6.2 Transitional Housing

Opportunities Program | First Steps

2016

POLICY & PROCEDURE MANUAL



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* + 1. Program Resident Rights & Responsibilities

Department: Transitional Housing

Approved By: Planning Team

Issue Date: October 2010

Updated: June 2016

Policy

Transitional Housing Residents will be required to abide by expectations regarding their rights and responsibilities while participating in the Program.

Procedure

Program Residents have the Right:

* + - * To be treated with dignity and respect.
      * To a safe and supportive environment when accessing Programs.
      * To have their information kept private.
      * To privacy in dealing with staff and confidence preserved within the extent of the law unless there is a threat to the participants safety, or the safety of the staff or the community at large.
      * To obtain information on the services and programs available through the Gateway of Hope.
      * To have their questions and concerns addressed in a prompt respectful manner.
      * To receive an explanation of the reasons for the discontinuation or the denial of services.
      * To make a complaint, file a grievance and access the appeal process.
      * To provide input on policies and services.
      * To actively engage in the development of a personal plan of action by staff to address their own personal issues.
      * To request and receive information on devotional services, chapel or obtain a referral to the Spiritual Care Coordinator.

Program Residents have the Responsibility:

* + - * To treat each other and staff with dignity and respect.
      * To give the staff the information they need. This is so staff can deliver the best possible services, referrals and Programs.
      * To not take actions that could cause harm to their persons, each other or staff.
      * Adhere to the rules and regulations outlined in their Programs offered by the Gateway of Hope.
      * To make a sincere commitment to actively participate in the Transitional Housing(s).
      * To keep their appointments. Residents should contact the appropriate person(s) if they need to cancel an appointment.
      * To notify staff when they are experiencing difficulties in their Programs.
      * To keep clean and tidy their assigned living quarters.
      * To follow the scheduled activities of their Transitional Housing and to maintain the guidelines as outlined in these Programs.
      * To adhere to the abstinence based focus of the transitional housing program.
      * To not smoke or loiter around of the Gateway of Hope property.
    1. Admission Criteria

Department: Transitional Housing

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

The Gateway of Hope has established admission criteria for both programs within transitional housing. The Opportunities Program and First Steps

Procedure

* + - * An applicant must be 19 years of age or older and be homeless or at risk of homelessness; be in recovery from addiction and/or be suffering from a mental illness, be referred from an external agency / professional or from the Emergency Shelter.
      * An applicant must be sincere in their desire to actively participate in the program/s which are designed to assist the individual to move forward out of their present circumstances towards wellness and self- sufficiency.
      * An applicant must demonstrate a basic level of emotional stability.
      * An applicant suffering from mental health concern must be medically stable and under the direct care and/or monitoring of a mental health professional.
      * An applicant for the recovering from an addiction is expected to have considerable clean time (90 days is the preferred length) or have successfully completed a treatment program; be involved in an external recovery support program and have an established relapse prevention/intervention strategy.
      * An applicant must possess the basic physical and social capacity to live within a semi-independent co- ed community environment.
      * An applicant must meet the requirements of our Zero Tolerance Policy for drugs or alcohol while residing at the Gateway of Hope.
      * Eligibility of an applicant is dependent upon the availability of accommodations.

If the applicant does not meet some of the above mentioned criteria they may be eligible to enter the transitional housing program under the First Steps model. This program recognizes progress made towards the criteria and works with the residents to move through some of their barriers within the first 6 months of their stay. This may include additional accountability, changes to curfew times and a wider support network of staff up to and including emergency shelter support staff.

* + 1. Intake Procedures

Department: Transitional Housing

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

The Gateway of Hope will provide a comprehensive intake process in order to: ensure applicants meet the admission criteria; acquire documentation to assess the applicant’s ability to actively participate in the Program; and provide a fair and equitable access to our Program.

Procedure

* + - * A referral to the program from the emergency shelter staff or the community at large by having the referral form completed and forwarded to the transitional housing advisor for review and scheduling of an appointment.
      * An agency can make a referral by providing the applicant with the information and direct them to contact the housing program advisor. Referral forms are filled out by the agency and returned to the Gateway of Hope for review. An appointment is scheduled for an initial interview.
      * Initial interview and appointment with the program advisor is to learn more about the program. An assessment is done to determine if the applicant meets Program eligibility and to determine if they meet the admission criteria.
      * The applicant is given an overview of the program, information on program placement housing, expectations, rights and responsibilities, residential rules and regulations are reviewed, time is set aside to answer questions or address concerns and a tour of Gateway of Hope is given.
      * Applicant will be requested to try to identify what personal barriers may prevent them from attaining self-sufficiency and sustained housing, and to develop personal goals they wish to achieve.
      * The application is reviewed by the transitional housing team who will determine if program eligibility is met. If the applicant does not meet program eligibility then the application is denied and the applicant will be notified.
      * If the applicant is approved to enter the transitional housing then their name is put on the wait list. When an opening becomes available in the transitional housing and the applicant confirms his entry into the program, they must then complete any pre-admission requirements before entering the transitional housing.
      * The participant is given a date and time to move into the Gateway of Hope.
      * Participant will be given a program acceptance letter outlining goals and plans as discussed in their application.
    1. Case Management

Department: Transitional Housing

Approved By: Planning Team

Issue Date: October 2010

Updated: June 2016

Policy

The transitional housing operates within a case management structure based on the recognition that a trusting relationship between the Program Advisor and the participant is essential.

Procedure

Goals and Action Plan

Through the admission process, the program Advisor will have the opportunity to gather the necessary information to begin to build a client-focused individualized program and a plan of action to establish goals to overcome personal barriers and work towards a healthy lifestyle, self-sufficiency, career / employment, education, and sustainable housing.

Assessment

The admission process enables the advisor the means to do a needs assessment based on the resident’s identified physical, social, financial, or mental health issues in relationship to his/her identified achievable goals

Advisors will use the Outcomes Star Journey of Change assessment tool after the resident has been in the Program for one month and then every 3 months after. The Journey of Change is a scale outlining key steps in a transition from dependence to independence. The scale underlies Ten Ladders used to measure a user’s progress in each of the outcome areas.

The Outcomes Star is used to genuinely support growth by allowing for discussion of changes and setting goals to encourage the person to move forward and find ways to meet their needs.

Planning

An individualized action plan is developed based on the resident’s goals identified from the Outcomes Star Chart with the guidance and support of the advisor.

Progress Notes and Weekly Accountability Schedule

Advisors will meet weekly with residents on their caseload to review weekly accountability schedule and discuss any concerns or progress toward goals. Entry into progress notes will be made of meeting and any relevant issues concerning the resident.

Bi-Weekly Transitional Housing Team Meetings

Program team will consist of the Residential Services Manager, Advisors, RSW and the Spiritual Care Coordinator. They will meet bi-weekly to discuss the progress of each program participant and how to support and encourage on- going change.

Internal/Community Resources

The advisor will refer the resident to in-house services and courses as well as agency / ministry services and support systems within the community in accordance to the participants identified goals in their personal action plan.

Support

If a resident is not fulfilling their program obligations, intervention by the housing team will occur to provide additional guidance and support to assist the resident in complying with their program obligations.

The team will provide additional support to the residents; as a venue for sharing information regarding the different components of the program; and a means of deciding and facilitating intervention when necessary.

Advocacy

The advisor will intercede on behalf of a resident to ensure equity and appropriate services are being provided and accessed.

Crisis Intervention

Staff will assist a resident in crisis to stabilize through direct interventions and mobilizing necessary services and supports.

Resource Development

The Gateway of Hope will, when appropriate, create additional services or resources to address the needs of residents. Additional services may be obtained through partnership with other agencies in providing services on-site.

In-House Services

Currently the Gateway of Hope offers the following in-house resources / services to the Transitional Housing:

* + - * Transitional Housing Program Advisors
      * Financial Wellness
      * Literacy Testing
      * Spiritual Care / Spiritual Care Coordinator
      * Housing Support
      * Program Services
      * Agency Referrals

The housing team will plan events such as barbeques and social events for the residents and develop plans for program improvement.

* + 1. Community Partnerships

Department: Transitional Housing

Approved By: Planning Team

Issue Date: August 2008

Updated: June 2016

Policy

Community Partnerships will be an integral part of the program delivery model for the Transitional Housing.

Procedure

Program residents will be provided with access to external services and programs that are not available in-house.

Program Advisor(s) will provide referrals for the residents to contact external professional expertise, community- based programs and resources.

Community partnerships will be developed to allow for wider options to enable the residents to successfully meet their personal achievable goals.

The Gateway of Hope, where possible, will also share our resources and programs with our community partners.

* + 1. Resident Focused Resources & Assistance

Department: Transitional Housing

Approved By: Planning Team

Issue Date: August 2008

Updated: June 2016

Policy

The Transitional Housing will provide in-house and external programs and resources for residents.

Procedure

The program advisor will be the main point of contact in setting up referrals for in-house services, external professional expertise, community-based programs / resources and monitoring the progress of the resident during placement in the program.

The initial assessment takes place with the understanding that its primary function is to identify the resident’s personal barriers which prevent self-sufficiency, career employment and sustainable housing.

The admission process allows assessment based on the resident’s identification of physical, social, psychological, financial, spiritual or mental health issues in relationship to their achievable goals in their plan of action.

The Outcomes Star Journey of Change tool will be used as the primary assessment for measuring key steps from dependence to independence.

The Outcomes Star administered every 3 months after the initial assessment as a measure of progress and to determine areas for further development and progress.

If the resident requires treatment for a physical, psychological or mental health condition then this is done by an outside agency which has the professional expertise and resources to assist them. A necessary component of the program is for the resident to develop skills, address personal issues, appropriate training for re-enter into the work force, etc. This is achieved by the resident accessing programs that are currently available in the community.

If a resident is under direct care with another agency, the advisor will work in unison with the agency case worker to ensure an integrated approach.

The advisor and the resident will develop exit strategies and build a strong support system to remain in place after the individual leaves the Program. Once the resident moves out of the housing program, they have the option to meet with the advisor weekly for a two-month period for assistance and support during this transitional period.

* + 1. Resident Leave of Absence

Department: Transitional Housing

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

Residents may need to leave the Gateway of Hope for brief periods of time to attend to personal responsibilities and/or to access services or resources that are not available in the community at large.

Procedure

If the resident is to be absent from the Transitional Housing, they are to notify their Advisor as to the length of time, the dates involved and the reason for the leave.

The advisor will consult with the housing team if leave is for an extended period of time or if leave affects the residents ability to participate in the program.

* + 1. Discharge Criteria

Department: Transitional Housing

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

The Transitional Housing will use Discharge Criteria for participants leaving the Program.

Procedure

The following situations will bring about a discharge from the Program:

* + - * The resident has successfully completed the program and has transitioned from the Gateway of Hope to sustainable housing.
      * The resident chooses to leave the program on their own.
      * The resident has reached the maximum length of stay for the program.
      * The resident has not followed the rules and regulations of the program and their program placement is revoked.
      * The resident has not made a sincere commitment to work towards reaching their identified goals in their personal action plan and has refused assistance offered by staff to meet the program requirements.
      * The resident has not adhered to the Zero Tolerance Policy.
      * A resident’s physical or mental health has regressed to such an extent that the services within the Gateway of Hope are no longer adequate and it is in the resident’s best interest to find a more appropriate program or housing accommodations to meet their needs.
    1. Discharge Procedure

Department: Transitional Housing

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

Gateway of Hope transitional housing team will be consistent and follow the established procedures when discharging a resident from the transitional housing.

Procedure

If a resident is at risk of having their program agreement revoked due to violation of program rules and regulations and/or failure to work on their personal action plan, the advisor will give the resident a written notification outlining why their placement is in jeopardy. The written notification given to the resident will provide an official warning regarding the possibility of termination and the conditions that must be met to retain their placement in the program.

If there is no change, then a second written notification will be forwarded advising the guest that he/she is at risk of termination and a meeting will be set up with the housing team to address the situation at hand.

If the resident does not comply after the meeting, a third written notification will be given stating that the resident will be discharged within a set time frame. The resident will be given a maximum of 30 days to find alternative housing unless it involves a critical or an acute event.

A critical or an acute event results in automatic termination from the program. The written notification will include the exit date.

When a resident`s term of placement is ending an exit interview will be conducted where the resident will have an opportunity to provide input and make recommendations regarding the program.

On the exit date, the advisor will meet with the resident to ensure all paperwork has been completed; retrieve the key fob and review the exit strategies that have been put in place for them. The residents assigned advisor, the resident and one other advisor or designate will do an inspection of their designated living space and all parties will sign off on the final inspection report.

* + 1. Residents Moving Into & Exiting Program Placement

Department: Transitional Housing

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

Program residents are responsible for arranging and paying all costs of transportation of personal belongings when leaving or entering into the Gateway of Hope transitional housing.

Procedure

Program residents are responsible for the transportation of their personal belongings including the costs incurred.

Personal belongings that are not removed from a resident`s designated living space after they exit the program will be held in storage in accordance with policy and procedures.

Any exceptions to the above will be made with the approval of the Residential Services Manager.

* + 1. Payment of Monthly Occupancy Charge

Department: Transitional Housing

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

Residents are required to pay an occupancy charge for their program placement monthly.

Procedure

The occupancy charge for each resident will be calculated based on BC Housing Registry guidelines. Occupancy charge information will be entered by the housing advisors into the BC Housing Registry database. Occupancy charge will be due on or before 12:00 noon the last business day of the month.

Occupancy charge is to be paid at the business office.

All new transitional housing residents will be required to have paid their occupancy charge and a damage deposit before they are moved into the facility.

Any late payment or changes to payment schedule must be discussed with a resident`s advisor and have the approval of the Residential Services Manager.

Residents who have questions or require further information regarding the monthly occupancy charge are to contact their housing advisor.

* + 1. Funds Held on Behalf of a Resident

Department: Transitional Housing

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

The Gateway of Hope will not hold funds on behalf of transitional housing residents.

Procedure

Program residents who ask about holding funds will be informed that no funds can be held as per policy. No funds or other valuables will be held in our safe.

Under no circumstances will transitional housing advisors agree to personally hold funds on behalf of any resident. Violations of this policy may result in disciplinary action, up to and including dismissal.

* + 1. Personal Belongings & Storage

Department: Transitional Housing

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

The Gateway of Hope is not responsible for the personal belongings of transitional housing residents or community members.

Procedure

Residents are responsible to keep their door locked when exiting their designated living space.

Storage is limited and requests for additional space for storage must be referred to the Residential Services Manager by the resident’s advisor.

Program advisors will inform residents of the items and personal belongings that are permitted in the designated living space.

Resident`s must submit in writing a request to bring additional pieces of furniture or electronics into the living space. A resident is not to store personal belongings of another individual in their living area at any time.

The expectation is that when a resident vacates their living space, they will take all of their belongings with them on their exit date. If for any reason this is not possible, then the resident is to contact their advisor regarding this matter at least ten days before the exit date. The advisor may grant permission for the resident to store their belongings at the Gateway of Hope for a maximum period of 14 days. After this time, the participant’s belongings will be disposed of by their advisor or a designate.

* + 1. Issuing, Return & Cleaning of Bed Linens

Department: Transitional Housing

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

Transitional housing residents will be issued a linen pack when they arrive to enter the program.

Procedure

The linen pack consists of the following items:

* + - * One blanket
      * Two sheets
      * One pillow
      * One pillowcase
      * Mattress cover

Residents are responsible for the care and return of their linens.

All new residents will be given a handmade quilt which will be theirs to keep once their program placement ends. This is based on availability of donated quilts.

An initial inspection of the designated living space of the resident will be required. Following this inspection and receipt of linens the resident will acknowledge that they have received the linen package by signing an acknowledgment form.

The resident is responsible for the care and regular cleaning of their blanket, sheets and pillow case.

When the resident agreement is no longer active and the resident is scheduled to leave the program, the linen pack must be left in their room. Their advisor will take inventory of linens when their program placement ends.

* + 1. Handling of Medications

Department: Transitional Housing

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

Transitional housing residents must disclose all prescribed medications.

Procedure

At the time of admission residents will sign a medication release form to ensure that all Salvation Army Personnel will

not be held liable or responsible for the resident’s medication.

Program residents are advised to provide a list of all medications to their program advisor on the first day of program placement.

Transitional housing residents will be allowed to keep their medication in their room and are to take the medications according to the dosage and times outlined in the prescription.

Residents who are on the methadone maintenance program will be permitted to carry a maximum of one week’s dose while on property. Methadone, like other medications, must be kept in the residents` personal space and not kept in common areas, like the refrigerator.

Exception to the above will be if the resident states that they have trouble with taking meds as prescribed or if it becomes obvious to staff that they need assistance; or if the medications on the list are either a narcotic such as morphine or a psychotropic medication; or a medication that if misused could bring harm to themselves.

If this is the case, the advisor will consult the housing team and a decision may be made to have medication stored in the emergency shelter, if so, the resident would need to follow the procedure outlined in emergency shelter regarding the handling of medications.

Under no circumstances will staff dispense any medications.

* + 1. Initial Meal Program

Department: Transitional Housing

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

The transitional housing advisor will ensure that all procedures are followed when issuing the introductory two (2) week meal card to program residents.

Procedure

Initial Two Week Period (upon entry into the Transitional Housing)

Program residents will be offered two weeks of complementary meals that are supplied in the Gateway of Hope main dining room.

Residents will be given a meal card which will allow them to have three meals a day for the two weeks. ~~Residents are not allowed to sell their meal cards~~.

Each new resident will have a meal card issued that stipulates the dates when meal services will begin and end.

The meal card along with their photo ID must be shown to the food services staff member each time they arrive for a meal.

Bagged Meals

If a resident is unable to access the meals because of employment or training, bagged meals or a reserved meal can be requested through their advisor. See Food Services Policy manual for bagged meals.

After the initial two week meal program, other bagged meals may be requested upon approval of the advisor and the Residential Services Manager if the resident is attending a training program where they will have to miss a community meal.

* + 1. Special Dietary Needs

Department: Transitional Housing

Approved By: Planning Team

Issue Date: November 2010

Updated: June 2016

Policy

The Food Services Department will make every effort to assist those who have special dietary needs.

Procedure

Note: The kitchen cannot accommodate a safe environment for serious allergies. The dining room and kitchen is NOT a peanut-free environment.

The Gateway of Hope has the following procedures in place regarding special dietary needs for those residents accessing the food services department:

* + - * Any special dietary needs of an transitional housing resident (vegetarion, religious, etc.) will require a memo to be sent to the Food Services Manager by the advisors.
      * Health reasons will require a doctor’s letter indicating the health problem and a detailed dietary request.
      * The advisor will detail the foods that can and cannot be eaten, giving as much detail as possible about the type of meals required in the memo.
      * The kitchen’s ability to fulfill dietary needs will be subject to resources, product availability and financial constraints.
      * If special meals are made and not picked up, subsequent meals will not be made until clarification that the meals are still needed.
      * A special meal list will be provided by the emergency shelter to the Food Services Manager for any guest who has special dietary needs or allergies.
      * The resident’s name, the POD name and room number will identify special meal items.
      * The advisors or support workers will follow the same procedure to inform the Food Services Manager when the meals are no longer required by the guest or resident.
    1. Weekly Inspection of resident’s Living Space

Department: Transitional Housing

Approved By: Planning Team

Issue Date: November 2010

Updated: June 2016

Policy

Transitional housing advisor(s) or designate are responsible for inspections of all of the residents living areas at a designated time.

Procedure

Each resident will be notified about which day inspections will take place.

The inspection team will assess the overall cleanliness of each living space and identify any repairs or maintenance that may be required.

The inspection team will provide a written notice of areas of concern and give 24 hours notice to clean the area. A second inspection will take place to ensure the resident has complied with the inspection team’s request.

A work order will be submitted to have the repairs completed. If the damage was caused by the resident, costs for repairs will be charged to the resident and taken from their damage deposit.

Advisors may set up a meeting with the resident to identify areas of concern with cleanliness and/or health and safety.

Unwillingness to maintain living space, meet standards of cleanliness or failure to abide with written notices and instruction may result in discharge from the program.

* + 1. Bicycles

Department: Transitional Housing

Approved By: Planning Team

Issue Date: November 2010

Updated: June 2016

Policy

Transitional housing residents will be provided space in which to store a bicycle during their time in the program.

Procedure

Residents may store their bicycles in the bike rack outside of the emergency shelter entrance or arrange for storage in the underground area (space permitting) with the shelter support workers.

Residents will need to ask shelter staff for access to the storage area and must be patient as shelter staff may be dealing with other operational concerns that take priority.

All bicycles should be locked at all times when stored. The Gateway of Hope will not be responsible for lost or stolen bicycles.

Bicycles are not to be stored in the building nor taken to a resident’s living space. A resident is to inform their advisor if storage for a bicycle is required.

* + 1. Smoking

Department: Transitional Housing

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

Please refer to Smoking Policy in Health & Safety Policy manual.

Procedure

Program residents are encouraged to smoke on the designated third floor balcony opposed to other designated smoking areas on the property.

* + 1. Resident Telephones

Department: Transitional Housing

Approved By: Planning Team

Issue Date: January 2008

Updated: June 2016

Policy

The transitional housing program does provide residents with access to a telephone in the designated common area of their assigned living space.

Procedure

The use of telephone located in each pod is a privilege. Abuses of this privilege could result in a resident’s loss of access to this service.

Residents are to be respectful of their Pod mates and limit the length and number of calls made or received.

Reports of misuse of the phones could result in the phone being removed from the area for a designated period of time.

* + 1. Television & Electronic Equipment

Department: Transitional Housing

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

The Gateway of Hope requires the use of television, radio and electronic equipment to be limited.

Procedure

Televisions have been provided for viewing in the common area living space and programming materials being viewed must not involve the following: excessive foul language, violence, racial or religious slander, nudity or sexually explicit material.

Music will also not involve foul language, violence, racial or religious slander, or sexually explicit content. Volume levels and consideration of other residents is to be observed.

Residents may lose access to television privileges for one or more, but not limited to, the following reasons:

* + - * The volume of the TV is too high and reasonable requests by other residents are ignored.
      * Residents switching channels while others are watching a program.
      * Residents not attending classes, appointments or otherwise not participating in the action plan due to excessive use of electronics.
    1. Curfew

Department: Transitional Housing

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

Transitional housing program residents will abide by a curfew while at Gateway of Hope.

Procedure

Residents in the transitional housing will have an 11:00 pm curfew.

Failure to return to the transitional housing by curfew or leaving the building after curfew will be reported to the resident’s advisor and must be accountable for this action taken.

Permission for curfew extensions can be arranged for residents in good standing with their program action plan.

If a resident is employed and their hours of work prevent them from returning in time to meet curfew special arrangements can be arranged through their advisor.

When an extension pass is issued to the resident that pass must be given to the shelter support worker upon entry to the facility.

* + 1. Visitors

Department: Transitional Housing

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

No visitors will be permitted in any residential area.

Procedure

Transitional housing residents are not permitted to have any visitors in the program living space area. Requests can be made through an advisor for visitation in areas of the facility other than the restricted areas.

* + 1. Incident Reporting & Disposition

Department: Transitional Housing

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

The Gateway of Hope has procedures set in place to report any incidents that may occur.

Procedure

When an incident has transpired, an entry must be made in the resident’s progress notes.

An Incident Report form must be completed and submitted to Residential Services Manager. The following are examples requiring an Incident Report:

* + - * There is an incident with a resident where access to services may be withdrawn.
      * When police are called to address a matter.
      * In case of injury, whether it is an employee or a resident.
      * When there is a loss of property or damage to property.
      * Any incident that requires an investigation.

All incidents must be recorded on the designated Incident Report form (a copy of the Incident Report has been put in the Forms Section for reference).

See General Policy manual for more information.

* + 1. Warnings

Department: Transitional Housing

Approved By: Planning Team

Issue Date: November 2009

Updated: June 2016

Policy

Warnings will be given to residents to hold them accountable for their behaviors where required.

Procedure

A resident may be experiencing difficulties adjusting to the structure of the program and following some of the rules and regulations.

Consideration will be given to the fact that many of our residents come with various barriers, such as mental health, trauma and addictions and may have difficulty living in a congregant environment which requires interacting and co- existing with other residents.

A resident who has received sufficient warnings pertaining to inappropriate behavior and/or non-compliance with rules and regulations and continues to demonstrate that they are unwilling or unable to work within the parameters of the program will receive written warnings.

When an event identified as a non-incident transpires and a warning is issued, an entry is to be made in the resident’s progress notes including the following: date and time of the non-incident, names of those involved (including staff members) and the area that the non-incident event occurred.

A written warning is required when:

* + - * There is identified inappropriate behavior that the resident continues to violate after sufficient verbal warnings have been issued.
      * When there is an indication that behavior is disruptive to other residents.
      * It is necessary to prevent a resident’s inappropriate behavior from escalating to a point where it will cause conflict amongst the other program residents or result in conflict with the staff.

Advisor(s) will provide written warnings and monitor behaviour changes. If behaviour does not improve, the resident’s continued program placement will be discussed by the team and may result in the resident being discharged from the program.

* + 1. Complaint, Grievance & Appeal

Department: Transitional Housing

Approved By: Planning Team

Issue Date: September 2009

Updated: June 2016

Policy

The Gateway of Hope has a complaint and grievance process which allows transitional housing residents to address problems or concerns that come up while in the program.

Procedure

During intake, residents will be made aware of their rights and responsibilities as well as the complaint process.

Residents should be aware that they have the right to make a complaint in writing and that any bona fide complaint made will not affect their program placement.

Residents are encouraged to maintain strong communication through open dialogue with their advisor and other staff members.

If a resident has a concern or problem, it is important that it first be addressed between the individuals involved, whether another resident, guest, volunteer or staff member.

If the situation cannot be resolved then the resident has the option to meet with their advisor regarding the complaint and working towards a resolution.

The resident is to fill out a complaint form which is available through their advisor.

The advisor will forward the form to the Residential Services Manager or appropriate department director/manager, who will process the complaint according to the established complaint policy.

If a resident is not satisfied with the decision based on the findings or feels a mistake has been made then they have the option to file an appeal with the Executive Director within three business days upon receipt of the decision of the disposition.

Some types of complaints require quick action, such as if a resident may be physically harmed or do harm to themselves or others, a medical problem must be addressed, etc. In these situations a decision will be made by the Residential Services Manager without going through the various levels of the procedure.

* + 1. Drug & Alcohol Screening

Department: Transitional Housing

Approved By: Planning Team

Issue Date: September 2009

Updated: June 2016

Policy

The transitional housing will be based on the Zero Tolerance Policy regarding drug or alcohol use.

Procedure

Reports related to suspicion of drug or alcohol use by a program resident will be investigated by the housing team.

Possible drug screening or use of breathalyzer will be considered after receiving a report. Generally speaking, this measure will be used as a last resort. We will focus more on behaviour based criteria for the consideration of program termination.

A resident who has failed a drug screening test or breathalyzer may have their program placement revoked. The advisor and the resident will discuss the results of the screening and, if appropriate, determine a plan to move forward through the relapse. This plan will be presented by the advisor to the housing team. The team will then determine if the plan is appropriate or if program termination is necessary. ~~Residential Services Manager will consult and a decision made concerning discharge or additional requirements applied to remain in the program.~~

If presented with program termination, the resident can appeal this decision by providing a written statement outlining the reason(s) why their program placement should not be revoked.

If the resident does not agree with the decision of the transitional housing team then an appeal can be made to the Executive Director.

The resident discharged may be able to secure a bed in the Emergency Shelter based on availability.

New applicants to the program who have indicated a history of drug or alcohol use may be required to do a screening prior to being accepted into the program.

* + 1. Occupancy Reports

Department: Transitional Housing

Approved By: Planning Team

Issue Date: December 2012

Updated: June 2016

Policy

Gateway of Hope program staff will document daily occupancy and report to Residential Services Manager, BC Housing, and the Emergency Shelter Supervisor as appropriate.

Procedure

Transitional Housing (Opportunities & First Step)

Transitional housing advisors will maintain and up-to-date resident list that highlights program occupancy, bed availability, and waitlists.

* This document is emailed to the Residential Services Manager and other support staff each time there is a change in occupancy.
* An electronic file of this document can be found anytime in the online Housing folder, under ‘Resident Lists.’ Emergency Shelter

Emergency Shelter staff keeps a daily record of occupancy on our internal bed list. This bed list is used to determine availability, total bed nights per guest, and provides staff with real-time data for inquires. Emergency Shelter staff also update the BC Housing database to reflect occupancy, per guest.

This bed list is available in paper copy in the emergency shelter and is forwarded to the Emergency Shelter Supervisor daily.

* + 1. Residential Program Rules & Expectations

Department: Transitional Housing

Approved By: Planning Team

Issue Date: December 2012

Updated: June 2016

Policy

Program residents, and guests, will be informed of, and expected to follow a detailed list of program rules and expectations. These rules and expectations will be provided to the individual upon intake into programming.

Procedure

Transitional Housing (Opportunities & First Step)

Residents entering into the transitional housing program will provided with a list of rules and expectations upon intake. A program staff member will ensure that the residents understands the document, have the residents sign that they understand, and then provide the residents with a copy to keep with them.

Emergency Shelter

Guests entering into the Emergency Shelter will be provided with a list of rules and expectations upon intake. A shelter staff member will ensure that the guest understands the document, have the guest sign that they understand, and then provide the guest with a copy to keep with them.