



COMMUNITY MEDICAL RESPITE

Client Handbook

**180 Belt Blvd
Richmond, VA 23224
Phone: (804) 292-3030
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**Nadia Pitter: Case Manager
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Introduction

Welcome to the Daily Planet Health Services (DPHS) Medical Respite Program! Our goal is to create a safe and comfortable space for you to heal. As you recover, we will help you make a plan toward more stable housing when you leave our program. This document explains our services and expectations.

Program Description

The Daily Planet Medical Respite Program is designed to serve adults who need recuperative care for up to 30 days. These individuals may be recently discharged from a medical facility, or may be 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 medical care, behavioral health care, peer recovery services, health education classes, 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 use disorder 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.

Your Care Team

Everyone's care team at Daily Planet Medical Respite includes a medical provider, a case manager, and our 24/7 clinical support staff. All clients are expected to meet with their medical provider and case manager at least once a week.

Everyone is also invited to weekly Behavioral Health and Peer Recovery groups, as well as Health Education classes. You may also meet individually with a therapist, or see a psychiatrist during your stay if requested. You may also make an appointment in the dental clinic downstairs during your stay.

When you leave Medical Respite, you may keep your care team for future clinic visits

A TYPICAL DAY AT RESPITE

6:00 AM to 8:00 AM	Wakeup, Breakfast, Morning Medications
9:00 AM to 5:00 PM	Individual meetings, group meetings, and appointments
12:00 PM to 1:00 PM	Lunch
5:30 PM to 7:00 PM	Dinner
6:00 PM to 10:00 PM	Leisure activities
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	TV is turned off and all clients in their rooms with lights out

Coming and going from respite

We ask clients to sign in and out each time they come or go from the building. This is for everyone's safety in case of emergency. 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. During your recuperation you may enjoy walking around outside our building and are welcome to do so as you are able, but we ask all clients to be inside by 5:30pm for dinner. You may call the respite phone 804-292-3020 to alert staff if you arrive after 4:30 and the clinic door is locked. You may also use the doorbell on the clinic door to alert staff of your return. Do not prop open the clinic door for any reason. Do not use the fire escape as an entrance.

COMING and GOING SAFELY

The ongoing COVID Pandemic caused some changes in our policies to protect the safety of all clients. All residents and staff must be vaccinated against COVID. We mask while indoors in the facility. Our clinical team monitors the local pandemic activity and alters the policies as needed.

Be sure to take a copy of your MAR 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.

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 shown the locations of all exits in the building. ***Open flames of any type are not allowed inside of the building.*** Smoke detectors, sprinklers and fire alarms have been installed for our safety.

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.

SUBSTANCE ABUSE

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

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

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

Case Management:

You will with the Case Manager within 4 days of admission to develop an Individual Service Plan. This will assist you in planning for housing and other needs like obtaining access to

benefits, replacement IDs, or enrolling in health insurance. At least weekly throughout your stay, you will continue to meet with the Case Manager to track progress toward your goals. If you visit the DMV, DSS, SSA, or a landlord, please provide any updated documents to your case manager so they may better assist you.

Medical:

You will meet a medical provider within 3 days of admission, and weekly throughout your stay. The provider will write treatment orders for your stay. They will order any necessary follow up care services or medications if needed to provide you the highest level of care.

During your stay, we will monitor your blood pressure and blood sugar as needed. They will also try to arrange any preventive screenings you may need.

If you visit a provider outside of Daily Planet during your stay, please take a copy of your MAR to your appointment, and update the respite medical team of any changes to your plan when you return.

When you are discharged from Medical Respite, Daily Planet hopes to continue being your medical home. We will provide you with a medications and follow up appointments a needed.

Vehicles:

You may park your vehicle at the Respite facility while staying here so long as you are medically cleared to drive, have a valid driver’s license, and the car is insured. The program is not responsible for any damage to your vehicle in our parking lot.

Financial:

The Medical Respite Program is not responsible for safeguarding or holding cash for Respite clients. Our program never serves as a payee for benefits.

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 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, if they have signed a mail contract. After discharge, this mail 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. **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 on Friday. Plan to get fresh linens and towels every week.

TOILETRIES

Toiletry items are available. If you need something not in your welcome kit, please ask.

TELEPHONE

There is a phone in the common area for client use.

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 dangerous materials will be checked in and kept by staff.

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 7th 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 or weapons of any kind.

TELEVISION and MUSIC

There is one common area television in Medical Respite, and there is one personal TV 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.

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)
- Bong
- Cigarette papers
- Cocaine “freebase kits”

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

- 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.

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 DPHS management staff.

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: _____