessary for future self-sufficiency. Inspections are conducted for the following reasons:

1. Drug and alcohol testing is conducted regularly without advanced notice to verify that participants are abiding by the Sober Living Environment policy. Drug testing may be conducted either universally (testing of all participants, or by lottery in which all participants have equal chance of being chosen) or solely of a particular participant when probable cause exists to believe that the participant is under the influence.
2. Room inspections are conducted regularly without advanced notice to ensure that participants are routinely following policies related to Personal Space, Personal Belongings, Linens and Laundry, Food, and Smoking. Room inspections are conducted universally.
3. Inspections of participants’ personal belongings are conducted when probable cause exists to believe that a participant has items in their personal belongings that may threaten the health or well-being of other participants including (but not exclusively) drugs or drug paraphernalia, weapons, pests, or pets.

If a participant does not want to be subject to an inspection, they have the option to instead discharge from the program and immediately leave the program facility.

1. Packages and mail delivered to participants at New Haven Inn are subject to be viewed by staff upon opening at staff’s discretion.
2. **FACILITIES MAINTENANCE / HEALTH / SAFETY**

Participants should report maintenance needs immediately to program staff who will refer the needs to the LifeMoves Facilities Maintenance Department. Program participants will be held responsible for any destruction of LifeMoves property.

1. **CONFIDENTIALITY**

LifeMoves staff is required by law to protect participant confidentiality. For this reason, staff cannot confirm nor deny participant involvement in this program without a signed consent. See the LifeMoves Notice of Privacy Practices for more information on this policy.

1. **MAIL AND TELEPHONE**

Participants may receive mail at the following address: ***937 Locust Street, San Jose CA 95110.*** Participants may continue to receive mail at this address as long as the participant is in active case management. Beginning 14 days after the participant discharges from the program or terminates case management services, all mail will be returned to sender. For participants who are removed from the program under ‘Grounds for Immediate Discharge,’ mail will be returned to sender beginning the same day as discharge. Program participants may use the phone located at the front desk only with the approval of staff or case manager.

1. **EMERGENCY PROCEDURES**

In the event of an emergency, please calmly and quietly follow the direction of the staff or emergency personnel. Program staff will call 9-1-1 if necessary. Participants should call 9-1-1 only if the program staff is unable to do so.

If it is necessary to evacuate the facility, follow the posted evacuation route signs. Staff and program participants should meet ***directly across the street.*** If this location is also unsafe, staff and program participants should proceed to Sacred Heart parking lot.

1. **ILLNESS / CONTAGIOUS INFECTIONS**

To protect the safety of all program participants anyone with a contagious illness such as active TB, chicken pox, pink eye, lice, scabies etc., will be immediately discharged from the facility to prevent the spread of communicable, contagious disease. Participants discharged in this manner will be placed on "automatic return" status. Once the participant has provided the Program Director with a medical release signed by a physician indicating that the participant is no longer contagious and a bed becomes available, the participant can immediately return.

**Participants with latent Tuberculosis must be under INH regimen to stay in the program.**

1. **WRITTEN WARNINGS**

Program participants must be able to conduct themselves and act appropriately in a group setting. **Behaviors or actions that are disruptive, maladaptive and abusive will warrant a warning write up from NHI staff.** The Case Manager will be informed when a program participant receives a written warning. Falsifying information to your Case Manager could result in a written warning or possible discharge from the program. Failure to actively follow a case management plan and/or failure to comply with the above-listed guidelines will result in consequences to be determined by the facility staff, which may include a warning or discharge from the program. Program participants who have received three written warnings may be discharged from the program.

1. **PROGRAM TERMINATIONS**

Please remember that all Federal, State, and Local laws will be strictly enforced. Should participants, friends or associates be suspected of illegal activity or disturbing the staff or other participants, the resident may be terminated from the program.

If for some reason participants are terminated from the program (e.g., use of alcohol, drugs, violent conduct, not following the program guidelines, etc.) the participant agrees to leave by the time designated by staff. The participant will be given notice in writing whenever possible which will outline the reason and time of his departure.

**Right to appeal decisions:** Participants who do not agree with a decision made by staff regarding denial into the program, termination, or consequences related to program violations may appeal. In order to do so, you must submit your appeal in writing before your termination deadline or within one day of the incident in question. Your case manager is available to assist you in writing your appeal. Your appeal will be decided by the Program Director and Case Manager. Whenever possible the Program Director will meet with you and your case manager as a part of the appeal decision. You should receive a written response from the Program Director to your appeal as soon as possible.

If you wish to continue with the appeal process you may request that the Program Director Committee review your situation. This request must be made in writing immediately after receiving the decision from the Program Director. The Program Director Committee will review your written appeal, consult with staff and when possible review your case file and/or meet with you. The Program Director Committee will provide a final decision in writing as soon as possible.

During the appeal process you may remain on the premises even if it goes beyond your termination date unless your remaining represents a threat to anyone’s safety (i.e., violent conduct, disorderly conduct). If the appeal decision is that the termination is upheld you are expected to comply with that decision and the termination date given on the written response.

**GROUNDS FOR IMMEDIATE DISCHARGE**

Program participants may exit the program at any time prior to their last scheduled program date. Program participants may be discharged from the program after receipt of three written warnings. Participants will be subject to immediate discharge as the consequence of violating any of the program rules below:

1. **ABSOLUTELY NO DRUGS OR ALCOHOL ARE ALLOWED ON LIFEMOVES PROPERTY.** LifeMoves programs areclean and sober living environments. Any program participant suspected of using, selling, or storing drugs or alcohol will be asked to leave the program immediately; suspicion may include—but is not limited to—bizarre behaviors, acting out, slurred speech, dilated pupils, and staggering gait. Drug and/or alcohol testing may be done without prior notifications. Any participant who does not choose to comply with a drug test request will be subject to immediate discharge from the program.
2. **ABSOLUTELY NO WEAPONS ARE ALLOWED ON LIFEMOVES PROPERTY.** LifeMoves operates a safe living environment. Any participants suspected of concealing or using weapons will be asked to leave the program immediately and the appropriate authorities will be notified. Weapons shall include guns, knives, Tasers, mace and pepper spray, and all other devices whose primary purpose is to injure or kill. In addition, any object or substance used to attack or threaten another person will be considered a weapon.
3. **ABSOLUTELY NO SEXUAL CONTACT OR OTHER SEXUAL ACTIVITIES** shall occur on LifeMoves property. This shall include sexual harassment, sexual intercourse, oral sex, kissing, hugging, holding hands, and the possession/viewing of sexually explicit or pornographic materials.

1. **ABSOLUTELY NO PHYSICAL ASSAULT, GESTURES, OR THREATS OF VIOLENCE, AND ABSOLUTELY NO VERBAL ABUSE INCLUDING OFFENSIVE LANGUAGE, HARRASSMENT, AND SLURS** directed toward LifeMoves staff, volunteers, or other participants will be tolerated. Participant behavior deemed by staff to warrant intervention by police or other emergency personnel is cause for immediate discharge.
2. **ENGAGING IN ANY ILLEGAL ACTIVITIES ON OR OFF PREMISES.** This includes, but is not limited to panhandling and buy or selling any medication. Staff will notify the police if deemed necessary.
3. **DESTRUCTION, VANDALISM OR THEFT OF LIFEMOVES’S OR ANOTHER CLIENT’S PROPERTY.**