



**Booth Road Group Home
Client Handbook
Alberta Professional Services**

Revised 4/2015 JG
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Group Home CLIENT HANDBOOK

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1. Introduction to Alberta Professional Services

- a. Official Agency Title: Alberta Professional Services, Inc.
- b. Greensboro Address and contact information:

Mailing address:
Alberta Professional Services
P.O. Box 14884
Greensboro, NC 27415

Physical address:
Alberta Professional Services
3107 S. Elm-Eugene St
Greensboro NC 27405

336-273-2640

www.albertakids.com

- c. Chapel Hill Address and Contact information

Mailing address:
PO Box 16174
Chapel Hill NC 27516

Physical address:

Booth Road
130 Booth Rd
Chapel Hill NC 27516
919-967-5591 office (24hrs 7 days a wk)
919-968-8948 fax

- d. Agency Mission Statement:

To facilitate the growth, independence and quality of life of all persons served through:

- Assuring their health and safety.
- Considering their preferences, cultural backgrounds, and personal traits.
- Facilitating access to effective services designed to address their individual needs.
- Providing mental health and habilitation services based on best professional practices.
- Serving them in the least restrictive appropriate setting.
- Maximizing opportunities for integration into their community.
- Valuing them and their opinions, including their satisfaction with the services we provide.

- Advocating for their right to receive services actually needed, rather than requiring consumers of MH/IDD/SA services to choose only from what has been made available. This includes an inherent right to live with dignity and respect in the least restrictive setting appropriate for their needs and as independently as their psychological and developmental resources allows.

2. **Welcome and Introduction to the Program**

- Type of Service: **Booth Road** is a low-management group home for six adults living with severe and persistent mental illness (SPMI). Cardinal Innovations Community Operations of Orange-Person-Chatham Counties contracts with Alberta Professional Services to manage and maintain all administrative and clinical aspects of the home.
- Hours of Operation: Twenty-four hours/ seven days a week.
- Number of Residents: 6
- Level of Supervision: One Habilitation Counselors is on duty for the six clients during M-F 8a-4p, when medical appointments and therapeutic programming is most likely. Cell phone support by the Program Director and Program Manager is available twenty-four hours/seven days per week. The Habilitation Counselor on duty at night sleeps.
- Program Goals: The first goal is a reduction in the number and duration of psychiatric hospitalizations for the residents. This goal is quantifiable by comparing the number and length of hospitalizations during the year prior to admission to that of the first year of residence. Our second goal is to promote living skills and independence so that the residents might someday live in their own apartment. This second goal is quantifiable by comparing percentages on the Monthly Tracking Forms on which staff documents their interventions, community involvement and resident responses.
- Program Model & Philosophy:
 - Meaning, Purpose, and Hopefulness
We encourage those in care to experience hopefulness, a sense of purpose for their lives, validation and respect for themselves, their culture, history, and traditions.

We will encourage this experience through self-determination and choices for the resident and family whenever possible, with age and developmentally appropriate spiritual development, with service activities to benefit others, through moral and character development activities, and through artistic or creative activities. The resident's religious traditions will be respected. The use of

ritual and symbols will serve as reminders of the resident's search for meaning in life.

Residents will play an active role in choosing who they live with when we have open beds. They will be a part of the selection committee when we are considering placing new residents in their home.

2. Skills and Knowledge

We encourage residents to develop, practice and use skills for daily living, adaptive behaviors, or independent living. In addition, we believe that learning is an important process for all, but especially for youth who should experience the joy of learning in an academic setting.

We will encourage the development of skills and knowledge through building on strengths whenever possible. We will celebrate successes by highlighting accomplishments and “catching residents doing right.” Mistakes will be viewed as “teachable moments”.

3. Security, Industry, and Personal Enjoyment

We encourage residents to feel safe and secure, and we understand that without this security residents will not be able to develop other life skills. We believe that all people need to feel industrious – that their time is used wisely, and that all need to develop skills for managing their time and finding personal enjoyment and joy!

We will encourage security through maintenance of a safe environment as free as possible from harm, and with a predictable schedule that is appropriate to the developmental level and needs of residents. We understand that recreational events are important in their own right, and that we will need to help residents learn skills to plan and enjoy unstructured time.

We encourage the development and maintenance of caring relationships with family, adults and peers. Mutually satisfying relationships are required for happiness and successful maintenance of inter-dependent relationships. We encourage residents to develop respect for their own feelings and the feelings of others in the context of relationships.

Staff will encourage the development of appropriate caring relationships with residents through role modeling of appropriate skills and behaviors. Staff will serve as a “bridge” to assist the resident in development and maintenance of family relationships and surrogate family relationships. Skills necessary to develop and

maintain relationships will be taught and feedback about relationship behaviors will be provided. It is through interactions that staff and others will model respect for feelings, and that residents will learn about the impact of their behavior on others. In the context of relationships we help residents identify feelings and understand the effect of feelings on behavior.

4. Community-Centered Living

We encourage residents to learn skills for living in the community of their residence, in order to remain in the most “normal,” family-like setting possible.

Community-centered living is encouraged through activities in the community, encouraging “normal” interactions with individuals in the community of residence, and developing resident skills necessary for success in the community. Often the special needs of residents prohibit them from remaining in their community of origin. Even then, residents can learn adaptive skills to be a successful member of their community of residence.

We also have created a supportive peer environment and all of our residents are encouraged to practice and maintain good interpersonal skills.

3. Services Provided

- a. Room and Board – Each resident will have a room that is safe, private, and secure. Each resident will be placed separate rooms based on his or her age, developmental level, sex, and nature and severity of clinical problems. This will help ensure that the opportunities for the development of a safe, therapeutic milieu are maximized and each resident is appropriately served.
 1. Each resident shall be entitled to age appropriate personal belongs unless such entitlement is counter-indicated in the service plan. Each client shall have the right to suitably and appropriately decorate his/her room, or portion of a multi-resident room, with respect to the resident’s own choice and normalization principles and with respect for the physical structure. Decorations that are deemed to be provocative, violent, sexually exploitative, or otherwise inappropriate for a client will be discouraged or prohibited as clinically indicated and determined by a licensed psychologist.
 2. Each resident will have access to nutritious meals and snacks 24 hours per day. Residents are encouraged to

make grocery lists, do grocery shopping with staff, and help plan/prepare meals on a daily basis.

- b. Transportation: Staff provides medically-necessary transportation to psycho-social rehab activities such as Club Nova (Club Nova, the Fountain-House-Model program in Carrboro), doctors, clinics and other community activities deemed to be individually appropriate for the resident. Each resident signs a consent for treatment form yearly that has the information to their hospital/general doctor of choice, their dentist of choice, and their psychiatrist, and staff provides the transportation to and from these choices whenever there is a need for a resident to go to the doctor, dentist, or psychiatrist
- c. Individual and Group Counseling: Staff provide rehabilitation counseling focused on improvement of activities of daily living (ADLS) and increased independence in the community. We do not provide individual or group psychological counseling. Residents will meet with Program Director/Program Manager and staff at least two times per month to discuss chores, outings, substance abuse (if applicable), and any other issue related to their treatment or well being here at the group home.
- d. Recreation: Transportation is provided to Club Nova activities on Thursday evenings. Group home staff encourages group activities on weekends and some weekdays as appropriate to person centered planning to promote integration into the local community.
- e. A therapeutic approach using behavior management: Homestead Place stresses positive reinforcement for any steps toward independence and living in the community. Staff verbally praises completion of daily chores, ADLS, and any movement toward independence. On weekends, residents can earn a small allowance for cleaning their rooms, an important ADL. **It is group home policy that staff never uses any restrictive interventions, corporal punishments, or aversive methods.**

4. Program Policy and Procedure

- a. Equipment and Property: As part of their room and board, residents use all group home furniture, equipment, and public space to engage in ADLs, recreation, relaxation, and activities. Any property damage, beyond normal wear and tear, is reimbursed by the client that did the damage, according to the stipulations of the house rules, signed upon admission.
- b. Family Visits: The program encourages family visits by having an open door policy in which any family member or friend may arrive unannounced from 8a.m. to 9p.m., M-F, and 9a.m. to 9p.m. on weekends. Therapeutic leave with family members is encouraged.

- c. Jobs: Through Club Nova, group home staff encourages residents to gain employment in a Transitional Employment Program that allows residents to slowly reentry the work force. In addition, group home staff encourages residents to gain employment through our local Vocational Rehabilitation Center which also allows residents to slowly reenter the workforce.
- d. Medications: All prescribed and over-the-counter medications are double-locked in the staff office. Staff is trained to properly observe, record, and report resident self-administration of medications. Staff maintains the supply of medications and the medication administration record. Booth Road staff does not “administer” any medication.
- e. Money: Residents are encouraged to start a checking account, if they so choose, and to learn money management. Residents currently receive a government spending check of \$66/month, paid by check by the eighth of the month. The residents decide how this check is best spent. Staff assists with transport to a bank and to stores.
- f. House Rules – see attached document

5. Daily Schedule:

- a. School Year, Summer and Weekend: See attached “Homestead Place Group Home Daily Schedule”
- b. Sick: After returning from a medical doctor or clinic, the resident may rest for the remainder of the day at the group home. Because psychiatrists, case managers, and therapists advise residents to participate in psycho-social rehab, M-F, group home staff encourages quick recovery from all illnesses. All staff promotes out-of-home activities, M-F.
- c. Suspension: In the unlikely event that a resident is suspended from the psycho-social rehab program, the group home Program Director shall immediately convene a team meeting with the case manger and the resident. Program expectations will be reviewed and new daily out-of-home activities shall be developed.
- d. Hospitalization or Long Term Absence: In the event of a psychotic breakdown or a long term absence from the program, the group home will hold the resident’s bed for at least 90 days.

6. Client Grievance Procedure and DRNC: See attached Procedure.

- a. Besides the attached Grievance Procedure, the phone number for Disability Rights North Carolina for Persons with Disabilities is posted on the resident bulletin board outside of the staff room. Every client and legal guardian shall be informed of his/her right to contact the Disabilities Rights of NC 1-877-235-4210.

- b. All clients have the right to participate within 30 days of admission in the development of the plan of services and/or treatment/habilitation plan to be offered by this agency, and to be informed of the expectations of all parties involved in the implementation of the plan.

7. Search and Seizure Policy and Procedure: See attachments.

BOOTH ROAD DAILY SCHEDULE

7:30 am: **RAISING**

8:00 am-8:15 am: ***MEDICINE TIME***

8:30 am-9:00 pm: **Breakfast**

9:30 am-4:00 pm: Activities in the community:
Dr's appointments, clubs,
church, shopping, visits, art & crafts etc

12:00am-1:00 pm: **Lunch**

4:15 pm-5:15 pm: Laundry, room cleaning,
individual responsibilities

6:00 pm-7:45 pm: **Dinner**

8:00 pm-8:15 pm: ***MEDICINE TIME***

8:30 pm-10:00pm: Social activities like
movies, playing cards etc

10:00 pm: **RETIRE**



Booth Road Group Home House Rules

1. Smoking will be restricted to designated areas.
2. Use and/or storage of food are restricted to the kitchen and dining areas.
3. Cleaning and maintenance of common areas (including grounds) and meal preparation activities will be shared by all residents as determined by the group.
4. Overnight guests will not be permitted in the home. All guests have are requested to depart no later than 10pm.
5. Possession of alcoholic beverages, illegal drugs, and paraphernalia is not permitted. Persistent intoxication from alcoholic beverage, illegal drug use, or over the counter drugs is not permitted.
6. Physical abuse, sexual harassment, threats or intimidation directed toward staff or residents will not be permitted. Possession of weapons will not be permitted.
7. Residents' private rooms are to be respected.
8. Residents of the home will agree to the above rules and will arrive at decisions which affect all residents by consensus.
9. Self-neglect and hoarding will not be permitted. If these things cause a resident to be of harm to themselves, to others, or to be a health hazard to the group home, this may result in the discharge of that particular resident from the program.

Booth Road Group Home
130 Booth Road
Chapel Hill, NC 27516

AGREEMENT

I, _____, have received a copy of the Booth Road's Handbook and agree to follow the House Rules and understand my rights as they have been explained to me.

CLIENT SIGNATURE DATE

PARENT/LEGAL GUARDIAN SIGNATURE DATE

PROGRAM DIRECTOR SIGNATURE DATE