



# **COMMUNITY MEDICAL RESPITE**

## ***Client Handbook***

**180 Belt Blvd  
Richmond, VA 23224  
Phone: (804) 292-3030  
Fax (804) 451-5990**

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## INTRODUCTION

Welcome to the Daily Planet Health Services (DPHS) Medical Respite Program. Our goal is to provide trauma-informed care that is respectful of your individual uniqueness and helps you plan for a smooth transition to your next living situation. We want you to feel comfortable for the duration of your stay, and created this booklet to explain our services and expectations. We do our best to make your stay at Daily Planet Medical Respite pleasant and productive.

## SCHEDULE

### Daily Schedule

6:00 AM to 8:00 AM	Wakeup, Breakfast, Vital Signs and Morning Medications
9:00 AM to 5:00 PM	Individual meetings, group meetings, and appointments
12:00 PM to 1:00 PM	Lunch and Afternoon Medications
5:30 PM to 7:00 PM	Dinner and Evening Medications
6:00 PM to 10:00 PM	Leisure activities
9:00 PM	Bedtime Medications
10:00 PM	Common room TV is turned off, and all clients in their rooms
11:00 PM	Lights Out

#### Friday & Saturday ONLY:

6:00 PM to 12:00 Midnight	Leisure Activities
Midnight	1TV is turned off and all clients in their rooms with lights out

**ALL CLIENTS MUST BE IN THE BUILDING BY 5:30 PM EVERYDAY**

**CLIENTS ARE ENCOURAGED TO ATTEND COMMUNITY MEETINGS AS POSTED**

## THE PROGRAM

The Daily Planet Medical Respite Program provides short-term convalescent supervision for clients without housing who are in need of medical assistance. It is designed to serve adults (over 18) who require recuperative care for up to 30 days. These individuals may be recently discharged from a medical facility, or are unable to stay in another shelter due to a chronic medical problem. Respite staff use the opportunities provided by daily contact with clients in a safe and structured setting to provide behavioral health care, medical care, health education, and case management services.

The Program has the following goals: (1) Provide a safe, stable and supportive environment for clients who are recovering from illness or injury; (2) Provide behavioral health and substance abuse services to clients as needed; (3) Connect clients to ongoing care after discharge; and (4) Provide comprehensive care that acknowledges social determinants of health focusing on housing stabilization.

**You will meet with members of your care team throughout your stay at Medical Respite. A Case Manager will help you develop an Individual Service Plan with goals designed to support medical recovery, as well as more stable housing and income.**

## SIGNING IN AND OUT

Clients are to sign in and out each time they leave or return to the building. The Sign In/Out sheet is located near the elevator on the second floor. All clients are to enter and exit through the main doors of Southside Health Center, and use the elevator to enter the Medical Respite Area. You may call the respite phone 804-292-3030 to alert staff if the door is locked.

The ongoing COVID 19 Pandemic caused some changes in our policies to protect the safety of all clients. Our clinical team monitors the local pandemic activity and alters the policies as needed. We encourage and offer COVID vaccine to all residents. We require masking while indoors in the facility. If you are unvaccinated, you must have a COVID test prior to entry and then remain isolated in your room until we are sure you are not carrying COVID.

If you are fully vaccinated when you arrive, you are strongly encouraged not to leave the facility during the first three (3) days of your stay for any reason OTHER THAN medical or supportive service appointments. After that time, you may sign out and back in, stating your destination whenever you leave the building. During your recuperation you may enjoy walking around outside our building and are welcome to do so as you are able.

Be sure to take a copy of your Respite Orders Sheet to any medical appointments outside of DPHS, and when you return, please provide all paperwork and prescriptions you may receive from your provider so your care team will be aware of changes. If you visit the DMV, DSS, SSA, or a landlord, provide any updated documents to your case manager.

All clients are to return for the night by 5:30 PM. In case of an emergency that prevents your return, call 804-292-3030 to alert a staff member. The last smoking break is around 7:30pm, after that time no one will be in or out of the building. This rule is intended to protect both our residents and staff.

If a client leaves the facility without permission, they will be required to meet with their care team. Repeated violations may result in dismissal from the program.

## FIRE SAFETY

You will be oriented to the locations of all exits in the building. Smoke detectors, sprinklers and fire alarms have been installed for our safety. **DO NOT** tamper with them.

In the event of a fire, leave the building through the nearest exit and walk across the parking lot to the dumpster. Roll call will be completed at that time. Fire drills will be conducted periodically.

**OPEN FLAMES OF ANY TYPE ARE NOT ALLOWED INSIDE OF THE BUILDING**, i.e. Candles, incense, etc.

## SMOKING

DPHS Medical Respite is a **Smoke Free** facility, therefore smoking is not allowed inside the building. You may smoke only in the back of parking lot area designated for this use. Cigarettes must be discarded appropriately and not littered on the ground. We encourage all clients to stop smoking, and offer help with quitting.

## SUBSTANCE ABUSE

DPHS Medical Respite is a **Drug and Alcohol Free** facility. Bringing alcohol, drugs or drug paraphernalia onto the property is not permitted. The use of drugs or alcohol while in the Medical Respite program is not permitted because it is counterproductive to health, recovery, and can pose a risk to other clients who are in the program. We offer substance abuse services including medication assisted treatments, individual and group therapy.

If we suspect that you have been drinking or using illicit drugs, we will work with you to develop a plan to address your usage and to ensure the safety of all those present. Violent or threatening behaviors will not be tolerated. Clients are subject to urine and/or breathalyzer tests at random or if use is suspected.

Use of alcohol, drugs or cigarettes within the building may lead to dismissal from the Medical Respite program.

## CLIENT RESPONSIBILITIES

### **Individual Service Plan:**

You are expected to meet with the Case Manager within four days of admission to develop an Individual Service Plan. This will assist you in planning for housing and other needs, and in developing and meeting healthcare goals.

### **Medical:**

While you are in Medical Respite our medical team supervises your recovery plan. This means we hold all your medications and dispense them according to your treatment orders. We may also order bloodwork or PT/OT/wound care services if needed to provide you the highest level of care. If you visit a specialist outside of Daily Planet, please take a copy of your Respite Orders Sheet to share with the specialist and update the medical team of any changes to your plan when you return. No medications are to be kept in client's rooms. When you are discharged from Medical Respite, we will provide you with a medication list and all your remaining medications.

### **Vehicles:**

Respite clients can park their vehicles at the Respite facility while they are admitted to the Program. Clients are required to surrender their vehicle keys to the Respite staff upon admission to the Program. Clients will have to request for their keys to attend appointments. They are not allowed to provide rides to any other Respite clients or Respite staff.

### **Financial:**

The Medical Respite Program is not responsible for safeguarding or holding cash for Respite clients.

### **Personal Hygiene:**

Clients must practice good personal hygiene, such as taking a daily shower and grooming; wearing clean clothes; and washing hands after using the bathroom, before meals, and before doing any kitchen or dining room chores.

Shoes or slippers must be worn at all times.

### **Facility:**

- You are expected to attend community meetings weekly.
- Clean room and personal area and make the bed daily, as able
- Do laundry weekly at assigned time.
- Respect the rights of others at all times.
- Clients are not allowed to enter one another's rooms.

**Off Site:** Do not loiter in the area. Do not engage in activities that may be offensive, hazardous or annoying to the neighborhood, for example panhandling, cursing, or fighting.

## INCLEMENT WEATHER

In the cases of inclement weather when Daily Planet Health Services has closed administratively, clients must remain in the building. This can change at the discretion of the Program Manager.

## MAIL

Clients may use this address: 180 Belt Boulevard, Richmond, VA 23224 c/o Medical Respite as their mailing address while in the program. A mail contract must first be signed by the Client and Case Manager. Upon discharge, this contract may be continued if patient is continuing Case Management services at DPHS, or mail will be transferred to a forwarding address. Mail not picked up after 1 week will be returned to the sender.

## MEDICATION

Medication must be taken in the presence of the staff, at scheduled times, per written directions of licensed medical providers. Clients will be handed their medication for self-administration and are expected to take medication as prescribed. After taking medication, client will return the medication bottle/container to program staff. **Clients may not keep medication in their rooms, all medication must be checked in with respite staff.** If you need refills during your stay, your medical team will help obtain them.

## MEALS

### **NO FOOD OR BEVERAGES ARE TO BE STORED IN BEDROOMS.**

The facility will provide or arrange for food service. You will be provided 3 nutritionally balanced meals daily. You are expected to eat in the dining room unless you are isolated for a medical reason.

## LAUNDRY

Each client must check with staff before doing laundry. The Program will supply you with detergent. Clients should complete all laundry during the allotted schedule day from 8am-7pm. Laundry Schedule:

Males: Monday, Wednesday and Friday

Women: Tuesday and Thursday

Clean linens and towels are provided by a laundry service which picks up soiled items weekly. Plan to get fresh linens and towels every week.

## TOILETRIES

Toiletry items are available. Please ask staff for specific items such as soap, shampoo, toothbrush, etc.

## TELEPHONE

Clients may - use the common area phone with staff permission for no longer than 10 minutes. The client direct phone number is: (804) 292-3030, option 4.

## ROOM CHECK

Staff will conduct routine safety checks of clients in their rooms throughout the day and night. Rooms will be searched if there is reasonable evidence of danger to self and/or others, or criminal activity. Any illegal items found may be cause for dismissal, e.g. weapons, drugs, drug paraphernalia, or stolen goods.

## PERSONAL PROPERTY

All personal belongings are inspected upon admission. All items are put through a disinfectant procedure for client and staff safety. Any potentially harmful materials will be checked in and kept by staff. Staff will give the client a receipt for anything that is withheld, and it will be returned upon discharge.

Clients are expected to take their belongings when they discharge. Any items that the client cannot carry will be held for up to 7 days. On the 7<sup>th</sup> day at the close of business, any unclaimed items will be donated or discarded. If clients self-discharge or are admitted into the hospital any unclaimed items will be held for 7 days or until hospital discharge.

DPHS Medical Respite is a **gun free facility**. No one may bring in firearms.

## TELEVISION and MUSIC

There are two common area televisions in Medical Respite, and there are personal TVs available for use by clients who are unable to leave their room.

Clients must be considerate of their roommates., **and for that reason we ask you use headphones when sharing a space while listening to music or television.**

## VISITORS 10am - 4pm Monday – Sunday

Visitor policy is determined by medical staff based upon community COVID activity. During the week, visitors must check in with the front desk. If you plan to have a visitor on the weekend,

please notify the medical respite staff on duty; at least one hour in advance of your visitor arriving. Visitors are expected to follow the house rules whenever on the premises. You will be financially responsible for any damage caused by your guests. DPHS Medical Respite reserves the right to ask any visitor not observing the rules or acting inappropriately to leave the premises. All visits will be restricted to the visitor's room in the common area and not lasting for more than 1 hour.

## SEXUAL CONTACT/HARASSMENT

To ensure the safety of each client, no sexual activity is allowed on the premises. Sexual misconduct, consensual or otherwise, will not be tolerated and is grounds for immediate dismissal.

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment. Sexual harassment is illegal and will not be tolerated and may result immediate dismissal.

## CAUSES FOR DISMISSAL

The following activities put the safety and security of others in the program at risk, and may result in dismissal:

- Bringing alcohol, drugs, paraphernalia, firearms or stolen goods onto the property.

What is Drug Paraphernalia?

"The term drug paraphernalia refers to any equipment that is used to produce, conceal, and consume illicit drugs. It includes but is not limited to items such as bongs, roach clips, miniature spoons, and various types of pipes.

Under federal law the term drug paraphernalia means 'any equipment, product or material of any kind which is primarily intended or designed for use in manufacturing, compounding, converting, concealing, producing, processing, preparing, injecting, ingesting, inhaling, or otherwise introducing into the human body a controlled substance.'

Examples of Drug Paraphernalia (to include the following items but not limited to):

- Pipes (metal, wooden, acrylic, glass, stone, plastic, or ceramic)
- Water pipes
- Roach clips
- Miniature spoons
- Chillums (cone-shaped marijuana/hash pipes)
- Bongs
- Cigarette papers
- Cocaine "freebase kits"

(National Drug Intelligence Center, 2013, p. 1)

- Taking more medication (over medicating) than prescribed.
- Smoking in the building.
- Violent, threatening or abusive language or behavior (including sexual harassment) towards other clients or staff.
- Participation in illegal activities on the property, such as gambling, selling drugs or prostitution.

- Destruction or theft of property owned by another client, staff or the Daily Planet Medical Respite Program. (If caught, you will be prosecuted.)

## GRIEVANCE PROCEDURE

A grievance is a complaint you have when you feel that you have been treated unfairly or that your legal rights have been violated.

A grievance against another client, should be first reported to the respite staff. If not resolved, the client may report the grievance to the Program Manager.

Any client who feels that a staff member has violated his or her rights should report the alleged violation to another staff member. The staff member will help you complete a grievance form which will then be investigated by the management staff. A response will be communicated to you at the close of the investigation.

***Thank you for taking the time to become familiar with this handbook. Please use it as a reference during your stay at the Daily Planet Medical Respite Program.***

**ACKNOWLEDGEMENT OF RECEIPT OF CLIENT  
HANDBOOK and AGREEMENT WITH PROGRAM  
EXPECTATIONS**

My signature below indicates that I have received the Client Handbook, which includes an explanation of rights, responsibilities and expectations of the Daily Planet Medical Respite program, and that I agree to comply with all program expectations:

Client Printed Name: \_\_\_\_\_

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_