

The House of Extra Measures-Women, LLC

POLICY AND PROCEDURE MANUAL

Revised March 13, 2023

The following document represents The Houses of Extra Measures-Women, LLC (HEMW, LLC) Policy and Procedures Manual. Any changes to HEMW, LLC policies and/ or procedures will be updated in the manual and on any form or document used or posted in the recovery residences. All changes will be communicated to staff and residents.

The House of Extra Measures-Women, LLC staffing definitions are as follows:

Owners – The owners oversee administrative and programmatic operations of all the residences and are the primary point of contact for accountability with all staff members. Owners implement policy and structural changes within the houses, often with staff feedback; oversee administrative functions including facilitating weekly Quality Improvement meetings, staff training, ordering supplies, reviewing incident reports, addressing grievances, accounting and reporting functions, and repairs & maintenance and pest control for the residences.

House manager -- The primary point of accountability within each residence and responsible for house operations. They have the authority to make executive decisions regarding clients within the scope of The House of Extra Measures operational protocols.

Resident Advisor -- The resident advisor is a part-time support position with limited house responsibilities and limited authority. The RA does not make executive decisions regarding house standards or operations. RA's monitor the household, support the house manager and support and guide the residents.

Administrative Support / Business Development – The Administrative Support / Business Development staff member is responsible to connect with referral sources from the treatment & recovery community; training of new staff; auditing all houses administrative operations; supporting staff in recovery coaching classes & certification; accounting; and updating the P&P and related house/company documents.

Staff – House Managers and Resident Advisors

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POLICY AND PROCEDURES

Administrative Operations

A. Core Principle: Operate With Integrity

1. Mission and Vision

- a. **Mission Statement:** The House of Extra Measures-Women, LLC is committed to providing safe, structured, emotionally and spiritually nourishing recovery residences for persons in recovery from a substance use disorder, including those who may have a co-occurring mental health condition as well as those who may be utilizing certain medications for recovery from opiate use disorder.
- b. **Vision Statement:** The House of Extra Measures-Women, LLC's vision is for certified recovery residences to become fully integrated into the continuum of care for the treatment of addiction and utilized as a standard practice.

Policy: Use mission and vision as guides for decision making.

Procedure: HEMW, LLC will continuously evaluate processes, procedures, staff, residents and outcomes for fidelity to our mission and vision (see A.4.b.)

2. Legal and Ethical Codes; Best Practices

Policy: The House of Extra Measures-Women, LLC affirms that recovery residences have a responsibility to conduct business in an ethical, legal manner. All paid staff and volunteers affirm their commitment to follow the Code of Ethics of the National Alliance for Recovery Residences (NARR). We adhere to local, state and federal non-discrimination requirements. Owners will review policies and procedures annually to ensure ongoing compliance.

Procedure:

- a. Documentation:** Legal business entity documents, licenses, certifications and / or accreditations will be maintained by owner. These documents are available upon request to any individual or entity for a legitimate business purpose.
- b. Insurance:** Appropriate commercial general liability, property and abuse & molestation insurance will be maintained in effect during all residency periods, and documents will be maintained by owner(s). Proof of coverage will be provided upon request to any individual or entity for a legitimate business purpose.
- c. Permission to operate a recovery residence:** The House of Extra Measures-Women, LLC's properties are owned by its' principles under a separate LLC entity. Warranty Deeds will be provided upon request to any individual or entity for a legitimate business purpose.
- d. Nondiscrimination:** The House of Extra Measures-Women, LLC does not discriminate in the hiring, retention or promotion of employees, or in services or accommodations offered or provided to our employees or residents, on the basis of race, color, religion, gender, age, national origin, qualified disability (except for those who, by reason of their disability, would be unable to perform duties required of the program), sexual orientation, HIV status or participation in medication assisted treatment (MAT). Owners will ensure that staff training in non-discrimination will occur not less than annually and will be based on curriculum available through NAADAC or other provider. Employees will maintain their CEU certificates of completion and provide HEMW, LLC .This policy is included in the house standards that residents review during intake orientation.
- e. Marketing materials:** Claims and advertising will be honest and able to be substantiated and we hereby attest that marketing materials do not contain any of the following:

 - false or misleading statements or unfounded claims or exaggerations;
 - testimonials that do not reflect the real opinion of the involved individual;
 - price claims that are misleading; therapeutic strategies for which licensure and/or counseling certifications are required but not applicable at the site;
 - misleading representation of outcomes.

Owners will review all marketing materials (i.e. brochures, newsletters, websites and marketing emails) for accuracy prior to production and distribution.

f. Background Checks and drug screens: Background checks will not be conducted for staff. Applicants are expected to self-disclose any history of felonies and any current or new situations involving arrests, conviction, investigation, or any other legal involvement. An aggravated felony less than 5 years old is disqualifying. Sixteen panel point-of-care cup pre-employment drug screens will be conducted and paid by HEMW, LLC for all staff including any Peer-Support volunteers arranged by HEMW, LLC (UTHealth contract Attachment 4, item 10) and record will be maintained in the employee's / volunteer's file. A positive drug screen for any substances that are not MAT and/or not legally prescribed and approved according to HEMW prescription medication reasonable accommodation policy is disqualifying. Any new positive drug screen for illicit substances or new criminal justice involvement during a contract term with UTHealth will be reported to UTHealth and Texas HHSC.

g. Paid Work Agreements: The House of Extra Measures-Women, LLC may offer residents paid work that includes manual labor or clerical labor. Such paid labor is separate from tasks and chores that the residents routinely perform as a matter of their residency within the home. A "Resident Paid Work Agreement" will be executed prior to commencement of work and will state the following conditions:

- paid work arrangements must be voluntary;
- residents do not suffer consequences for declining work;
- residents who accept paid work are not treated more favorably than residents who do not;
- all qualified residents are given equal opportunity for available work;
- paid work for the operator or staff does not impair participating residents' progress towards their recovery goals;
- the paid work is treated the same as any other employment situation;
- wages are commensurate with marketplace value and at least minimum wage;
- the arrangements are viewed by a majority of residents as fair;
- paid work does not confer special privileges on residents doing the work;
- work relationships do not negatively affect the recovery environment or morale of the home;
- unsatisfactory work relationships are terminated without recriminations that can impair recovery;
- Workers' wage rate and type of work will be in the written Agreement;
- A statement of understanding that the resident or a witness of the resident has the right to file a grievance against the operator if they believe exploitation or harassment, sexually or otherwise, has occurred will be in the written Agreement.

HEMW, LLC will announce that an opportunity for paid work is available. If the number of available and interested workers exceeds the need, workers will be selected according: first to availability e.g., work will not interfere with outside clinical commitments (PHP, IOP), secondarily according to skill sets (trade and or physical ability to perform the work) and third according to the residents' need for paid work for personal sustenance. A resident with a particular skill set may be offered work directly for a particular task. All decisions will be transparent and discussed with staff and residents.

- h. Residents' Personal Financial Affairs:** Financial planning and budgeting are key components of our life skills curriculum. Staff must never interject in residents' personal financial affairs including providing specific instructions, lending or borrowing money or other transactions involving property or services. Financial planning in general and personal finances in particular may be discussed during goals coaching or budgeting sessions, however, staff are limited to education and discussion rather than directing residents' decisions or actions.
- i. Code of Ethics:** The House of Extra Measures-Women, LLC utilizes the NARR Code of Ethics for the operation of the recovery residence. The Code of Ethics is publicly posted on the house information board. Owners / staff / volunteers are oriented to the Code and signed copies are maintained by owner in personnel files. A page on staff ethical considerations and boundaries is also included in the house standards that residents review during intake orientation. *See Code of Ethics*
- j. Grievance Procedure:** Grievance procedures on how to report grievances to owners and the oversight organizations (TROHN, NARR) are posted on the house information board and included in the house standards. Once a written grievance is received, both parties will be contacted separately, appropriate action, if any, will be taken, and the resolution will be recorded. HEMW, LLC will ensure residents' rights are protected and no recriminations, repercussions or consequences will result from grievances filed. *See Grievance Procedures*
- k. Resident Bill of Rights** will be posted in the residence and a copy of the resident requirements as set forth in the house standards will be provided to every resident. *See Resident Bill Of Rights*

3. Financially Honest and Forthright

- a. Financial Fidelity:** A written *Financial Statement* itemizing all fees and charges a prospective resident will pay or could be expected to pay is included on the

application. The terms of this Statement are explained during the tour / interview process and, prior to move-in, this understanding is signed by resident. A copy of the signed document is available to the payer upon execution. *See HOMES Application*

- b. Financial Recordkeeping:** HEMW, LLC utilizes QuickBooks for all financial transactions including resident fees, payments and deposits. We will provide statements of a resident's financial transactions and accurate recording of all resident charges and payments--including payments made by 3rd party payers on behalf of the resident--upon resident or payer request.
- c. Refund Policy:** HEMW, LLC provides refunds according to the terms of the written *Financial Agreement*: the initial deposit less any costs for drug tests or amenities will be refunded within 10 business days back to the original provider of deposit funds only in the case of resident giving a 2 week notice to vacate. All other monies paid to date are otherwise forfeited. If a balance of program fee remains on the books, the resident can utilize that as a credit balance for a future residency for themselves.
- d. 3rd Party Payments:** Residents are to be informed of payments from 3rd party payers for any fees paid on their behalf (see *Financial Agreement*).

4. Data Collection for Quality Improvement

Policy: HEMW, LLC will collect written and verbal information from residents and staff and all resident information will be protected. HEMW, LLC will utilize internally collected data for continuous quality improvement.

Procedure:

- a. Resident Information:** Upon move in the residents will complete an Application For Residency, an Emergency Contact form, medication registration form and an initial Goals Coaching form that will collect basic Personally Identifying Information, life circumstances and goals. This information will not be shared with any outside entity and will be protected. For UTHHealth the residents will interview for an initial assessment and then subsequently per UTH policy. HEMW, LLC is not on consent with UTHHealth, and the information collected is not shared with HEMW, LLC.
- b. Quality Improvement:** HEMW, LLC will conduct continuous quality improvement toward achieving the goal of successful residency outcomes as measured by the following: completing the 12 steps and being connected to the recovery community;

having an income; practicing personal finance management and ability to fund one's own basic life needs; self-management of medications; applying essential life skills including boundary-setting, communication and meal planning & preparation; and generally performing adequately in the life task areas of work, social functioning, and primary relationships. HEMW, LLC will utilize the quality improvement model of Rapid Cycle Quality Improvement (RCQI), defined as "a quality improvement method that identifies, implements and measures changes made to improve a process or a system" through continuous evaluation of house operations, strengths and challenges by weekly QI meetings with house managers, business development and other staff as available. Changes will be implemented to produce a measurable improvement in services. Such changes may be operational (changing rules or processes) or involve specific training of staff, or both. The three fundamental questions that will be addressed using RCQI are: 1) What are we trying to accomplish; 2) How will we know that a change is an improvement; and 3) What change can we make that will result in improvement? Residents will occasionally be consulted at the group level and the discussions will inform the decisions made by staff.

B. Core Principle: Uphold Residents' Rights

5. Communicate Rights & Requirements

Policy: HEMW, LLC will utilize written agreements that are executed prior to beginning residency and will ensure integrity, security and confidentiality.

Intake Procedure:

- a. During the initial screening, the house manager will obtain assessment information from the prospective resident by completing the ***Phone Interview/Application for Residency*** that includes basic rights, requirements, and financial obligations. If the applicant completes the application in person, they should sign it. If not, they should sign it upon arrival to the house, prior to move-in to acknowledge their understanding and agreement.
- b. The House Manager shall conduct a Sex Offender Database search utilizing <https://publicsite.dps.texas.gov/DpsWebsite/index.aspxw> and will notify the applicant whether they are admitted. If they are not, manager will use delicate language in discussing the reason, and provide a short referral list of alternate recovery resources.
- c. If accepted, during intake HEMW, LLC staff will utilize the written Intake Procedures and obtain the residents signature on the appropriate house forms: see ***Consent to Confer/Consent for Emergency Medical Care, Hold Harmless Agreement, Mutual Non-Disclosure Agreement, Consent for Recovery Coaching, Resident Bill of Rights, Emergency***

Procedures and issue the *House Standards booklet, House Standards Self-Quiz HEMW Schedule, Dating Plan Suggestions and Mock Budget.*

- d. New residents will be provided the *House Standards* booklet upon move-in and staff or a peer leader will read the complete Standards booklet with them on the day of move-in (**New Resident Orientation**). The resident will be asked to sign in acknowledgement that they have been oriented to:
- Resident rights
 - Financial obligations and agreements
 - Services provided
 - Recovery goals
 - Recurrence of substance use policy
 - Policy regarding the removal of personal property left in the residence

The signed original will be maintained in the resident's file.

- e. Residents must document any prescriptions/medications they have when they are admitted to HEMW, LLC (*see Medication Registration Form*) and any prescriptions/medications they receive while a resident at HEMW, LLC.
- f. The House Manager will record all prescriptions/medications kept in the resident assigned lockbox (*see Medication Observation Sheet*).
- g. Resident's clothing and linens must be run through the dryer on high heat for 10 minutes to kill any bugs or eggs. Bags and suitcases should be stored in the garage, storage closet or other place that is not in proximity to bedrooms.
- h. The resident will then be given an intake care package consisting of a numbered combination lock, days of the week pill case, linens, spiral notebook, laundry basket and a pen and shown to their room.
- i. A brief walking review of laundry, kitchen, food storage, house message boards, first aid kit/Narcan etc will be conducted with the new resident by staff or another resident. (*See Orientation to House Operations*). Full New Resident Orientation (complete reading of house standards) will occur on the day of move-in and House Standards Self Quiz will be required.
- j. For REDCaps monthly reporting, Tour Tracking, Incident reports and Departure/Discharge reports (*see Recovery Residence Provider Expectations for Project HOMES*)

6. Protection of Resident Information

- a. **Resident Records (Past/Present):** Resident files will be kept in a locked filing cabinet inside a locked office. These files will be under the direct maintenance and supervision of the house manager/owner. The files will be utilized and viewed only by HEMW, LLC staff unless:
1. The resident whose name appears on the file requests to view their file;
 2. The resident has signed a release of information form for the specific person who has requested to view the file, or any parts thereof, in which case a statement forbidding further disclosure will be stamped on each page released;
 3. A court order is furnished requesting the file, or any part thereof, and;
 4. A medical or psychiatric event in which the resident's life is in danger and the residents Medication Registration sheet and emergency contact sheet would aid in the treatment of the resident by first responders and institutions the resident may be transported to. No other information will be shared.
- b. **Confidentiality:** HEMW, LLC will adhere to the confidentiality laws and procedures as set forth in Federal Law 42 CFR, Part 2 Confidentiality of Alcohol and Drug Abuse Patient Records. Federal Law does not restrict sharing of information regarding reported child abuse/neglect or homicidal or suicidal ideation.
- c. **Mutual Non-Disclosure Agreement:** A written agreement including a social media clause will be signed by all incoming residents that will protect the privacy and confidentiality of the other residents' identities and any information. Residents are **prohibited from** using or disclosing Confidential Information on or in connection with blogs, chat rooms and other social media, and can only post images and photos of or with other residents with that residents express permission.

C. Core Principle: Culture of Empowerment

Policy: HEMW, LLC will adhere to the Social Model of Recovery and create a culture of empowerment where residents engage in governance and leadership.

Procedure:

7. Involve Residents in Governance

- a. Residents are able to vote and implement some house procedures in some situations. Per the *House Standards*, residents are empowered to call a special or

emergency meeting if they believe a situation requires. Residents have a vote on: weekend passes for their peers, pet visitation, child visitations (see *pass request*), allowing a resident to return to residency after a recurrence of substance use, house secretary and chore coordinator positions, and terms and conditions of behavior contracts(see *behavior contracts*). Residents are encouraged to discuss how they can contribute to the governance of and promote the objectives of the household.

- b. **Resident-driven length of stay:** There is no minimum or maximum or required length of stay for applicants at HEMW, LLC. This decision is a resident-driven process and should be a central issue discussed during goals coaching as per the recovery goal attainment (see *4.B.*)
- c. **Governance:** As per *House Standards*, residents are included in discussions concerning alterations to the house operations and standards when changes are under consideration. At wrap-ups and house meetings residents vote on overnight passes, extra chores, behavior contracts and the re-admittance of expelled residents. Residents are also invited to bring ideas, concerns or grievances directly to staff. Management has the right to make the final decision on operations and standards.

8. Promote Resident Involvement in Developmental Approach to Recovery

- a. **Peer Support:** Residents will practice peer and personal accountability by utilizing a written accountability and affirmation sheet. Residents are verbally encouraged by staff to share individually or in wrap-up groups and house business meetings if they have any issues to bring up to the peer group to or about management.
- b. **Peer Leaders:** With recognition that leadership within a peer group is a source of self-esteem and self-confidence, residents are encouraged to assume progressively more responsibility in helping others, leading discussions and leading by example in their daily interactions and in house meetings. Peer leaders will develop organically within the group and will be asked to lead the Sunday in-house recovery meeting, conduct tours for prospective residents and conduct **Orientation to House Operations & New Resident Orientation** (complete reading of the House Standards) with new residents. Peer leaders are not exempt from house rules, nor do they make or alter house policies, and they should refer to the Resident Advisor role description, conduct guidelines and examples of responding to issues as set forth in the House Standards. Verbal guidance will also be offered by HEMW, LLC staff to support residents as they grow into this role.

- c. **Resident Progress:** The twice weekly wrap-up group allows residents to share their high points and areas of triumph as well as address any areas of concern. During the weekly house business meeting, each resident is able to share the details of their progress in recovery which is recorded on the house board posted in the living room(see *House Meeting Agenda & Minutes*). This board also lists resident abstinent dates and birthdays, allowing for the recovery family to celebrate milestones.
- d. **Resident Independence:** Residents will participate weekly in cooking or cleaning duties per the house culinary curricula. Dinner will be prepared by residents Sunday through Thursday. One participant will be the chef, then following dinner Cleaner 1 and Cleaner 2 will put away the meals and clean up (*See Chef & Cleaner Tasks*). There are 2 menu's that have a three week schedule and rotated every quarter or 3-month period (*See Menus*).

D. Core Principle: Staff Abilities for the Social Model

9. Staff Model for Recovery Skills and Behavior

Policy: HEMW, LLC will recruit, hire, train and supervise staff with lived experience in recovery.

Procedure:

- a. **Support:** Owners support staff members in maintaining self-care by providing for private living space, allowing for personal time during typical business hours, creating boundaries for off-work hours, providing sick and vacation days, covering duties for staff when necessary and encouraging self- development & education. Sick days are provided “as needed” with consultation and coordination with owner and other house staff. HEMW, LLC will frequently schedule all paid managers to attend or participate in trainings, CEU's, workshops or events that are pertinent to their roles within the organization or increase their recovery knowledge base.
- b. **Boundaries:** Staff are supported in maintaining appropriate boundaries according to codes of conduct in the *Manager & RA Responsibilities, House Standards* and *NARR Code of Ethics*. All staff are required to sign the NARR Code of Ethics. HEMW, LLC will emphasize the upholding of ethical boundaries with staff during onboarding, regular staff meetings and in one-on-one meetings.

- c. **Network:** Staff are encouraged to work personal recovery programs and have a network of peer support.
- d. **Expectations:** Staff are expected to model genuineness, empathy, respect, support and unconditional positive regard. Owners will assess and address and resolve issues that arise through positive intervention, coaching and motivational interviewing. Staff that do not—or did but no longer—meet HEMW, LLC expectations set by owner will be disciplined and/or will be discharged after attempts to help staff rise to the level of expectation.

10. Current and Future Staff are Trained and Credentialed

- a. **Training:** HEMW, LLC staff and volunteers will be oriented to Social Model practices, House Standards and the NARR Codes of Ethics upon start of employment. Owners and house managers may be provided a membership to NAADAC and will be trained and supported in best practices by frequent staffing and participating in monthly trainings offered by NAADAC, RecoveryPeople and/or NARR. All staff including Resident Advisors are required and will be funded by HEMW, LLC to take the Recovery Support Peer Specialist (RSPS) and Medication Assisted Recovery Support (MARS) trainings as soon as possible after hire and work toward RSPS certification. HEMW, LLC will maintain current certifications on file, and each staff member is responsible to ensure their coursework, CEU's and recertification.
- b. **Staff Certifications:** current staff certifications for the above-mentioned credentials will be maintained on file by owners.
- c. **Staff Development:** HEMW, LLC will provide for RSPS classes, test-prep, test and certification. Staff is required to maintain RSPS certification (once obtained) with continuing education including ethics every two years or as required as a matter of their employment with HEMW, LLC. As a matter of personal and professional development, HEMW, LLC will hold a monthly all-managers meeting for the purpose of training and education on topics pertinent to their roles including cultural competency, trauma-informed care, among others.

11. Staff are Culturally Responsive and Competent

- a. **Policies and Procedures** are tailored to serve the priority population of each house including those also recovering from co-occurring mental health issues as well as process addiction disorders (gambling, food, sex).
- b. **Cultural Responsiveness and Competence:** HEMW, LLC will support staff in cultural responsiveness and competence through the staffing and one-on-one meetings and will schedule mandatory recovery oriented CEU's, workshops, webinars, & trainings to attend monthly.

12. Written Job Descriptions That Reflect Recovery

- a. **Responsibilities and Requirements:** Staff member responsibilities are detailed in writing. Staff and volunteers will consist of persons with lived experience in recovery who will be developed from within the residence (promote from within) or recruited from the recovery community (see *Manager and RA Responsibilities*).
- b. **Facilitating:** Staff will facilitate access to local community-based resources (see *Manager and RA Responsibilities and Weekly Goals Coaching form*).
- c. **Job Description:** Job descriptions include staff responsibilities, eligibility and knowledge, skills and abilities needed to deliver services, including having lived experience in recovery and the ability to reflect recovery principles (see *House Standards and Manager and RA Responsibilities*).

13. Social Model-Oriented Supervision of Staff

- a. **Ongoing Development:** Managers with owner and resident advisors with managers, will meet on a regular basis (not less than monthly) for structured supervision and ongoing performance development and self-care check-in. (see *Staff Coaching Sheet*).
- b. **Acknowledgement:** Owners will acknowledge staff achievements and professional development through ongoing support and validations.

- c. **Environment:** Owners will create a positive, productive work environment for staff by providing in-person support, expeditious responses to requests for supplies and repairs & maintenance in the houses and recovery-based supervision and company meetings & meals.

Domain II: Physical Environment

E. Core Principle: Provide A Home-Like Environment

Policy:

14. Ensure the Residence is Comfortable, Inviting, and Meets Residents' Needs

Procedure:

- a. **Repair/Maintenance:** Repair/maintenance issues reported by residents are recorded at the weekly House Business Meeting and addressed immediately by house managers and/or owners. Cleanliness of residence is accomplished by weekly chores assigned to all residents.
- b. **Furnishings:** HEMW, LLC is furnished with typical single-family home style furnishings.
- c. **Entrance and Exits:** Entry and exit doors of HEMW, LLC are typical of a single-family home. Residents are able to leave and return freely as they wish.
- d. **Bedroom Size:** Each bedroom allows for 50+ square feet per bed per sleeping room.
- e. **Bathrooms:** There is at least one sink, one toilet and one shower per six residents.

- f. **Personal Storage:** Each resident has personal item storage space.
- g. **Food Storage:** Each resident has personal food storage space, including refrigerated.
- h. **Laundry:** All staff and residents have full access to laundry services. Detergent, bleach, fabric softener sheets and an iron & ironing board are provided.
- i. **Appliances:** All appliances are to be maintained in safe, working condition.

15. Living Space is Conducive to Building Community

- a. **Meeting Space:** The meeting area can comfortably accommodate the maximum number of residents and staff for any meeting.
- b. **Group Area:** Multiple areas inside and outside the home can comfortably provide space for small group activities and socializing.
- c. **Dining Area:** The kitchen and dining areas are large enough to accommodate all residents preparing meals and sharing a meal together.
- d. **Socializing:** The residence provides areas and furnishings for entertainment and recreational purposes including cards and board games for social engagement. Gambling is prohibited.

F. Core Principle: A Safe and Healthy Environment

16. Alcohol and Illicit Drug Free Environment

Policy: It is the policy of HEMW, LLC to maintain safe and healthy recovery homes.

Procedure:

- a. **Zero Tolerance Policy:** HEMW, LLC prohibits the use of alcohol and/or illicit drug use. Prescribed controlled substances may be allowed in cases of medical necessity.

- b. Prohibited Items:** If there is a report or suspicion that a resident is in possession of an illicit substance, a weapon, prohibited medication listed in the House Standards, pornographic or hate group material, staff will perform search of residents' belongings, vehicle on the property and the residence for any prohibited or hazardous items (see *House Standards and Prohibited Medications List*).
- c. Drug Testing:** Residents are expected to submit to a urine drug screening upon move-in. Random and "for cause" urine drug screens and alcohol swab/breathalyzer tests will be done in the direct presence of staff (open door observation). Refusal to test will be considered the equivalent of a positive test and the resident will be expelled. Proper chain of custody protocol will be followed for any samples being sent to a lab for confirmatory testing. (see *House Standards*). All test results are recorded in the residents' file.
- d. Prescriptions:** Residents will maintain their own prescription and non-prescription medications and supplements with the exception of MAT and psycho-active mental health medications which will be held by HEMW, LLC and made available at scheduled appointment times. Abusing, sharing, selling, giving, buying or trading of medications will result in expulsion. Controlled substance medications are allowed in the house for medical purposes (eg surgery, amputation)] or per our reasonable accommodation policy. Residents will keep their allowed, non-controlled personal medication(s) and packaging in their private locker and utilize a weekly pill case that can be kept in their rooms (see *House Standards*).
- e. Taking Responsibility:** Residents are encouraged to take responsibility for their own and other residents' safety and health. The *House Standards* contains numerous examples of safety and health issues and procedures. Residents with a positive performance of medication compliance for 6 months may be allowed to begin managing their own MAT and mental health medications.

16a. Reasonable Accommodation for Controlled Prescription Medications

Policy:

HEMW has a Reasonable Accommodation process that allows an applicant to request an exception to the prohibition of prescribed controlled substance medications on the basis of a disability that necessitates the controlled medication.

Procedure:

- Each interview/tour applicant will provide a list of all medication including MAT medication.
- If an applicant states they are taking or wish to begin taking a controlled substance for a physical or mental health condition, they will be required to present a letter from their Healthcare Provider stating the following: that the named applicant has been under the care of the provider for a minimum of one year; the diagnosis; the prescribed medication and dosage; testimony that the applicant has consistently followed the treatment plan guidelines and recommendations and not abused or misused the medication, requested early refills or sought an increase in dosage against medical recommendation; and a written statement from the applicant that they have never been diagnosed with an SUD for that medication nor entered SUD treatment for same.
- Once established that the prescription is issued by a qualified licensed health care provider and is medically necessary for a legitimate physical or psychiatric condition, the medication will be allowed if the applicant becomes a resident.
- All controlled stimulants, depressants, sleep/tranquilizers, muscle relaxants, antipsychotics, etc. will be secured in the residents' lock box with MAT Medications and listed on the medication observation record.
- Self-administration under staff observation will be followed.
- Applicant will sign a consent form with HEM for Healthcare Provider and Healthcare Provider for HEM in the event abuse or misuse is suspected. Resident must remain medication compliant in accordance with HEM medication policy.

17. Promote Home Safety

- a. Safety Hazards:** HEMW, LLC attests that electrical, mechanical, and structural components of the property are functional and free of fire and safety hazards. House managers are to report any problems with any components to owners immediately and all safety issues will be resolved immediately.
- b. Health and Safety Codes:** A Certificate of Occupancy is not required for single-family residences in Houston. HEMW, LLC has a Life Safety Certificate issued by the City of Houston for the Hoskins house and attests that the Truscon residence

meets local health and safety standards appropriate to single-family residential occupancy that can be found at <https://statutes.capitol.texas.gov/>.

- c. **Safety Inspections:** Fire extinguishers are inspected and certified annually. Inspections are conducted weekly to ensure the functioning of smoke detectors which are located in every bedroom (and elsewhere as code demands) and fire extinguishers are mounted, in the green indicator zone ready for use and signage in plain sight and that the residence is free of fire hazards (see *Chore Sheet*). The house manager must rectify any unsafe conditions that are out of compliance. The findings are then recorded in the House Business Meeting Minutes (see *House Meeting Minutes*). New residents are oriented to the fire safety rules and procedures and fire drills and Naloxone trainings are conducted monthly to review the protocol with residents if the fire alarm is triggered or if an overdose occurs in the house. The fire drill practices evacuation, rally point and fire safety rules. Fire drills are documented in the *Fire Drill Log*.

18. Promote Health

- a. **Smoke-Free Environment:** Smoking and vaping are only allowed outside of the residence. Residents are free to smoke/vape anywhere on the grounds outside the residence however cigarette butts are to be properly disposed in the butt cans on the porch(es).
- b. **Exposure:** Latex gloves should be worn when handling UA specimens and when addressing any first aid situation where bodily fluids are present. If a resident falls ill with an infectious condition, appropriate testing and quarantine measures will be taken for the safety and protection of the resident and the household.

19. Plan for Emergencies (Including Intoxication, Withdrawal and Overdose)

- a. **Emergency Numbers:** Emergency numbers, overdose and fire evacuation procedures and evacuation maps are posted on the house information board.
- b. **Emergency Contact:** Upon move-in, emergency contact information is collected from the resident and placed in their file (see *Consent To Confer*).
- c. **Emergency Procedures:** During the intake process, residents are oriented to fire evacuation and overdose procedures (see *Emergency Procedures and Page 22*).

- d. Naloxone:** Naloxone is accessible in each house first aid kit and has prominent signage. We will conduct monthly training in its use for all staff and residents.

If a resident is in a medical or psychiatric emergency, then peers or house manager/owner will call 911 immediately (see *Emergency Procedures*) and wait for the ambulance to arrive to transport the ill resident.

The following procedure should be implemented for residents who are assessed as being agitated or dangerous to themselves or others with threatening and/or violent behavior:

1. The house manager/owner or house member will call out "help" in a loud voice. The house manager/owner or house member will ask for aid from the residents who are present.
2. The house manager/owner or resident will instruct a resident to call 911 and inform them that there is a resident who is a danger to themselves or others and is potentially violent. Then, the house manager/owner will approach the resident and attempt a verbal intervention. If the resident calms down, they will wait with the resident until the police arrive and apprise them of the situation. If the resident does not calm down, do your best to ensure the safety of those present and vacate the premises with other residents and wait for the police to arrive.
3. Place hands on the resident only if absolutely necessary and under the observation of the house manager/owner or another resident.
4. Once residents' safety is ensured, have a follow-up meeting immediately with other residents and house manager/owner who were involved in the incident.
5. Document the incident with an incident report and in the resident's file.

The following procedure should be implemented for residents who are assessed as being intoxicated or impaired by a substance:

1. If the resident is assessed to be intoxicated or impaired by a substance, house manager/owner will ask the resident if he/she has been drinking/using a substance. If the resident acknowledges use then they will not be allowed to participate in the recovery residence and will be referred to an appropriate level of care. House manager/owner, or someone of the resident's family or friends, will then transport the resident to the facility.
2. If the resident who is assessed to be intoxicated or impaired by a substance denies using alcohol or drugs then the house manager/owner should ask the resident for a urine drug screen. Also, a room search may be warranted to ensure that no illegal or dangerous substances have been brought into the house. If the urine screen test shows a positive reading or the search reveals alcohol or mood altering/illegal substances, the House manager will

document the incident in the resident file and discharge the resident. Refusal to test will result in expulsion.

1. All Suicidal Expressions or Gestures Should Be Taken Seriously.

1. If a resident reports that they are experiencing suicidal ideations the house staff will encourage them to contact the National Suicide & Crisis Hotline for a consultation #988
2. The house staff will inform the resident's emergency contact that the suicidal resident needs to be transported to a psych hospital.
3. Ensure that the resident is safe by remaining with the resident and remove all potentially hazardous items that may be available to the resident.
4. Manager/owner, family member or EMS will transport resident.

House staff will remain with the resident until the crisis passes. An Incident Report must be completed. A formal evaluation must occur to determine if the resident is in the appropriate level of care and therefore whether to be able to return to residency.

Domain III: Recovery Support

Policy:

G. Core Principle: Facilitate Active Recovery and Recovery Community Engagement

Procedures:

20. Promote Meaningful Activities

- a. **Activity Standards:** Residents will fill out a work/activity schedule each week to create and outline their plans for the week until they are employed. As per the *House Standards*, volunteering is required if the resident is not employed, actively seeking employment or otherwise productively occupied. Residents are required to participate in wrap-up twice a week, both the 4pm in-house recovery meeting and 7:30pm house business meeting on Sundays. Community culinary curricula (cooking & cleanup) is 5 nights per week Sunday through Thursday and residents will rotate turns in the kitchen either cooking once or cleaning twice per week. We will host occasional social events for the houses within the houses around high profile sporting events. We also host an all-community HEM Alumni speaker night on the 2nd Wednesday and birthday night on the 4th Wednesday of each month that is mandatory for all residents to attend.

21. Engage Residents in Recovery Planning and Development of Recovery Capital

- a. **Recovery Plan:** The individualized *Coaching Initial Data Sheet* is created with resident upon move-in. Recovery goals coaching including an exit plan/strategy occurs weekly. These sessions will continue for one month beyond if/when the resident begins self-managing their MAT and psych medications and as long as they remain stable and do not need further staff support. (see *Weekly Goals Coaching*).
- b. **Increasing Recovery Capital:** Residents who are non-working disabled, unemployed or working less than 32 hours per week are required to complete a weekly schedule every Sunday for the coming week, which includes recovery meetings, doctor appointments, volunteer shifts, and leisure activities, among other categories. Utilizing a person-centered approach, residents will identify, define and discuss existing and needed recovery capital to accomplish recovery goals during *Weekly Goals Coaching*. The final goals meeting of the month will center around the REDCap report and residents will explore the areas in which they have made progress toward building their recovery capital. Discharge planning will be included in the discussions as residents accomplish their recovery goals and become ready for the next step in their development toward independence.
- c. **Peer Leader Guidelines:** Guidelines and expectations for peer leadership, support and mentoring roles are addressed in the *House Standards*.

22. Promote Access to Community Supports

- a. **Resource Directories:** A community-based information board pertaining to recovery-oriented activities and resources is maintained by staff and management.
- b. **Local Resources:** Utilizing internally developed resource lists, staff are able to provide referrals to community-based resources such as staffing agencies, volunteering, low or no cost medical or dental services, therapy, IOP, educational opportunities, clothing and bus passes.

23. Mutually Beneficial Peer Recovery Support

- a. **Weekly Schedule:** The house operates according to the published house schedule concerning house meetings, dinners and curfews. Residents fill out a weekly schedule of their chosen recovery support activities to pursue in the community. Recovery events are discussed at the weekly business meeting.
- b. **Peer Support Interactions:** Residents will have frequent mutually supportive interactions throughout the week during family-style dinners, shared culinary

curricula, leisure time, community activities they may attend together and house meetings. The peer accountability sheet also provides the basis for peer support engagements.

24. Provide Recovery Support and Life Skills Development Services

- a. **Life Skills:** Residents participate in life skills development within the house through cooking; clean-up and chores overseen by chore coordinator; developing the skills of communication and conflict resolution at wrap-ups and house meetings facilitated by resident advisor; and financial budgeting, job interviewing and goals coaching with house staff.
- b. **Staff Support and Training:** Staff receives ongoing performance support and training as per D.10 and D.13 herein.

25. Provide Clinical Services in Accordance with State Law

- a. HEMW, LLC does not provide clinical services, nor are clinical services permitted to be provided within the residence by a 3rd party provider.

H. Core Principle: Model Prosocial Behaviors and Relationship Enhancement Skills

26. Maintain a Respectful Environment

Policy: HEMW, LLC requires all staff and residents to model genuineness, empathy and positive regard.

Procedure:

- a. **Modeling:** Staff and residents shall model genuineness, empathy and positive regard as per *House Standards* and *Manager & RA Responsibilities*. Owners will

assess and address with staff during Quality Improvement and one-on-one meetings not less than once a month.

- b. Practices:** Staff will be required to train (and/or obtain CEU's) in trauma informed care and resilience-promoting practices by attending in-person trainings and webinars as directed by HEMW, LLC during the year. These practices will be a priority within the household and ensured by HEMW, LLC during weekly staffing and one-on-one meetings not less than once a month.
- c. Community-building:** Residents are encouraged to inform and help guide operations and advocate for community-building. (*See C.7 & 8 above*)

I. **Core Principal: Cultivate the Resident's Sense of Belonging and Responsibility for Community**

Policy:

27. Sustain a “Functionally Equivalent Family”

Procedure:

- a. Food Preparation:** We utilize a dietician prepared 3-week rotating menu for our community culinary curricula (cooking & cleanup) which is 5 nights per week Sunday through Thursday. Residents will rotate turns in the kitchen either cooking once or cleaning twice per week. Residents frequently plan weekend meals and decorate the house and bake a cake for resident birthdays and holidays.
- b. Housemates:** Residents are asked for their input and majority vote on whether or not a particular resident should be allowed to have an overnight pass; whether to retain a resident on a contract and the terms of the contract or whether to expel in circumstances of repeated and prolonged rules violations; and if a resident can return following a recent expulsion.
- c. Chores:** The resident elected chore coordinator serves a 3 month term and assigns chores to be completed on a weekly basis and checks for on-time completion and if up to HEM standards. Residents will have a window of opportunity up until the beginning of the house meeting to do chore corrections.
- d. House Expenses:** While all household expenses are included in the HEMW, LLC program, residents frequently contribute to weekend meals, house activities and birthday celebrations.

- e. **Meetings:** Business Meetings are held every Sunday with all residents and staff present. Wrap-up groups are facilitated by the Resident Advisor and take place every Tuesday and Thursday evening.
- f. **Common Areas:** Residents have access to common areas at all times.

Policy:

28. Foster Ethical, Peer-Based Mutually Supportive Relationships among Residents and/or Staff

Procedure:

- a. **Informal Activities:** Residents are encouraged by house staff during wrap and house meetings and in one-on-one meetings and during goals coaching sessions to engage with each other in informal activities such as exercise, softball, movies, gym, biking and similar activities in and out of the house.
- b. **Formal Activities:** Residents are required to engage with each other in formal activities i.e. culinary curricula, house meetings, recovery meetings, house activity night, recovery conventions and local AA/NA/CA/MARA holiday and anniversary celebrations.
- c. **Community Events:** Community events such as the Council on Recovery luncheon, gatherings such as recovery fellowship functions, recreational events such as the Run for Recovery, Ride For Recovery and Big Texas Rally For Recovery are announced and discussed at house meetings and regularly promoted by house staff. We routinely volunteer at such events. House manager/owner may, under certain circumstances, transport residents in their own vehicle. HEMW, LLC carries HNO (Hired and Non Owned automobile insurance).
- d. **Transition rituals:** HEMW, LLC move in ritual is that residents give a 3 minute introduction to the group at the next house meeting following their move-in, and the move out ritual is tell their recovery story to the house at their final wrap-up or 4pm Sunday meeting. All residents are engaged weekly at the business meeting to discuss their work in recovery to enhance their sense of belonging and their progress status is recognized and applauded.

29. Connect Residents to the Local Community

- a. **Opportunities:** There is a Community Information board in the common area that is maintained by staff and updated as new resources become available. This board details mutual aid, community centers, medical and dental resources, job training and staffing agencies, recovery-focused activities and leisure, and opportunities for recovery advocacy.
- b. **Mentors and Sponsors:** Residents are required to sustain a relationship with a mutual aid sponsor and are heavily encouraged to develop a peer support network. Each week during the house meeting, staff will inquire of each resident whether and how often they have engaged with their mentor/sponsor and what work they have done in recovery that week. No engagement and no work is not up to expectation and the resident is instructed to engage and do work in the coming week. If four weeks have elapsed and the resident is not engaged and not working a recovery program they will be expelled.
- c. **Support Services:** Residents will attend mutual aid meetings or equivalent support services in the community according to the schedule set out in the *House Standards*.
- d. **Community Connection:** HEMW, LLC has developed a list of an extensive array of community resources to link residents to pertaining to clothing, bus passes, job searching and training, vocational training, family services, health and/or housing programs. This information is variously provided to residents upon move-in and/or upon request as may occur during goals coaching with house staff.
- e. **Promoting kinship within the recovery community:** HEMW, LLC has long standing relationships with several big community events such as those mentioned in 28.c. above. Residents and staff engage in these events including volunteering at the house level and as an organization as a whole. The Council on Recovery, Memorial Area Ministries resale shop, St. Christophers, and Project CURE frequently host HEMW, LLC volunteers. Our practice of frequent volunteering has created HEMW, LLC as a leader in maintaining relations and interactions that promote kinship with other recovery communities and goodwill for recovery services.
- f. **Recovery Network:** Residents are frequently verbally encouraged by all HEMW, LLC staff to create and sustain relationships inside the residence and with others in the external recovery community.

Domain IV: Good Neighbor

J. Core Principle: Be a Good Neighbor

Policy: HEMW, LLC believes in being a good neighbor and has courtesy rules and a policy of being responsive to neighbor's concerns and complaints. HEMW, LLC owners make a point to introduce themselves to neighbors upon taking possession of a new house and provide those neighbors with information on the nature of the home and personal contact numbers. Neighbors are invited to contact owners directly with any concerns.

Procedure:

30. Be Responsive to Neighbor Concerns

- a. **Contact Information:** If engaged by a concerned neighbor, residents will politely provide neighbors with the house manager's contact information upon request.
- b. **Requirements:** If the house manager is unable to resolve the concern, they will escalate to HEMW, LLC owners who will immediately respond to the neighbor's concerns to resolve the issue.
- c. **New Residents** will be informed of our good neighbor policy including greeting and interacting with neighbors and/or concerned parties during initial Resident Orientation.

31. Have Courtesy Rules

- a. **Complaints:** HEMW, LLC has policies to address personal conduct to prevent common complaints regarding smoking, loitering, parking, offensive language, noise and cleanliness of public space. Requirements are in the *House Standards* that each resident is oriented to upon move in and in the *Manager and RA Responsibilities* document that house staff are required to implement and reinforce.

- b. Parking:** As each house has different parking availability, the courtesy rules for each house are documented and explained to new residents during intake orientation and a reminder is read at the weekly business meeting.