



ALLEGHENY VALLEY VETERANS CENTER

Supportive Housing for Homeless Veterans

POLICIES AND PROGRAM GUIDE

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MISSION STATEMENT

OUR MISSION

Provide a full continuum of care to homeless, unstably housed, and low-income veterans and to facilitate your return to the community as a productive, responsible citizen.

NON-DISCRIMINATION STATEMENT

Admissions the provision of services, and referrals of clients shall be made without regard to race, color, religious creed, disability, ancestry, national origin (including limited English proficiency) age, or sex.

DESCRIPTION OF SERVICES

Allegheny Valley Veterans Center (AVVC) is supportive housing for homeless veterans. The mission of the AVVC is to provide a full continuum of support to homeless, unstably housed, and low-income veterans. AVVC participants will receive case management to assist them with developing goals to transition from the AVVC into permanent housing.

Case managers utilize a wide array of approaches to resolve or minimize each program participant's barriers to obtaining housing. Participant choice is paramount. While a case manager may identify an approach or helpful resource, utilizing these recommendations is voluntary. Therefore, it is essential that case managers assertively and positively engage with the veteran, assisting them to develop and achieve a housing goal they want and can sustain.

Overcoming barriers to access housing will require case managers to assist the veteran to utilize veteran affairs and community resources. Case managers must have current knowledge of the many resources that can help a very low-income or extremely low-income veteran to secure and retain housing.

PROGRAM OVERVIEW

Supported housing at the AVVC is more than just housing, it is a program that provides stable housing so veterans can focus on setting and achieving goals which lead to self-sufficiency. Honest communication with staff is key to staff being able to support all veterans as much as possible. Staff members do their best at supporting residents while they work on their goals; however, staff members also hold veterans accountable for their actions.

- We are required to act if we have concerns that you may harm yourself or someone else. If needed, the Veterans Crisis Line or Warren County Crisis Line at CCR will be contacted to evaluate the need for hospital treatment.
- We want to make sure you are as healthy and safe as possible while in our program.

PROGRAM REQUIREMENTS

- Unless otherwise specified, **ALL** veterans are required to do the following:
 - Participate in searching for employment, volunteering, going to school, mental health/D&A treatment, and other activities related to achieving their goals.
 - Veterans will give staff their weekly work schedule, so staff knows where you are in the case that something happens and they need to contact you.
 - Veterans will provide staff with a copy of a current paystubs for verification of income.
 - Meet with staff at least once a week for accountability
 - Satisfactory performance in school and on the job is always expected.

SERVICE PLANNING

- When you first enter the program the process of identifying specific needs, preferences and goals begins.
- You will be involved in the development of a Service Plan based upon an assessment of your strengths, needs, preferences and resources.
- You are expected to follow your Service Plan and work on meeting the established goals.

ELIGIBLE PARTICIPANTS

To become an occupant of the AVVC, the veteran must experience any of the following conditions:

1. "Very low-income": Household income does not exceed of area median income. The median income for an area or community will be determined using the income limits most recently published by the Department of Housing and Urban Development.
2. A veteran who has unstable housing. The veteran is couch surfing. The veteran is not on the lease and may be asked to leave at any time.
3. A veteran who is literally homeless.
4. A veteran exiting treatment without stable housing.
5. A veteran must be able to live independently. While at the AVVC the veteran will be responsible for preparing their meals, daily chores, administer their medications, etc.
6. Must have served in the United States Military and received an Honorable or General (under honorable conditions) discharge.

VERIFYING VETERAN STATUS

"Veteran" means anyone discharged or released from active service—regardless of length of service—excluding anyone who received a dishonorable discharge or was discharged or was discharged through a general court-martial. A bad conduct discharge can result from a general court-martial or a special court-martial. Anyone with a bad conduct discharge from a general court-martial is ineligible; anyone with a bad conduct discharge from a special court-martial is eligible.

Eligible for GPD:

- Honorable Discharge
- General Discharge
- Other-than-honorable discharge
- Bad conduct discharge from a special court-martial: if the person served has documented evidence that their bad conduct discharge was from a special court martial, the person would be considered a veteran for the purpose of GPD and VA can pay per diem. Otherwise, they would not be eligible for per diem payments under GPD until the appropriate character of discharge has been established. This information is not listed on the DD-214. In limited instances regional VBA Offices may have the information.
- Uncharacterized discharge ineligible for GPI)
- Bad conduct discharge from a special court-martial

The best way to determine if a candidate for GPD is a veteran able to receive service is to ask your local VAMC Eligibility Office if the person:

1. "Served in the active military, naval, or air service." There is a VA handbook defining "active military, naval, or air service" that the Healthcare Eligibility Center uses to make this determination. The GPD Program does not typically require more than one day of active military service. (Note, basic training in the full-time active military branches normally meets the definition of active military service, whereas basic training in the Reserves and National Guard does not); and
2. Has a discharge of
 - a. Honorable
 - b. General
 - c. Other-than-honorable
 - d. Bad conduct from a special court-martial
 - e. Uncharacterized

To prove a participant's veteran status, grantees should obtain at least ONE of the following documents:

- Veteran's DD Form 214 Certificate of Release Discharge from Active Duty
- VBA Statement of Service (SOS)
- VHA Veteran's Identity Card
- VISTA printout from VHA healthcare provider
- Hospital Inquiry System (HINQS)
- VBA award letter of service-connected disability payment or non-service-connected pension
- Veteran's Choice Card
- NA Form 13038 which primarily is used to replace a lost or destroyed Report of Separation. Military Personnel Records (MPR) uses this form most often when reconstructing military service data lost in a fire.

- VA Photo ID Card—starting in November 2017. The 2015 Veterans ID Act orders the VA to issue a hard-copy photo ID to any honorably discharged veteran who applies.

Note: the Status Query and Response Exchange System (SQUARES) may be used for preliminary veteran status inquiries. SQUARES allow any Grant Per Diem (GPD) grantee user of the HMIS Repository to instantaneously determine veteran status. The system functions by sending the personal identifiers for an individual participant record as an electronic query to the VA Department of Defense Identity Repository (VADIR). VADIR then uses its standard match logic to determine whether the individual has a matching military record of military service. Importantly, a new version of SQUARES, located at [HTTPS://www.hmisrepository.va.gov/](https://www.hmisrepository.va.gov/) allow for SQUARES results to be used as official documentation for eligibility.

If the veteran is not in possession of his/her DD Form 214, AVVC staff should assist the Veteran in submitting a SF-180, Request Pertaining to Military Records, to confirm the individual's status. Information on how to submit this form can be found on the National Archives website: <http://www.archives.gov/veterans/military-service-records/>

To request verification through existing VIS or HINQS user, AVVC staff can call a designated staff member at the local VA Medical Center with VIS access. Some facilities work out a call process with the VHA registration staff.

PARTICIPANT'S RECORDS/INFORMATION

AVVC participant's records are confidential and secured in a locked filing cabinet in a locked filing room. AVVC computer systems are equipped with technologies to prevent unauthorized use (such as encryption, strong passwords, and biometrics). If you are not in possession of a clients record it must be properly secured in the filing room. Also, at any time you step away from your computer you must lock access to the computer.

AVVC staff should not talk to your participants about their case in public places, staff should not leave information pertaining to participants and their cases in the open, car, etc., don't be tempted to talk about it even with your closest friend, spouse or family members, if you received text messages from your participants, be sure to delete them right away so that your spouse, partner or any member of your family may not be able to see it. Never talk to participants on the phone when someone else is listening or can overhear your conversation. They may pick up some cues about the case and it can put your participants' information at risk. Never brag or post about it on your social media accounts no matter how proud you are of the participants.

AVVC records will be maintained for 5 years. Any documents that have the client's information listed must be shredded when no longer needed. Never leave documents where people can get them.

AVVC staff will ensure participant information privacy and are required to obtain signed releases of information for any third-party that the staff speaks to on the client's behalf when discussing personal information such as name and other details. Under no circumstances should participants' personally identifiable information (such as names, social security numbers, dates of birth, SSN) be sent to over email unless the message is secured.

INTAKE

SERVICES PROVIDED:

AVVC staff will work directly with the participant to complete intake paperwork for admissions to the AVVC. During intake AVVC staff will collect an array of information to ensure services are provided to participants to meet their unique need.

Partnering agencies within the community include but not limited to: VA, Warren Healthcare system and their homeless team.

To connect individuals with employment and career opportunities, the program partners with Career Link for resume building, career counseling and job search assistance and computer training, Dress for Success for interview clothes, the VA Vocational Rehabilitation and Employment (VR&E) for job training, employment accommodation, resume development, skills and coaching and the Office of Vocational Rehabilitation (OVR).

For legal counseling we partner with:

All eligible program participants are connected with the Veterans of Foreign Wars (VFW) representative, Warren VA, VA Non-Service Disability Claims and VA Disability Claims-VFW Representative at Warren VA, Social Security Disability (SSD) and Social Security Insurance (SSI), as needed.

In order to provide low cost free social and recreational activities, we partner with local businesses, local theater and arts resources, the YMCA and the library. AVVC maintains ongoing collaboration with all community resources, for the betterment of our program and our Veterans.

SAFETY, SECURITY, AND PRIVACY

The physical safety and security of the veterans is ensured in varied context and by numerous means. Special attention is given to meeting the unique needs of veterans, especially in the areas Serious Mental Illness (SMI), sexual trauma, homelessness, eating disorders, and interpersonal violence. All program participants have access to clinical staff. AVVC currently maintains a home that supports the safety, security, privacy, and services for veterans. We have placed a concerted emphasis on privacy and security.

Bathrooms are accessible on each floor. Surveillance cameras are in place on the exterior of the facility, main hallways and in common areas. The safety and security of our veterans is the highest priority. A landline phone is available at the facility, with emergency phone numbers clearly posted. Each floor is equipped with a first aid kit, fire extinguishers and Narcan. The fire extinguishers are inspected monthly by AVVC staff. The facility is equipped with emergency exit lighting. The lighting is inspected monthly. Also, the facility is equipped with wireless interconnected smoke and CO2 detectors. The smoke and CO2 detectors are inspected monthly. Furthermore, AVVC staff conducts monthly fire drills and reviews fire safety with the occupants. The outside doors and

bedroom doors have locks with keypad entry. Upon admission to the program, each veteran selects a four-digit code to enter facility and to their individual bedroom. The outside door remains locked, and entry is only available to those with a code. Additionally, veterans are asked to sign in and out of the building to ensure their safety. Any visitor to the program is required to have approval by AVVC staff and sign in as a visitor.

Privacy and confidentiality are foundational blocks to creating this trusting environment where change can occur. Therefore, agency policies focus on safety, privacy, and confidentiality. Our records system meets the security requirements set forth by Federal Standards. All paper documentation storage of veteran's records adheres to the double locked standard of Federal Regulations. Staff are trained in confidentiality and HIPPA annually.

AVVC conforms to the standards of all local fire and safety codes. AVVC staff is trained in Mental Health First Aid and CPR and Narcan.

INDIVIDUAL SERVICE PLAN

Once the veteran's eligibility has been confirmed, the case manager begins by identifying any emergency needs that must be immediately met. AVVC staff and the participant will complete an Individual Service Plan (ISP) upon admission. The ISP is the cornerstone of a collaborative effort between the case manager and the veteran and other supportive resources to help the participant reach their goals. Decisions will be made with the participant and the case manager will consider your values, cultures, and preferences with other professional's expertise and experience. The case manager and veteran will update the ISP every 90 days. The case manager and veteran will use Goal Areas of the ISP as a reference when setting goals. If applicable, the veteran will select the any areas of life they would like to improve. The Goal Areas include Alcohol, Financial, Mental/Emotional Health, Legal, Personal Development, Leisure/Recreation, Living Arrangement, Physical Health, Social/Spiritual Support, Vocational/Educational and other.

Goals: What the veteran wants to change or achieve in their life. Goals are stated in the veteran's own words.

Barriers: Are in the way of their goals.

Strengths: Are the tools the veteran already has to help reach his/her objectives or goals. Strengths are skills, talents and dreams that will help accomplish the goals.

VETERAN'S RIGHTS

- You have the right to be treated as an individual with dignity, compassion, and respect; with reasonable protection from harm; and with appropriate privacy.
- You have the right to expect confidentiality, unless disclosure is required or permitted by law, or you have consented to the release of such information.
- You have the right to directly participate in planning your rehabilitation services

- You have the right to receive unopened mail. If there is reason to believe the mail may contain contraband, you will need to open the mail in the presence of a AVVC staff member.

VETERAN EXPECTATIONS

- Veterans are expected to follow the program rules.
- Veterans will not be permitted a pass in the first 30 days. After 30 days veterans must request a pass from the AVVC staff.
- Veterans are expected to be respectful of other veterans and AVVC staff.
- Veterans are expected to maintain the cleanliness of the common areas and bedrooms. Also, veterans are expected to clean up after themselves.
- Veterans are expected to remain drug and alcohol free in the facility.
- Veterans are expected to participate in random drug screens if required.
- Veterans are expected to participate in house meetings when required.

PROGRAM FEES

AVVC retains possession of the rooms while you are in the program. This means that this is not the traditional "landlord-tenant" relationship. You are considered a guest of the AVVC, and you may be asked to leave for rule violations and/or safety concerns.

- You will be charged a monthly fee of up to 30% of your income while you reside in the AVVC, not to exceed \$300 per month.
- The fee monies are applied toward utilities, maintenance, and repairs to the AVVC.
- Veterans are encouraged to take advantage of Warren County's various food banks.

CURFEW

- Veterans are expected to sign in and sign out when they leave the premises.
- All veterans must be in the facility by curfew.
- Veterans' curfew is **10:00pm**. Exceptions must be cleared with staff.
- AVVC will perform random curfew checks.

PRIVILEGES

Veterans who are meeting their expectations can enjoy the following privileges. In addition to the below privileges, veterans will also be able to attend field trips and outings.

OVERNIGHTS

- Veterans are not permitted to have any overnights for the first 30 days in the program.

- After 30 days, veterans are eligible for two overnights per month. A request for an overnight must be made in advance to the staff for approval.
- Veterans should return by curfew the following day and should notify staff when they are back.
- In the event of an emergency, please notify staff immediately if an overnight is needed.

VISITORS(S)

- Visitors Rules:
 - Visitors **MUST** sign in and out.
 - Visitors are not permitted in any bedrooms; they are to stay in common areas only. Staff should be notified if any visitors will be in the facility for security and accountability purposes.
 - Visitors under the age of 18 **MUST** be accompanied by a parent or guardian and supervised by them at all times.
 - Veterans shall not leave visitors unattended.
 - All visitors must abide by the same rules that the veteran abides by.
 - All visitors are to be off premises by **9:00pm** curfew. **No exceptions**
 - **NO** overnight visitors are permitted.

Visitor's curfew is as follows: Curfew is at **9:00pm** on all days

DISCIPLINARY/PROBATION PROCEDURES

- In the event of a rule violation, the veteran will receive a verbal warning, after two violations a written warning documenting the offense. After three violations, the veteran may be terminated from the program.
- If a veteran is terminated from the program, they must leave the property immediately without incident and will not be permitted to be on property unless accompanied by staff. Arrangements will be made in advance with case manager for **ONE** day to move their belongings. They will **NOT** be permitted to be back on property afterwards.
- Any veteran asked terminated from the program will not be allowed back on property to visit other veterans.
- **Veterans may be discharged from the program because of behavioral issues.**

IMMEDIATE TERMINATION

- Veterans maybe immediately terminated from the program for violating the following:
 - **WEAPONS ON PREMISES AT ANY TIME. (NO EXCEPTION)**
 - Physical altercations between veterans.
 - Any involvement in illegal activities. This includes but is not limited to stealing from other veterans or staff, possessing drugs/alcohol or drug paraphernalia in the facility, and drug/alcohol use in the facility.
 - Violation of the No Smoking & Burning Policy,

- Repeated safety violations or concerns
- Intentional destruction of property.
- Threatening or intimidating staff or other veterans.
- Bringing a Megan's Law offender or wanted criminal onto property.
- Continual behavioral problems. Also, for being disrespectful to other veterans, AVVC staff and volunteers.
- Theft of AVVC property or another veteran's property

VIOLENT BEHAVIOR

A veteran may be discharged from the program when staff has witnessed the person, or the veteran has admitted to, being violent or physically intrusive inside the facility, or has repeatedly targeted another individual. This includes:

- Hitting, kicking, slapping, pushing
- Throwing objects at someone
- Any unwanted physical contact
- Being verbally abusive repeatedly to the same person

Staff will intervene in a conflict and encourage those involved to work things out. When a veteran has assaulted anyone at the facility or been physically intrusive, aggressive, and staff have seen it, or the veteran admitted it, the veteran will be discharged from the program and asked to leave the AVVC. Staff will be honest with the veteran about why she is being asked to leave. If possible, the staff will help the veteran with their plans and provide alternatives. The staff will remain non-judgmental.

ABANDONMENT

In the event that any veteran is missing from the property without knowledge or permission of staff and is unable to be contacted, staff will contact the emergency contact. If the emergency contact is unable to locate the veteran and put him/her in contact with staff, staff will contact local hospitals and jail. If no contact is made in 5 days, the room will be abandoned. The lock code will be deleted, and the veteran will be discharged from the program. Veteran or emergency contacts will have three days from this point to arrange pickup of the missing veteran's belongings. Anything left after three days will be considered a donation to the AVVC.

TERMINATION APPEAL PROCESS

- Staff should be notified immediately when an appeal is being filed.
- If the situation is not resolved to the veteran's satisfaction, the veteran may appeal, in writing, to the Executive Director within 72 hours of the receipt of a termination notice.
- The Executive Director will schedule a meeting with the veteran within two working days. After the meeting the Executive Director convey with the Board of Directors and will respond with the decision via letter to the veteran. A copy of the response will be added to the veteran's file. AVVC reserves the right to review all appeals with the Board of Directors.

KEEPING THE PROPERTY SAFE CLEAN

- Each veteran is responsible for their own conduct as well as their visitors. This is to enable us to maintain a clean, safe, and secure living environment.
- Illegal substances, such as drugs and drug paraphernalia are not permitted on property at any time.
- Alcohol is also not permitted in the facility at any time. (NO EXCEPTION)
- Occupants are not permitted to be on property after taking illegal drugs.
- Veterans will submit to random drug screens.
- All veterans are expected to participate in the maintenance of the property (cutting grass, shoveling snow, picking up litter, etc.).
- Veterans fleeing domestic violence will not invite the person they are fleeing from or have a protective order against onto property.
- In the event of locking yourself out, notify staff immediately. Veterans are encouraged to select a four-digit number for the door code that they will not forget. Windows are not to be used as an entrance at any time.

KEEPING YOUR ROOM CLEAN

- Veterans will maintain a healthy standard of household cleanliness, personal hygiene, and proper medical care. This includes addressing any mental health or drug and alcohol concerns.
- Laundry facilities are provided on premises. **ONLY** occupants are permitted to use these facilities and may not use them to wash items for people not in the program.
- Trash is to be removed from the building and placed in the dumpster provided.
- Report any maintenance problems and possible pest infestations to staff immediately.
- Pets are not permitted in or around the facility This includes feeding stray animals and guests bringing animals into the facility.
- There will be weekly residence cleanliness inspections as well as residence searches as deemed necessary by staff. In the event of a failed room inspection, the veteran will have 24 hours to clean the room. If this is not done within 24 hours, an action plan will be put in place and the veteran will be issued a written warning. If not completed within 24 hours after the written warning the resident will be evicted from the facility.
- AVVC staff may enter the residence and any room at any time whether you are present or not.

SERVICE DOGS

- Must be on a leash when in other areas other than the room.
- Must be housebroken and not disturbing of other residents.
- Must be current on Rabies and other vaccinations. Proof must be provided.
- Must be licensed/registered according to state and local laws
- Must be Spayed/Neutered
- Limited to 1 dog with the name of the dog provided to the AVVC Staff
- Must be trained service dog providing a specific service for the veteran.
- Must be feed, food and water in room only.
- Any droppings, feces, vomit, or excrement of any kind must be immediately picked up in a plastic bag and disposed of in dumpster.
- Must urinate away from the building, light posts, fence, etc.
- Must have some sort of Flea/Tick protection on

GETTING ALONG WITH STAFF AND OTHER GUESTS

- Veterans are always to treat staff and other veterans with respect.
- Profanity and verbally abusive language should never be used when speaking with staff or veterans.
- Veterans are to keep staff updated on any changes regarding employment, finances, etc.
- Veterans are expected to communicate honestly with staff.
- Noise should not be heard beyond one's room/apartment, this includes language and conversation, the noise level of music, TV, voices, and other activities.

MOVING IN

- After completing an intake packet, you will choose a key code for the front door and your room.
- While moving in, if any problems with the residence are found (appliances not working, lights not working, damage of any kind, etc.) please let staff know so repairs can be made.
- No additional persons can become occupants.
- Veteran's property will be search upon intake to ensure contraband is not brought on AVVC

Failure to abide by any of the following program requirements may result in the move in process being terminated and discharge from the AVVC Program.

FIRE SAFETY/NO SMOKING & BURNING POLICY

AVVC is committed to providing a safe and healthful environment for its staff and veterans. AVVC strives to control involuntary exposures to the harmful substances produced by tobacco smoking and to minimize fire hazards.

- It is the policy of AVVC that smoking is only permitted in the designated smoking area.

- The policy covers all types of burnt and smoked products including cigarettes, tobacco, cigarette products, vaping as well as candle and incense burning.
- Cigarette butts must be disposed of in the appropriate containers and not on the ground.
- Smoking is only allowed in designated areas.
- Any littering of cigarette butts will result in a written warning.
- **NO** space heaters are permitted. If there is an emergency, we will provide you with space heaters.
- Make sure to clean lint traps in the clothes dryers before and after each use.
- Do not tamper with any fire equipment, including smoke detectors. If a smoke detector needs a new battery or keeps going off, please let staff know.
- When the building fire alarm sounds, all veterans and visitors are to exit the building immediately via the stairwells directly to the outside and should proceed to the designated area across the street from the AVVC for an accounting of all guests.

PROHIBITED ITEMS

Veterans are not permitted to bring firearms or other weapons, ammunition, intoxicants, narcotics, or preparations for self-medication onto the AVVC grounds. Alcohol based products such as mouth wash are prohibited. Gas emitting canisters, (i.e. tear gas, mace, pepper spray, etc.) are also prohibited. Any violation of this provision by a veteran will result in appropriate discharge measures. Any prohibited articles found in the possession of a veteran will be impounded and disposed of. In addition, the staff reserves the right to confiscate or require the removal of any material that is offensive to others and/or in general bad taste. This includes books, magazines, tapes, posters, clothing, etc. which are pornographic, hateful, terroristic, personally, or religiously offensive, etc.

VEHICLES

If you enter the program already owning a vehicle, you may be asked to restrict its use. All vehicles must be properly licensed including: 1. Valid license registration, 2. Current inspection sticker, and 3. Proof of valid and current vehicle insurance. In addition, you must possess a valid state driver's license. You are not permitted to drive any vehicle without proof of a valid driver's license. Each resident is allowed 1 vehicle parked at the facility at any time and the vehicle must be in working condition. The parking lot is not a vehicle repair facility any repairs must be completed elsewhere away from the facility. Any additional vehicles must be stored off the grounds. You cannot "borrow a car from another person unless previously approved by AVVC Executive Director. Violation of this rule will result in disciplinary action including possible discharge from the program.

NOTE: Prohibited items may not be kept in vehicles. If you own a bicycle, you may secure it in designated areas.

EXCHANGE OF GOODS/SERVICES

Transactions between veterans and transactions with staff are prohibited. Veterans may not sell or trade merchandise or services with other veterans or with staff. Anyone presenting themselves at the door of the AVVC attempting to solicit, sell, or borrow will be turned away.

BORROWING/LENDING MONEY

AVVC veterans are not permitted to borrow money from, lend money to, the selling of goods or services to or barter (exchange items) with other AVVC participants or staff members/volunteers. The possibility of irregular discharge may be imposed on all parties involved in such transactions.

GAMBLING

Gambling (defined as any activity/game of chance that presents the opportunity for financial gain) is not permitted in any form. This includes raffles, card games, sports pools, lotteries, etc.

LAUNDRY

Veterans are responsible for completing their own laundry functions. Bed linens are to be laundered at a minimum rate of bi-weekly to coincide with Safety and Sanitation inspections. The laundry rooms are equipped with automatic washers and dryers that are free of charge. Use of washers and dryers is at individual's risk. Veterans are expected to provide their own laundry detergent. Hours will remain flexible as long as they do not interfere with planned or scheduled activities. AVVC does not accept any responsibility for lost or damaged clothing. Shoes are not to be placed in the washers or dryers under any circumstances.

MEDICATION MANAGEMENT

- All prescribed medications are to be kept in your medication lock box and secured. Your bedroom must be secured at all times.
- You should never exchange medications with other people.
- If medication is left lying around at the AVVC and you find it you should immediately turn it in to AVVC staff.
- Each veteran will submit to a monthly Health Inspection with AVVC staff to include a medication count.
- Veterans are expected to take all prescribed medications as ordered by their doctor.

ABSTAINER'S CONTRACT

- As an occupant of the AVVC, you will be expected to abstain from possessing and/or utilizing alcohol, drugs, or other mind-altering substances.
- The use of non-prescribed drugs and abuse of prescribed drugs is also prohibited as a component of this abstinence requirement,
- Voluntary submission to a breathalyzer, blood alcohol, and urine screening upon staff request is required.

SUBSTANCE USE POLICY

The AVVC does not accept veterans who are currently using illegal drugs. Any veteran suspected of using any drugs or concealing syringes will be discharged from the program.

ADMISSION

- Veterans will be questioned about current drug and alcohol use at admission.
- Veterans are asked to commit to remaining drug and alcohol free during their stay at the AVVC.
- All medications, syringes, and drug paraphernalia are to be turned in upon admission to the program.
- Prescribed medications will be stored in the veteran's lockbox and will be accounted for monthly.

ALCOHOL AND DRUG SCREENING

- When asked to provide a urine sample, you will have two (2) hours to comply with the request. Failure to do so will be considered a refusal and can result in an automatic discharge from the program.
- Evidence of drug use can result in possible discharge from the program.
- A positive drug screen will require a repair plan to be developed and implemented with AVVC staff. Also, an increase in drug testing will occur and passes will be revoked. The veteran will have an increase in NA/AA meetings. Possibly an in-patient drug and alcohol treatment center through the VA or in the community.

Staff will look for the following when determining if a person is under the influence of drugs or alcohol. These include:

- Difficulty walking
- Disoriented or confused
- Slurred Speech
- Dilated or constricted pupils
- Difficulty in gross motor movement
- Gurgling noise from mouth/throat
- Non-responsive to stimuli
- Lips appear blue in color
- Clammy skin

To ensure safety when an overdose or suspicion of impairment is evident, AVVC staff will notify local 9-1-1 so that medical attention and evaluation may be provided.

*Narcan is located on site and all staff will be trained on how to use it if necessary.

MEDICAL EMERGENCY PREPAREDNESS

- In the event of a life-threatening emergency such as an overdose, chest pains, loss of consciousness, shortness of breath, or a severely injured veteran:
- Call 9-1-1 from the AVVC phone and give the location of the residence and the nature of the emergency.
- Render assistance to the victim as appropriate.

- After the paramedics arrive and the situation is under control, contact AVVC staff to inform them about the situation.

In the event of a non-life-threatening medical emergency such as an illness or minor injury contact AVVC staff to inform them.

FIRE PLAN

The primary purpose of the fire plan is to provide a course of action for occupants and staff to follow in the event of a fire. If it becomes necessary to evacuate the facility due to a fire, the fire plan must be followed. Simulated fire drills will be held at the AVVC monthly. All occupants present in the facility during a fire drill will be required to participate.

IF A FIRE STARTS IN THE AVVC, REMEMBER R.A.C.E.

Remove--yourself and others from danger.

Alert--the fire department by dialing 9-1-1.

Confine--the fire by closing all doors and windows

Extinguish--the fire, if possible, with a fire extinguisher

IN ORDER TO R.A.C.E. YOU WILL BE REQUIRED TO

- Learn the location & fire extinguishers and how it to use them.
- Learn the location of the exits in the house.
- Become familiar with the emergency evacuation plans posted throughout the facility.
- Participate in monthly practice fire drill.

IN THE EVENT OF A FIRE

- Occupants and staff shall utilize R.A.C.E.
- Call 9-1-1
- Close all doors and windows but do not endanger yourself or others by remaining in the facility.
- All occupants will evacuate the building using the closest exit and assemble outside across the street from the AVVC for a head count.
- Notify Executive Director when head count is completed
- When the "ALL CLEAR" is given by the fire department or Executive Director, occupants may re-enter the house.

FIRE EXTINGUISHERS

P.A.S.S. is the password for fighting a fire with a portable extinguisher:

- Pull--the pin
- Aim--low
- Squeeze--the handle
- Sweep--from side to side

INFECTION CONTROL POLICY

PURPOSE: To provide policies and procedures for veterans in AVVC Program.

POLICY: All occupants in the AVVC will follow the Infection Control guidelines to prevent the transmission of infection.

PROCEDURES:

- Hand washing is the single most important means to prevent the spread of infection.
- Hand washing technique-wet hands, soap, and wash for 10-15 seconds, rinse and dry with a paper towel. Use paper towel to turn off spigot to prevent recontamination your hands.
- When to wash your hands: after blowing your nose, coughing, or sneezing, after using the bathroom, touching pets, before handling food, cleaning wounds, changing bandages, and eating.

CLEANING SUPPLIES:

AVVC occupants shall always maintain adequate cleaning supplies. This includes:

- Disinfectants
- Sponges
- Paper towels
- Brooms and Mops
- Housekeeping gloves (replace if cracked or peeling).

Bathrooms:

- Clean and disinfect the toilet weekly or as necessary.
- Clean the showers after each use.
- Sweep and mop floor weekly and as needed with floor cleaner.
- Never share items such as: razors, toothbrushes, bathroom water cups, combs/brushes, and towels/washcloths.

Kitchen:

- Each veteran is required to mark all personal food items and ensure proper disposal of all perishable food.
- All leftovers must be refrigerated in covered containers marked with the date. Failure to do so will result in food being discarded.
- Leftovers are to be discarded after 48 hours. Failure to do so will result in food being discarded.
- Items with expiration dates must be used prior to the expire date. All expired items found in the refrigerator will be discarded.

- Refrigerators must be cleaned weekly to prevent mold.
- Stale or spoiled food must be thrown out immediately.
- Food must be thawed in the refrigerator or microwave, not on the counter.
- The refrigerators must be set at 40 degrees F and the freezers at 0 degrees F.
- Vegetables and fruits should be washed under running water before using to cook or eat.
- Separate cutting boards and utensils must be used for raw and cooked foods. Never use a cutting board another person has used unless it has been washed first.
- Clean the can opener and cutting wheel after each use.
- Wash dishes and utensils in hot, soapy water after eating, or use the dishwasher.
- Never pour used mop water down the kitchen sink, all used mop water is to be poured in the toilets or in the sink in the laundry room.
- Never eat raw meat, fish, or eggs.
- Do not buy eggs at grocery store with cracked shells.
- Cook meat and poultry until juices run clear and there is no pink.
- Cook fish thoroughly.
- Cook eggs until yolks are not runny. Scrambled eggs should be firm and dry.

*Note: Veterans must remain in the kitchen or kitchenettes when using the stovetop and/or microwave.

CONTAMINATED WASTE

- Never handle another person's body fluid (blood, saliva, semen, vomit, etc.) without wearing gloves. Treat everyone's blood and body fluids as if they are infectious
- Place contaminated needles (diabetic patients on insulin) and razor blades in the locked puncture resistant, "sharps" containers, located in the bathrooms underneath the vanity sinks.

When cleaning up body substances:

- Wear latex or utility gloves.
- Wipe substances with paper towels.
- Use a plastic bag to dispose of towels as you clean.
- Use more towels and/or mop to clean area with hot water and disinfectant.
- When finished cleaning, put latex gloves in plastic bag.
- Seal the bag and place in a second plastic bag. Dispose of it in outside trashcan.
- Disinfect utility gloves in disinfectant and water.