



# New Hope Manor

*Balance, Harmony and Growth*

## **Client Handbook** **Poughkeepsie, N.Y.**

Name: \_\_\_\_\_

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## Welcome Letter from the Executive Director

Welcome to "The Manor"! Your decision to enter treatment is a brave one and I applaud you for making this life changing commitment. Being away from loved ones is difficult and coming to terms with consequences of past life choices is challenging. However, every crisis contains within it the seeds for transformation and growth. You have made it this far and the rest of your life can begin today! The more that you put into your recovery and overall stay here, the more that you will get out of it. The staff here will offer you person-centered compassionate care while providing substance use treatment. Your treatment will be individualized and focused on your strengths, needs and how you would like to live your life going forward.

This handbook should answer most of your questions. Please review it thoroughly and refer to it as needed. All staff are available to help you navigate your stay here at New Hope. Please express courteous honesty with yourself and your peers and have genuine care and concern for one another. You are entitled to be the recipient of respect but know that this must be mutual. We want New Hope Manor to be a safe place, one that is calm where you can work on yourself. Getting caught up in "drama" will not help. Your stay here is an opportunity for self-actualization and to reinvent yourself. Take advantage of this time.

In the next 2 weeks, you will take part in becoming orientated to the program. Know that you can approach any staff member with questions or concerns in the meantime. You will then begin the process of developing your individualized treatment plan with your counselor. Know that your stay here is what you make of it. Work at your own pace but put in the effort. It is our hope that you will leave here empowered to reclaim your life and ultimately live with "new hope".

Warmly,

Sarah

Sarah Eilbacher, M.Ed, CASAC Master Counselor Executive Director, New Hope Manor

*When you walk to the edge of all the light you have*

*And take that first step into the darkness of the unknown,*

*You must believe that one of two things will happen:*

*There will be something solid for you to stand upon*

*Or, you will be taught how to fly ~ Patrick Overt*

New Hope Manor is a community of people pledged to respond to the needs of women who are alienated through the use of chemical substances. This is done through a process of reconciliation, which endeavors to empower each woman to achieve oneness within herself, with other persons in community, with her environment, and with her sources of spiritual strength.

**VISION STATEMENT**

To provide innovative support and educational tools to women dehumanized by the drug culture to reclaim their humanity.

**PHILOSOPHY OF TREATMENT**

The process of treatment is multi-faceted and involves self-discovery, self-actualization, and internalization of goals and values supportive of quality sobriety. We believe in the dignity and uniqueness of every woman who seeks our help, and we treat each client as an individual, rather than a diagnosis. Our therapeutic program offers the opportunity to develop the self-awareness and values necessary for successful self-governance. We believe that each woman we serve can be responsible for herself by thinking, planning, problem-solving, and making informed choices. We believe that she can learn to participate fully in the human experience.

**CLIENT PHILOSOPHY**

Today we are learning to heal ourselves at the New Hope Manor.  
We stand in front of you as women with purpose.  
A purpose to live life beautifully empowered.  
Admitting defeat was no match to the pain that drugs and alcohol caused us.  
We were brought to our knees by a disease we couldn't control.  
We convinced ourselves that our loved ones would be better off without us.  
But today, faith and love fill our hearts and nothing can bring us down.  
We are surrounded by people who we've judged and feared,  
Yet today we call each other sisters.  
We came to New Hope a ghost of who we once were.  
Our old ways no longer define us.  
With the love and guidance that the program has given us,  
We are turning into the warriors we were always meant to be.  
We fight each day for what we want,  
While facing the hard truth of our past.  
Now that the fog has lifted,  
We can see the gifts that a sober life can offer us.  
With the knowledge we've gained here at the Manor,  
We can create a path that will lead us to freedom!

All alcoholism, substance abuse and chemical dependency treatment programs licensed by OASAS are required to operate in accordance with Mental Hygiene Law and Regulations, as well as other applicable state and federal laws.

As such, patients in OASAS licensed programs are entitled to certain rights, and likewise, must fulfill certain responsibilities.

Know your rights and responsibilities as a treatment participant.

Obtain information about services, standards, and expectations from your treatment program.

### **What you have the right to:**

- Be informed of all the program's rules and regulations.
- Receive considerate and respectful care.
- Receive services without regard to race, color, ethnicity, religion, sex, sexual orientation, or source of payment.
- Receive confidential treatment. Except for a medical emergency, court order, child abuse or crime committed on program premises, a program generally cannot release information about your treatment without your written consent.
- Be fully informed of your treatment plan and participate in its development. This includes setting goals and measuring progress with your counselor.
- Refuse treatment and be told what effect this could have on your health or status in the program.
- End participation in treatment at any time.
- Obtain, in writing, an explanation of the reason(s) for your discharge from treatment and information about the program's appeal process. And, if necessary, receive help obtaining treatment at another program.
- Not to be personally involved with counselors, staff, or other patients beyond normal friendship.

### **Responsibilities**

You have the responsibility to:

- Act in a responsible manner and observe all the rules and regulations of the program.
- Treat staff and other patients with courtesy and respect.
- Respect other patients' right to confidential treatment.
- Participate in the development and completion of your treatment plan, which includes not using drugs and becoming involved in productive activities, such as work or school.
- Pay for treatment on a timely basis, according to your means.
- Talk to your counselor about problems which affect your treatment progress.
- Make suggestions about improving program operations.
- Talk to your counselor if you are thinking of ending treatment, don't just stop or leave.
- Ask questions about any aspect of treatment you don't understand.

### **Reporting Concerns**

If you have questions about the treatment services you receive at your program, or if you feel your rights have been violated, follow these steps:

- Talk with your counselor. Most problems can and should be handled by your counselor. If you need to see your counselor, please write a letter to be put in their mailbox.
  - If matters are not resolved by your counselor, talk with or Erika Vidal (Clinical Director).
  - If the concern still has not been resolved, talk with Linda Borstelmann, Assistant Executive Director. Her contact phone number 845-557-8353 ext:317
  - The Executive Director, Sarah Eilbacher, is available at any time to discuss concerns, contact phone number is 845-557-8353 ext:332.
  - If you still need help, call the OASAS Client Advocacy Unit at 1-800-553-5790
- No punitive action will be taken against you for contacting the Client Advocacy Unit.
- You have the right to contact the Justice Center, contact phone number 1-855-373-2122.

Anyone – including a parent, advocate, or guardian – can make a report to the Vulnerable Persons Central Register (VPCR) hotline and is encouraged to make a report when they have knowledge or have reason to believe that a person with special needs has been abused, neglected, or mistreated. However, some people are required to report to the VPCR. These “mandated reporters” include provider agency staff and human service professionals who, by nature of their job, must report allegations of abuse and neglect. Mandated reporters include direct support staff, clinicians, administrative staff, and other human service professionals.

The **Vulnerable Persons Central Register (VPCR)** is a toll-free hotline and incident reporting system for allegations of abuse and neglect available 24 hours a day, 7 days a week.

Intake Process- A call center representative will first determine if an emergency responder is necessary and/or if the person receiving services is in danger or needs immediate assistance. If it is an emergency situation, the call center representative will instruct the caller to hang up and dial 9-1-1.

#### Step 1: Intake

A recording of the call begins. A trained call center representative collects information from the reporter and assigns an incident number. Confidentiality laws protect reporters.

#### Step 2: Classification

The incident is classified as reportable or non-reportable.

Reportable

Abuse or neglect

Significant Incident

Death (administrative)

Non-reportable

Not under the jurisdiction of the Justice Center

General inquiry

#### Step 3: Assignment

The incident is assigned to the appropriate entity for investigation or review. The Justice Center conducts investigations for abuse or neglect (based on severity and/or setting) and deaths. Less serious incidents may be delegated to the appropriate State Oversight Agency which may delegate to the provider agency. The Justice Center reviews all investigations and makes all final determinations.

Once a report is made to the Justice Center, two types of cases can be created: administrative and criminal. An administrative investigation is conducted into every allegation of abuse and neglect. A criminal investigation is conducted into all cases that have an allegation of potential criminal offense. In addition, local District Attorneys are notified of every allegation of abuse or neglect reported to the Justice Center.

Administrative investigations will be conducted by the Justice Center, the State Oversight Agency, or the provider depending on the severity and setting of the allegation. Every investigation is reviewed by the Justice Center once complete, regardless of what entity conducts it. Every allegation reported to the Justice Center is either substantiated or unsubstantiated at the conclusion of the review process.

Criminal investigations are conducted by the Justice Center, local law enforcement, or a combination of the two. The Justice Center's Special Prosecutor/Inspector General supports the local district attorney to file criminal charges.

## **NOTICE OF FEDERAL CONFIDENTIALITY REQUIREMENTS**

New Hope Manor strictly adheres to all Federal and State laws and regulations that protect your confidentiality. We are legally bound to protect all information or images that identify you as a client of a substance abuse treatment facility.

Except in very limited circumstances, such as court orders and medical emergencies, we will not disclose your attendance in treatment or any details of your stay here to any third party without your written consent.

At admission, you will be asked for whom you would like to waive this right, and under what circumstances. If you choose not to fill out any waiver of consent forms, we will not communicate with anyone outside our treatment team about your case. New Hope Manor is not able to communicate on your behalf with family members, courts or social services without a written waiver of consent form signed by you.

You have the right to revoke your consent at any time.

Violation of confidentiality is a crime and may be reported to the proper authorities. Any violation of HIPPA and Federal Confidentiality Law 42 C.F.R. Part 2 and HIPPA, 45CFR parts 160 and 164, may be reported to the U.S. Attorney in the judicial district in which the violation occurs. If you feel your confidentiality may have been compromised by New Hope Manor staff, follow the steps of the General Concern Procedure outlined elsewhere in your Handbook.

## **WHAT WE EXPECT FROM YOU**

You will be expected to follow the House Rules and take an active part in your therapy.

We do not expect perfection, but we do expect progress. People who are successful at making changes move themselves through several "Stages of Change." There are nine important "Processes of Change," or tools that you can use to move yourself through these stages.

New Hope Manor staff will not do your work for you. They will not "fix" you, like an auto mechanic might fix a car. We will work with you, not harder than you. It is self-determination and perseverance that will lead you on this journey through self-realization.

We expect that you will take your therapeutic and group work seriously, and that all assignments will be handed in on time. We will be honest with you, and we expect that you will be honest with us.

## **INFORMED CONSENT**

New Hope Manor expects your informed consent for all the program's policies and procedures. You are entitled to know all the details of our treatment approach, so you can decide, with your intelligence, to fully participate in our program.

We expect that you have carefully read and agreed to all the documents and consents you signed upon admission. You should understand that as a client of New Hope Manor, you will be asked to submit to random drug and alcohol testing and any failure to produce a specimen will count as an automatic positive as per the policy included in the Handbook. You have received the client bill of rights within this Handbook. It is your responsibility to read and understand the confidentiality regulations which govern your treatment here at New Hope Manor. As a recipient of the client handbook, you have received a schedule of events, staff directory, rules and expectations of the program as well as general concern procedures among other items needed as a New Hope Manor client. You will also receive a statement every month of your financial account.

We reserve the right to terminate your treatment. If you are terminated, the reasons will be stated to you, and you could have the opportunity to appeal this decision.

Your participation in the program is voluntary. We will work with you on an appropriate referral if your situation changes. If you decide to leave New Hope Manor against clinical advice, we will ask you to speak with your counselor first. She will help you consider all the consequences of a decision to leave, including risks to yourself, your legal status, and your status with social service.

## **WELCOME TO REINTEGRATION TREATMENT AT NEW HOPE MANOR**

New Hope Manor in Poughkeepsie, N.Y. provides a safe place for women to focus on their individual needs and goals. The Reintegration program provides a community living experience in a congregate setting. Our program promotes individual choice while offering evidence-based, strength-based, and non-punitive person-centered treatment. As you transition to long term recovery from substance use disorder and independent living in the community, staff will ensure that a comprehensive and appropriate range of services are available to you.

New Hope Manor reintegration residence offers support to women working to gain their independence as they progress on their individual journey through recovery. Located in Poughkeepsie, also known as "The Queen City of the Hudson," is situated in the beautiful Hudson Valley on the banks of the Hudson River and is home to over 30,000 people. Established in the 17th century by the Dutch, Poughkeepsie is a bustling town with bountiful employment opportunities. The town is filled with wonderful historic architecture alongside trendy boutiques and excellent fine dining restaurants. Poughkeepsie has over 20 beautiful green parks that surround the area along with plenty of urban spaces. Poughkeepsie has a diverse array of community resources that are beneficial to utilize on your plight gaining your sobriety and independence.

The goal of the Reintegration program is to assist you in strengthening your level of responsible concern for your own life as well as the lives of others. It is expected that you will not become involved in any activity that will hinder growth and development of yourself or others, whether you are in the reintegration house, on the job, at outpatient, visiting family, out with friends, or elsewhere. It is your responsibility to nurture a healthy atmosphere around you.

Your goal to become independent is supported by the requirement to be full time occupied while residing at New Hope Manor. This requirement is unique to everyone.

The following constitute full time occupied:

- Attend outpatient and work part-time/full-time
- Attend outpatient and participate in TASC classes/vocational classes
- Attend college courses and work part-time/full-time
- Constructive use and maintain a balance free time activities.

**Open communication with staff is essential!**

During your first two weeks at New Hope Manor, you are in what is known as the Orientation Period. During this time, you will familiarize yourself with the rules, policies, and procedures of the program. Clients learn the household expectations such as completing work floor assignments. Clients are encouraged to use this time to research and identify necessary outside resources to further support your recovery. You are responsible for making necessary appointments' i.e. Primary care physician, mental health, dental, legal appts. Clients are expected to begin researching employment opportunities, submit applications, and attend interviews as they are arranged. You are required to start outpatient treatment. During this time, social outings are limited to associating with household peers as you acclimate to the community. This orientation period provides the opportunity to build a rapport with staff and household peers.

Clients are encouraged to reach out to staff and process any questions, concerns, and struggles that arise. We are here for you! It is important that you take this time to settle into the community actively working to stay in the moment.

During your first week, you will meet with your counselor to develop a treatment plan that reflects your own strengths, goals, values, culture, and beliefs. You will also be informed of an array of treatment options so that you can make an informed choice as to behavioral and medication approaches to treatment. With your counselor and the Clinical Supervisor, you will identify the most supportive and safest discharge plan possible.

### **Orientation Period**

**During the first 2 weeks, clients do leave property alone to attend:**

- Medical/ Dental appointments**
- Outpatient treatment**
- Job Interviews**

**With prior staff approval the following activities may be approved - if a peer is accompanying you:**

- Self-help, NA, or AA meetings**
- A trip to a local store or pharmacy for essentials**

Your first 2 weeks at the New Hope Manor Residence are considered a probationary period. During this period, you will be learning more about the program and what services are provided to you and what is expected from you. This will give you and staff a chance to see if this is the appropriate program for you or if a different referral is needed. If you are struggling with following the rules/guidelines of the program during this period, staff will work with you to decrease struggles. If the pattern of noncompliance continues, then staff may recommend an appropriate referral for you.

A house schedule is included in this handbook for immediate guidance learning the household routine.

Narcan training will be completed during the Orientation period by a New Hope Manor Narcan trainer.

You are expected to abstain from all use of drugs, alcohol, gambling (lottery tickets included) and tobacco. Bars are off limits under any circumstances.

New Hope Manor reintegration services offers a structured therapeutic environment that facilitates your progress towards recovery from substance use disorder. You are empowered through the support of staff and the development of a community support system that helps you to explore and meet your goals. Reintegration services are provided in a supervised congregate setting making the transition to sustained remission from substance use disorder in the community. Persons appropriate for this service have stabilized their substance use disorder. Psychiatric and medical conditions are stable and supported with follow up care. At this level you have adequate functioning cognitively, are capable of emotional regulation aiding you to achieve your goals.

Five or more hours per week of on-site rehabilitative services will be provided and documented in the patient's chart. Variability may occur based on your need. Services include but are not limited to:

Individual Counseling

Case Management

In House Community Meetings

Adult Daily Living Skills Development

Independent Living Skills Development

Wellness Activities

Job Skills Training

Employment/Job Search Support

Community Engagement

## **New Hope Manor Poughkeepsie Rules and Procedures**

**Procedures have been established for the good of the house as well as those pertaining to your employment, education, or social support system.**

All doors to the house must always remain locked. Do NOT unlock them.

Staff will respond to anyone at the door.

Staff will receive and distribute all mail, packages, and deliveries sent to New Hope Manor.

Staff must be informed upon leaving the house.

Before leaving the house, you will sign out (in the Sign In-Out Book by the front door). You will note your name, the date, leaving time, expected return time, and destination. Please be as specific as possible in case you need to be contacted in an emergency. You must call staff if you will be more than 15 minutes later than your expected return time in protection of your safety. Clients are not permitted to sign one another in or out.

Please note that anytime you leave the house, you are expected to follow all the rules and guidelines of the program. (i.e., work, home visits, day visits, etc.)

Personal belongings/bags are searched upon return into the house.

Clients who are job searching or volunteer searching- a weekly job search log should be handed in to staff weekly.

Weekly Packets are handed in on Mondays. Both weekday and weekend plans are included.

~ Weekday plans for the upcoming week -make sure to include: any appointments, outpatient schedules, job searching, work schedules, court dates, and visits/outings. Include weekly to do list such as reorder medication refills.

~Weekend plans must include; details of where you will be spending your time, the address where you will be staying, the time you will be returning. If your plans change, you are to notify staff right away. If you do not hand in weekend plans and get them approved – you will NOT have permission to leave the facility.

Please do not spend extensive periods of time in your bedroom, especially on the weekend.

Socks or shoes must be worn when downstairs – not bare feet.

## **Music in the House**

Be respectful of the community when listening to music in your room and in common areas.

The volume should be low enough that you can hear someone calling your name.

## **Contact with Approved Supportive Friends and Family**

You may have visits with family and/or approved peers. These plans need to be approved by your counselor. The frequency of the visits is based on individual circumstances.

You should discuss with your counselor any individual you would like to have contact with while in the program. You should discuss the role, if any, these individuals played in your unmanageability in your life.

You are responsible for mailing out your own mail. There is a mailbox on the front porch. You must provide your own stamps and envelopes.

Staff checks the mailbox daily and handouts the mail/packages as received.

If you are offered a ride home from a co-worker, or anyone else, you must call the house to notify staff.

Overnight visiting with supportive family and friends requires a written request 2 weeks in advance. This request outlines plans for the visit. All assignments must be turned in on time – failure to hand in assignments may lead to loss of weekend plan privileges. This will be discussed for approval.

When you return from an overnight – upon entering the house, staff will need to search your belongings and conduct a drug and alcohol test. There is no going upstairs until this is completed.

## **Toxicology Testing**

New Hope Manor reserves the right to test any client on a random basis which may include times or frequency specified by drug court or other legal agency involvement. Random toxicology testing is completed throughout each month. Tests are given when clients enter treatment and return from overnight visits. Upon any staff suspicion of use due to a client exhibiting symptoms or behavior changes that could be accounted for by drug or alcohol use.

Failure to produce a specimen or do a breathalyzer test will count as an automatic positive and will be considered noncompliance with program rules and policy.

Breathalyzers testing is completed upon client reentry into the house during evening hours and throughout the weekend.

All test results will be documented in the client's file.

Testing can be done by any staff. The general practice is if there is a nurse on duty the nurse will conduct the testing. Breathalyzer or specimen collection will be witnessed by the staff or nurse.

Following a positive toxicology test, the client will be responsible to seek lab confirmation of the results. The client or their insurance provider will be responsible for the lab fees.

Positive tests will be discussed in staff meetings for discussion of therapeutic intervention and disposition. The circumstances and severity and potential impact on other clients will be weighed with the client who has the positive results and their treatment. Discharge will be considered as a last resort or if staff safety or other client's safety or sobriety is jeopardized. On an individual basis, you may be offered an opportunity to appeal a decision to terminate by submitting a letter to the staff for review in the following staff meeting, whether the client is on site or off site at that point.

Positive test results will result in immediate search of the person, client's room, inside the house, as well as the outside perimeter of the house with the intent to identify and eliminate any contraband. This process will be as follows.

1. Request the client to remove their shoes and socks for inspection.
2. Clients will be asked to lift their shirt up to their midriff to expose their pant line waistband for examination
3. Clients will be requested to pull their bra from their body and shake it while keeping their shirt on.
4. Clients will be asked to remove any hair products/styles to be able to shake out their hair for clearance
5. Clients will be asked to remove all items from their pockets showing they are empty.

## **Medical**

Medical needs are addressed by your Primary Care physician or specialists overseeing your care.

Documentation of any changes in any medical information, orders, or medications is necessary for the New Hope Manor Healthcare Coordinator to review.

Any medication side effects are to be immediately reported to staff and your medical doctor.

Clients are responsible to contact their prescribing doctor when medications are due for renewal.

Clients self-administer medications with staff observation.

Clients pack medications as needed when leaving the house during scheduled medication times.

Upon admission each client is provided a New Hope Manor lock box with a key for medication storage use while a resident of New Hope Manor.

Clients maintain possession of the lock box key and are responsible to bring the key to each medication time.

Clients are responsible and are expected to follow medication times to self-administered medications.

- Morning: 6am-10am
- Afternoon: 12pm-2pm
- Evening: 7:30pm-10pm

## **Kitchen**

Dishes, silverware, utensils, and cups must be thoroughly washed (soap and water), dried (minimal paper towel use and/or clean hand towel) and put away in the cabinets/drawers/areas they belong. They may not be left for later on the counter.

Dishes are to be washed, dried, and put away after you are finished eating; they may not be left for later on the counter.

All food is to be covered, labeled with the date, and stored properly. Before eating house food or preparing a snack, please check with the cook to be sure the food is not for a planned meal. Food labeled with a "D" is for dinner and not to be eaten. Food with clients' names on it should also not be eaten if it is not yours.

Kitchen appliances and counters are to be sanitized following each use.

## **Bedrooms**

You will be assigned a room upon arrival. Your room should be left in the same condition upon your departure. Make sure the room is thoroughly cleaned, vacuumed, dusted, linens washed, etc. upon your discharge.

No eating or storing food in your bedroom, this does not include candy and gum, but these must be individually wrapped (i.e., peppermints, life savers). Water only.

Nothing put on walls before discussing it with your counselor.

No moving around furniture without discussing it with your counselor.

No going into other clients' rooms (ground for immediate discharge).

Rooms are thoroughly cleaned once a week. Indicate that you have cleaned your room in the workbook.

After 10pm every day it is Quiet Time upstairs.

## **Livingroom**

Nothing should be put on the couches in the living room except for human beings. This means that clothing, bags, books, and writing utensils should not be put on the couches.

There is no sleeping allowed in the living room.

When more than one client is present in the living room a community decision should be made decision the choice of TV programming.

## **Use of the Computers**

Internet may be used for appropriate activities such as job searching, researching schools or careers, checking your email, looking up the news, weather and apartments. Pinterest is also approved.

Internet may be used up until 11PM at night. Friday and Saturday 12am.

There is no downloading anything such as movies, videos, and music.

Emails from unknown senders are not to be opened due to the risk of viruses.

## **Cell phones**

No taking pictures of other clients or their children while on NHM property.

No posting pictures or videos taken on NHM property on social media.

You cannot text/call your peers to pass on messages to staff. You are still responsible for calling staff to confirm change of plans.

No cell phone use during groups, meals or anytime meeting with staff.

Cell phone use ends at 11:00PM Sunday through Thursday and 12:00AM Friday and Saturday. Be mindful of your peers who may be sleeping.

No face time or video chatting unless in your own room.

## **Free Time Activities**

Approved free time activities include (but are not limited to) self-help meetings, hobbies, cleaning, therapeutic work, job search, working on budgets or schedules, quiet time/meditation, reading, watching TV, social outings/activities (i.e., meals off site, shopping, movies, museums, sporting events, walks, hikes etc...).

- Activities outside of the house need to be discussed with your counselor.
- Prior approval from your counselor is not necessary for free time activities on-site during scheduled free time.

You may have visits with family and/or approved peers. These plans need to be approved by your counselor. The frequency of the visits are based on individual circumstances.

## **Laundry**

Upon admission, you will sign up for a scheduled laundry day identifying am or pm.

Laundry is to be completed by 11pm, if Laundry is found still going after 11pm without staff permission, it will be taken out of the machine.

## **Dress Code**

Dress should be suitable to the activity. When job searching and going on interviews you must wear professional attire. Once you obtain a job, appropriate attire for the job should be discussed with your counselor. Casual wear, including jeans, is okay for school, shopping outings. Sweats are not acceptable for going out, they are only for yard work, hiking, or playing sports. Casual attire is acceptable for public transportation for home visits.

## **Emergency Drills**

New Hope Manor practices emergency evacuation and disaster plan includes monthly fire drills held on alternating shifts to familiarize residents and staff with emergency evacuation routes and procedures.

## **New Hope Manor Search Agreement**

Signed agreement upon admission

Safety is of the utmost importance to New Hope Manor. Our facility respects the individual's right to privacy except in instances where it may cause a danger to themselves, their peers, or others.

To help assure the safety of all residents, inspections of bags, bedrooms, belongings, and vehicles are conducted as needed. These inspections are for both health and safety reasons. A search will be conducted of bedrooms, belongings, and/or resident's vehicle at any time there has been a report that there is suspicion of drug use or other suspicious behavior.

Upon returning to the New Hope Manor facility, all bags must be checked by a staff member.

This includes (but is not limited to) grocery store bags, deliveries, pharmacy bags, clothing store bags, luggage, purse, backpack, strollers, diaper bag, and if applicable, a child's bag. Staff will do the inspection in the presence of the resident.

If a staff member has reason to believe that a client is under the influence of a substance, the staff member will also search the client's person and clothing to ensure that no drugs or paraphernalia have been brought into the facility.

Positive test results will result in immediate search of the person, client's room, inside the house, as well as the outside perimeter of the house with the intent to identify and eliminate any contraband. This process will be as follows.

1. Request the client to remove their shoes and socks for inspection.
2. Clients will be asked to lift their shirt up to their midriff to expose their pant line waistband for examination
3. Clients will be requested to pull their bra from their body and shake it while keeping their shirt on.
4. Clients will be asked to remove any hair products/styles to be able to shake out their hair for clearance
5. Clients will be asked to remove all items from their pockets showing they are empty.

If a client refuses to participate in any of the above-mentioned searches, the client will be discharged from treatment.

## **Personal Belongings**

Agreement signed upon admission

Personal belongings must be removed from New Hope manor property within 30 days of discharge. After 30 days New Hope manor has the right to donate or dispose of any left items.

Valuable items should not be brought into the house.

## **Tobacco and Vape Free Property**

Agreement signed upon admission

New Hope Manor provides quality services in a healthy environment. To protect and enhance indoor air quality and contribute to the health and well-being of our clients, New Hope Manor is entirely tobacco and vape free.

The tobacco and vape free policy include not only the prohibition of tobacco products but also the prohibition of electronic nicotine delivery systems such as e-cigarettes and vapes. Use of such products is not permitted on the grounds of New Hope Manor and New Hope Manor vehicles. Furthermore, no tobacco/vape paraphernalia such as lighters, vape chargers and vape pods will be allowed on the premises of New Hope Manor.

Any tobacco/vape products or paraphernalia found on a client's person or in their belongings will be removed from the client's possession and placed in their property, which is stored in a secure location without client access and returned when the client leaves treatment

Upon admission, clients will be screened for tobacco/vape use as part of the initial assessment, and this will be noted in the clients' record. This assessment will include both the completion of the substantiation of use and a diagnosis.

All clients identified as tobacco/vape users will have tobacco/vape goals and objectives incorporated into their treatment plans. This will be developed collaboratively between the counselor and client.

Review of a client's progress with their tobacco/vape dependence goals will be reviewed and addressed at least monthly at the time of the client's treatment plan review.

Non-compliance with the tobacco/vape policy will be reviewed by the treatment team and the following will take place:

- The first time that a client is found to be non-compliant with the tobacco/vape policy, the client will be placed on a time of Therapeutic Reflections, and it will be addressed as a treatment issue. An incident report will be filed. The staff member that found the vaping/smoking paraphernalia must fill out an incident report (only if it is determined which client the paraphernalia belongs to) and place a copy in the Clinical Supervisor's mailbox.

- The second time that a client is found to be non-compliant with the tobacco/vape policy, the client will be terminated.

Visitors will be informed of this policy. After that, if visitors provide smoking or vaping supplies violating the policy and impacting the clients' treatment, they will no longer be able to visit.

Should clients be found with vaping or tobacco paraphernalia, visiting privileges may be revoked.

## **Outpatient Treatment**

All clients are required to attend outpatient Substance use treatment.

## **Employment**

While you are job searching, you will keep track of your applications by filling out a job search tracker. Hand this into your counselor weekly so we can be aware of your job searching progress and make a copy for yourself.

Once you obtain employment, you must let staff know the details of your job including Who your employer is, what your job title is, how much your wages will be and how many hours a week you will work. Your job must be on the books. As you get your schedule (either monthly or weekly) you must notify staff of your schedule (this may be done by printing a copy of your work schedule or even taking a picture of your schedule at work and showing staff). This will also include school and volunteer schedules.

Notify staff if your work schedule changes for any reason.

You must submit your paystubs to the House Manager every week or bi-weekly depending on your pay period.

If you owe New Hope Manor, you must begin paying it back once you start working. This will be working out with the House manager and the financial department located in Barryville, N.Y.

## **Budgets**

You should only purchase items that have been approved in your budget requested for. Receipts for all items purchased must be saved and handed in with your budgets.

Budgets are done weekly and monthly.

- The projected budget for the upcoming month along with the actual budget from the previous month will be completed and submitted to your primary counselor by the 3rd for approval. Please show bank statements for the whole month if you have a bank account/pre-paid card.
- Weekly you will submit a budget by Monday evenings to the House Manager or covering staff if she is not here. You will be attaching your receipts to the weekly budget.

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You will need to open a bank account (if you do not already have one). Green dot cards are also an option. This is for the purpose of being accountable for your money and keeping your money in a safe place.

Credit card use is discouraged while in the program. Exceptions include opening a credit card solely for the purpose of building credit - which your counselor would need to approve.

## **DSS Services**

DSS Policy and Agreement signed upon admission

As a client of New Hope Manor, you agree to follow all DSS requirements, in order to keep your public assistance/ temporary assistance case active. You must notify the House Manager of all appointments and paperwork required by DSS. You agree to give copies of all mail/correspondence received from DSS to the House Manager.

In the event that your public assistance case closes and/or gets sanctioned due to your noncompliance, you are responsible for any costs unpaid by DSS towards your room and board; the monthly room and board at New Hope Manor is \$1060.00. You are also responsible for any repayment requested by DSS.

## **Poughkeepsie Room and Board Fees**

Agreement signed upon admission

The New Hope Manor Community Residence is licensed by OASAS as a Part 820 Residential Reintegration Facility, Congregate Care Level II (CCII). The room and board fee is \$1060.00 per month.

All clients who do not receive SSI or SSD, will need to apply for public assistance/temporary assistance through their county's department of social services.

If you are working fulltime or part time and no longer receiving full public assistance benefits, then she shall pay 15% of her gross monthly income towards room and board fees. Gross income means before taxes. The minimum amount of room and board that will be accepted is \$200.00. Room and board are due by the 1st of each month. If payment is not received by the 6th of the month, the client will be discharged from the program due to noncompliance.

If you are receiving SSID, you are responsible for using the SSID payment to pay the full CCII rent (currently \$1023.00)

1. If you are receiving SSI and not working, you will apply for the SSP to bring them to the full CCII benefit currently \$1199.00. (1023.00 rent and \$176.00 PNA

2. If you are receiving SSD and not working, you will apply for the additional SSI to bring them to the full CCII benefit.

All clients receiving SNAP Benefits will supply New Hope Manor with their benefit card and their pin number. New Hope will collect the SNAP benefit each month at the beginning of the month for every month the client is in residence.

## **Car Policy**

Approval is on a case-to-case basis for permission to have an automobile while residing at New Hope Manor.

You cannot have any pending DWI/DUAI's with/or a restricted license.

You must be in good standing with NYS DMV. You are required to provide a copy of their driver's abstract to be filed in their chart.

NYS inspection and registration must be in good standing. Copies of registration and inspection are files in your charts.

Your car is not permitted to be parked on New Hope Manor property.

In the event you do not follow the rules, you will lose vehicle privileges

## **Work Floors**

Each client in the house contributes to the community by alternating responsibilities. Work floors consist of; Housekeeper, Dining Room, Kitchen, Living Room/Computer Room, Big Bathroom and Stairs, Basement/1<sup>st</sup> floor, Upstairs, Outside, and the Steps/Landing.

You will be assigned a new work floor every week. Work week is from Monday morning until Sunday night. Thorough cleaning of your work floor should be completed prior to

You are responsible for the condition of your work floor. A work floor list is updated weekly by staff which details what your responsibilities are for your work floor.

Jobs are to be done and entered in the workbook everyday by 9:30 PM. If your job has not been entered into the workbook, it is considered not done.

## **Housekeeper**

The Housekeeper is responsible for confirming house security at night. All doors should be checked to make sure they are locked. All windows downstairs must be closed, locked, and alarms are set as the check at night.

Blinds in common areas on the ground floor are to be opened every morning before leaving the house or by 8:30am whichever comes first. Blinds in the common rooms on the ground floor are closed at sunset.

The dryer lint trap must be checked each evening to make sure it is clean.

The Housekeeper is responsible for bringing the outside garbage to the curb on Monday and Thursday nights. Recyclables are put out on Monday night as well. Everyone else can help bring in the cans after they have been emptied.

Housekeeper is also responsible for making sure there are always adequate copies of all forms, such as votes, budgets, sign in/out sheets, internet logs etc. These forms are located in a binder in the computer room.

## **Kitchen/Cook**

The cook is responsible for the health and safety of the house regarding the food that we eat. In addition to making healthy balanced dinners, you must make sure that food is properly stored.

Menus are done while on the Housekeeper work floor. The menu for your upcoming week is due to the House Manager by the Sunday prior to the rotation. The menu sheet can be found in the front computer room; the folder is labeled *menu*. Please make sure to fill out the whole form: your name, which week you will be in the kitchen, what the meal is, and the ingredients that make up the meal.

Once your menu is approved, you will need to create a grocery list. This will require you to know the ingredients and portion sizes needed. You will need to look through the pantry, refrigerators, and freezers to see what items will need to be purchased. The final version of the grocery list needs to be submitted to the House manager by Sunday afternoon. You will then have the opportunity to go shopping at Price Chopper with a staff member.

The coffee pot is set up for the morning.

When job searching, and once you become employed, you should keep in mind that dinner is served by 6:00 PM. If you cannot be home from work in time to start dinner, you need to make arrangements with another client to heat up dinner. Dinners should be prepped if you plan to drop it on another client, meaning food should be prepared and the only thing left to be done by another client is heat the food. Clear instructions should be left if you will be dropping dinner prior to leaving for work/school.

## **Dining Room**

Clean off and wash the table.

Sweep and mop the floor

Empty and put away the dishes from the dishwasher

## **Big bathroom upstairs and the Stairway**

Sweep and mop the staircase and both Landing areas upstairs and downstairs

Empty the garbage and disinfect the bathroom

## **Living room/Computer room**

Sweep, mop, and disinfect all surface areas

## **Basement/1<sup>st</sup> Floor Bathroom**

Sweep basement stairs

Sanitize the outside of the washer and dryer

Empty the garbage and the dryer lint trap

Clean 1<sup>st</sup> floor bathroom

## **Upstairs**

Sweep and mop the entire hallway

## **Outside**

Sweep/ Salt the back ramp and front porch

## **Steps and Landing**

Fire exit steps and Landing (the stairs going from upstairs to the front porch)

Empty the garbage and sanitize the small upstairs bathroom

## House Information

# New Hope Manor

Address: 141 South Avenue  
Poughkeepsie, N.Y. 12601

Phone number: 845-452-2870

Fax number: 845-471-8061

## NEW HOPE MANOR STAFF DIRECTORY

### **Executive Director**

*Sarah Eilbacher, M.Ed.*

### **Assistant Executive Director**

*Linda Borstelmann*

### **Chief Financial Officer**

*Bryon Gardner*

### **Clinical Director**

*Erika Vidal*

### **House Manager**

*Lorraine Ferdico*

### **Primary Counselor**

Elisa Rodriguez Maya

### **Clinical Support**

*Adriana Hernandez*

*Shannon Walton*

*Kierra Young*

*Caitlin Sanford*

*Elizabeth Cameron*

### **Healthcare Coordinator RN**

*Steve Giovannello*

### **Maintenance Director**

*Randy Caruso*

### **Maintenance Assistant**

*Allan*

### **Client Financial Services/Billing**

*Theresa Lilly*