



POLICY & PROCEDURES

Contents

Viancare Overview	4
The house	4
Mission statement	4
Vision Statement	4
Our values	4
Security	5
Length of stay	5
Fees	5
Intake process	5
Resident personal data	5
Forms that new residents will sign	6
Recovery goals	6
Code of Ethics	6
Payments	7
Accounting tools	7
Recovery support	7
Moving in	7
What to expect when you move in	7
Rules and policies of the house	8
Safety	8
House Rules	8
Breaking house rules	8
Searches by staff	8
Curfews	8
Rules about guests	9
Personal property left behind	9
Smoking	9
Residents' rights	9

Chores	9
Drug and alcohol testing	10
Drug Testing Policy	10
UA testing process	10
Positive test	10
Relapse policy and dismissal process	11
Overdoses on the premises	11
Medication and illness policies	11
Prescription medication	11
Naloxone	11
Covid or other infectious illnesses	12
Recovery residence exposure to bodily fluids and contagious disease policy	12
Governance	13
Grievance policy	13
Resident grievances with each other	13
Grievances against the operator	13
Grievances from neighbors or community	14
Roles and staff	14
Roles and responsibilities of house lead	14
Role and responsibilities of the house manager	15
Roles and responsibilities of chore leader	15
Training of leaders	16
Paid positions	16
Appendix A: Forms	18
Code of Ethics	19
House rules agreement	21
Safety	21
General	21
Smoking, alcohol, and drugs	22
Cleanliness	22
Your room	22
Personal Hygiene	23
Behavior	23
Laundry	23
Resident Confidentiality Agreement	24
Enforcement of policies and grievance policies	25
Drug Testing Policy	25
Dismissal Process	25
Grievance Policy	25
Good Neighbor Policy	27
Medication Policy Agreement	28
Consent form for use of photographs and video	29

Appendix B: Emergency numbers and evacuation maps
Appendix C: Intake form

30
30

VIANCARE Overview

VIANCARE, a recovery residence, is a level II home. We provide a safe, shared-living house that is alcohol and drug-free. It is a place where residents can feel safe and secure knowing we have a zero-tolerance alcohol and drug policy so they can work on their long-term recovery. We will work with residents to make them feel heard, provide opportunities for accountability and self-growth, and provide an environment where they feel empowered to make healthy decisions as a group. We foster an environment where people can grow and feel empowered to move on to permanent housing when ready.

We adhere to all non-discriminatory state and federal requirements.

Our Living Spaces

VIANCARE is a shared living space. To help our residents heal and get back on their feet, we pay for all utilities, provide a stocked food pantry, sheets, pillows, and comforter. We will provide incidental items, such as cleaning supplies, garbage bags, etc. Our house will have two refrigerators and space for each residents' food.

We provide all tools and items necessary for performing chores around the house.

There is designated space in the backyard for smoking or congregating.

We provide a welcome basket upon arrival that includes toiletries and other fun welcome things.

Mission statement

At VianCare our mission is to empower individuals on their recovery journey through compassion, support, and shared experiences. We believe in the transformative power of community and strive to create a safe space where everyone can heal and grow. Any and everyone is welcome at Viancare you don't have to be in recovery but all house rules including drug test will apply to all residents.

Vision Statement

Compassion: We understand the challenges of addiction and approach each individual with empathy and kindness.

Integrity: Honesty and accountability are at the forefront of our community, fostering trust among residents and staff.

Community: We thrive together, supporting one another through shared experiences and collective growth.

Our Values

At VIANCARE, we believe that every resident deserves to live with dignity and respect. We strive to create an environment that fosters independence and accountability and promotes a sense of community among our residents.

1. Uphold the resident's rights.
2. Provide a place that feels like a home.

3. Provide an environment of empowerment and accountability.
4. Provide a safe place to live far from temptation.
5. Provide information about the recovery community and provide support or guidance to find these places.
6. Provide a staff of empathy and understanding.
7. Provide a place that feels like a community and promotes accountability and self-worth and self-care.
8. Provide a place that allows residents to keep healthy.
9. Be a good neighbor.
10. Be a good roommate.
11. We promise to adhere to all fair housing guidance and requirements.

Security

VIANCARE doors will have a keypad lock and each resident will have a unique code to enter the house. We will have cameras throughout the common areas and around the perimeter of the house. Residents will not be allowed to move or block any camera in the house.

If a resident breaks a rule and is asked to leave, we will cancel their code for entering the house.

Length of stay

Residents are encouraged to stay for at least 9 months up to 24 months. Evidence has shown that the longer the stay, the more successful long-term recovery will be. However, this is not required.

Fees

Refer to the fee sheet that is not a part of this document for the most up-to-date fees.

Intake process

We want to make sure that all residents feel safe in our home. That means that we will do the following intake process for all of our incoming residents.

- We have a list of questions that we will ask at intake. (Intake questions are listed in [Appendix C](#) of this manual.)
- We will interview the person and find out their story and how they feel about their recovery so we can best support them. We want residents to be serious about recovery and about participating in a community of peers working towards the same goal of sobriety.
- We will provide background checks on all incoming residents that are not referred to us by an agency. That said, many of our residents may be coming from incarceration. We will not have any residents in the home that we believe are a danger to the community or that we think may be disruptive to our other residents.
- All staff go through a background check & credit check. They will go through any necessary first-aid training that we adhere to.

Resident personal data

When a resident moves in, we gather information to help us better support that resident. All residents will sign a Resident Confidentiality Agreement and a Release of Information.

Any data we have on an individual will be gathered either on a form or electronically. If on a form, we will keep in a secure location off-site of the recovery residence or shred any red data once transferred electronically. Red data consists of sensitive data, such as credit card data, social security numbers, etc. Other sensitive data may consist of medications that the resident is taking, recovery history, and crimes committed. If a resident wants to share information about themselves, we will be sure to respect their privacy and not share with other residents or staff unless it pertains to their mental or physical well-being.

Data will also be used to have continuous improvements to our intake process, demographics, and house processes.

Only VIANCARE staff will have access to any personal information and will only share with others with the resident's written or verbal permission.

We will keep data on individuals for two years after the resident moves out. Any information regarding that resident will be shredded or destroyed after two years.

Forms that new residents will sign

Any new residents that are accepted into the house will sign the agreements found in [Appendix A: Forms](#)

Recovery goals

Once a resident is accepted in the house, the intake process will help document any recovery goals. These goals may be already identified with the case manager or probation officer or drug court, but the house manager should be aware of any goals and formally document them as part of the resident's plan during their stay at our home.

The house manager will have one-on-one meetings with each resident on a regular cadence. At these meetings, the house manager will review the goals on a monthly basis to make sure that they have the support to reach their goals and to see if goals need to be updated.

There may be software that helps track and define these goals as well. VIANCARE is currently looking at software options at the writing of this document.

Recovery goals document that will be discussed with VIANCARE staff and the resident and any other case worker or probation officer necessary. What does this look like?

Code of Ethics

We adhere to the CCAPP code of ethics as listed in the [Appendix A: Forms/Code of ethics](#) section of this document. We expect anyone working for VIANCARE to sign the form to agree to the code of ethics. If there is an ethical issue, it shall be resolved by the operator of the house. Please let us know if you see any code of ethics being broken so we can address it immediately. If the code of ethics is broken by an operator, anyone can escalate to CCAPP.

Payments

Prior to signing the license agreement to move into the house, the resident will know how much it will cost them and any amount that another organization will be paying on their behalf. This will be outlined in the license agreement. See [Appendix A](#) for the license agreement.

Accounting tools

VIANCARE uses QuickBooks to document all their expenses and payments. We also use schedulemyrent.com to automate the process of collecting license fees from residents that have a monthly contribution themselves. If a resident plans to move and notifies [VIANCARE] at least 30 days prior, any amount paid for the full month by the resident will be prorated up and through their move-out date.

Recovery support

Each house will have a QR code on the wall that they can access to find recovery resources they need, such as AA meetings, essential needs, etc. We will also have recovery support software they can use to link to these resources, and will coordinate with the appropriate case managers and support networks for each individual resident.

Our SUD counseling trained staff (peer and clinical) will provide learning opportunities and additional emergency resources on a case by case basis. Ongoing performance support and training are provided for staff.

Moving in

What to expect when you move in

There are several rules around moving in, which include:

1. A UA test when you first move-in.
2. If recently released from incarceration, the first 7-days are a blackout period. You may only leave the house for work, church, grocery shopping, or recovery related meetings. All requests for exceptions must be approved in writing by the house manager.
3. Review all rules & policies of the house and sign the license agreement and house rules forms.
4. A tour of the home and meet all residents present at the time of intake.

Rules and policies of the house

Safety

The safety of our residents is of the utmost importance to us. You will find that each room has a smoke detector, carbon dioxide detectors, fire extinguishers in the kitchen and common areas, and evacuation signs in the home.

We will regularly do emergency evacuation drills that are documented and posted in the house.

Inspection of the safety devices throughout the home will be completed on a quarterly basis.

House Rules

All house rules must be adhered to by all residents. The form will be signed by any approved resident. The rules may change as issues arise and where it makes sense to change or add to. This document may not have the most up-to-date house rules. Refer to the House Rules document in Google drive.

Certain rules will result in immediate dismissal. For all other rules, you will have three warnings that will result in an official house write-up by the house lead or house manager.

Refer to the [Appendix A: House rules agreement](#) for all house rules.

Breaking house rules

If a house rule is broken that is not listed in red above, then the resident will be written up for the offense. Once three offenses of the same type are made, then the resident will be asked to move out. Write ups will be discussed with the resident's case manager each time.

If a rule marked in red is violated, they will be immediately asked to vacate the property. They will be asked to gather their belongings and move out immediately.

If there is violence, threat of violence, or belligerent behavior toward the staff or residents, then the police will be called and have that person vacated from the property. If there is law broken, then the police will be called.

If the resident refuses to leave, the police will be called. Because the resident signed a license agreement and were asked to leave, then they will be trespassing on the property and thus the police can be asked to step in and have that person removed.

Searches by staff

[YOUR COMPANY NAME] reserves the right to search resident's belongings for illicit drugs, alcohol, drug paraphernalia, and weapons at any time. Case managers, probation officers and parole agents may also perform unannounced inspections and searches for those under their jurisdiction.

If any restricted items are found in the resident's personal space, they will be confiscated and the resident will be immediately dismissed from the house.

Curfews

As stated in our [house rules](#), all residents must be in the house Sun-Thurs at 6:00 am - 11:00 pm and Friday-Sat 6:00 am- 12:00 pm. All residents must get approval from the house lead and manager for being out later than curfew. If you have a job at hours that put you outside of the later, then you must share your work schedule and work that out with the house manager for accommodations. If you are coming later with approval from the house manager, then you must be respectful to the other residents and keep your movements and noise to a minimum.

Quiet time is between 10:00 pm and 7:00 am. Quiet time means that the television is off and any devices are used with headphones, no loud talking, or disturbing the other residents.

Rules about guests

No guests are allowed besides case managers and law enforcement officers. If residents wish to see friends and family, they can go visit them outside of the home.

Personal property left behind

If a resident is asked to vacate the premises for breaking a house rule or if they are ready to move on to the next chapter of their life and are leaving on their own terms, or if they leave unannounced, then any personal property left behind shall be kept for up to 3 days by VIANCARE staff.

The resident who left may retrieve their belongings by calling or emailing a VIANCARE staff member and setting up a mutually agreed upon time to pick it up or drop it off. They should not contact a resident in the house to return belongings unless approved by VIANCARE staff.

After 3 days, all personal property may be donated or disposed of.

Smoking

There is absolutely no smoking in the house or in the front of the house. There are designated areas in the backyard to smoke.

No resident is allowed to tamper with any smoke or carbon monoxide devices in the house. Doing so will result in immediate dismissal from the house.

Residents' rights

Residents have rights and any grievances should follow [the grievance policy](#). We encourage all residents to work out grievances by talking to the person directly, escalate to the house lead to help mediate, or escalate to the house manager to help mediate and resolve.

Chores

As part of being in a community, you must help with the upkeep of the house. This includes daily, weekly, and monthly chores. We will have a chore leader designated in the house to uphold and create assignments. The rule of thumb should be - be a good roommate, clean up after yourself immediately, and when you go to sleep at night, the house should be as if you all just moved in, free of clutter, no dirty dishes or pots/pans in the sink, and countertops cleared off and cleaned.

These chores will include (a comprehensive list will be displayed in the house):

1. Keep all kitchen and bathroom countertops clear of clutter and personal items.
2. Clean the kitchen including the stove, oven, and inside and outside the microwave.
3. Throw out expired food.
4. Unload the dishwasher.
5. Clean out the refrigerator and freezer and wash inside with soap and water.
6. Sweep all floors.
7. Mop all floors.
8. Vacuum.
9. Clean bathroom toilets.
10. Clean all mirrors.
11. Clean bathroom showers/baths.
12. Clean clear off and tidy surfaces such as coffee table, counters, computer area.
13. Make bed and keep clothes off the floor.
14. Yardwork will include mowing if applicable, weeding, trimming hedges, and raking leaves if applicable.
More substantial work will be hired out.
15. Launder community towels such as kitchen towels, shower curtains if applicable, and bathmats.
16. Dust all surfaces with appropriate cleaning supply.

Drug and alcohol testing

VIANCARE is a drug-free and alcohol-free house. We have zero tolerance to anyone using drugs or alcohol on or off the premise while residing with us.

Drug Testing Policy

When first entering the house as a resident, a drug test will be administered.

After entering as a resident, a drug test may be required when any resident is suspected of being under the influence of any substance, at the discretion of staff or peers.

Residents will be subject to both random and behavior indicated alcohol and/or drug screening tests. Refusing to submit to a test is grounds for immediate dismissal.

All residents are subject to drug/alcohol testing after an overnight pass or extended trip with no exceptions.

UA testing process

Once a resident is asked to take a UA test, they must do it:

1. Immediately
2. Alone in the bathroom
3. With the door open?

Positive test

If you have a positive test, then you can choose to retake the test at your own cost. If you still believe the test is incorrect, you can choose to go to a facility to do the test at your own cost.

Relapse policy and dismissal process

VIANCARE is an abstinence-based program and we have a zero-tolerance policy when it comes to relapse and/or drugs and alcohol being found on property. In the occurrence of a relapse, circumstances determine how each situation is handled by staff.

When asked to leave property due to using or failed drug screen/breathalyzer, the resident has two options:

1. Vacate the premises immediately with their property or your property will be packed for you by another resident or staff member.
2. Go to detox immediately. If the resident is willing to go to detox, they must find their own ride to detox. We can hold their bed for 14 days. If detox is complete, the resident can come back to the house, resign a license agreement, and take up where they left off in their recovery. Staff will take the necessary measures to help the resident get to a safe place that meets their recovery needs as long as he or she is willing.

Dismissed residents due to relapse may return to the residence as long as a bed space is available, and the resident meets the following requirements:

- Have one week of continued sobriety confirmed by your sponsor.
- Pass a urinalysis test and a breathalyzer.
- Approval of return by staff and members of the recovery residence.

- Payment of any outstanding fees and readmission fee.

Overdoses on the premises

While this house is a drug-free zone, we realize that people relapse. Our house manager and our house lead will be trained on Naloxone administration and Naloxone will be located onsite.

Medication and illness policies

During the intake process, VIANCARE staff will identify any prescription or medically-assisted treatment (MAT) drugs that you are taking. The resident is **not** allowed to share any prescription drugs with any residents. You will also sign the [Medication Policy agreement](#), so please read and understand the policy.

Prescription medication

The health and safety of our residents are one of our main values and we want you to be accountable for your own health issues. The house lead and manager should be aware of any medications you are on and where it is stored. Everyone at VIANCARE is expected to be med-compliant and able to handle their own medications independently. VIANCARE does not help with any activities of daily living, including administering medications.

Naloxone (Narcan)

Naloxone (Narcan) is used if you suspect someone has overdosed. The house lead & manager will be trained on how to use it, and any resident that wishes to be trained on it can be as well. Naloxone medication will be kept in the house in an accessible location.

Covid or other infectious illnesses

If a resident is feeling ill and has symptoms similar to Covid-19, they should test immediately. If someone in the house tests positive, they should notify the house lead and manager immediately. They will be quarantined in their room for the recommended amount of time according to the CDC - typically 5 days. When they leave their room, they must wear a mask in any common area in or around the house until they have two negative covid tests. We will follow all state and federal rules for Covid quarantine.

Accommodations will be made for quarantine if necessary (i.e. moving the affected resident into an empty room). Anyone that was in proximity to the person with covid should take covid tests daily to make sure they test positive for up to 5 days.

As part of the chore tasks, the house residents will wear masks and gloves and clean all surfaces and public areas with disinfectant as soon as possible after the resident tests positive.

Recovery residence exposure to bodily fluids and contagious disease policy

VIANCARE will use "universal precautions" to prevent the spread of disease within the home, as follows:

"Universal Precautions" means an approach to infection control that treats all human blood and body fluids as if they are infectious. Generally, Universal Precautions consist of regular hand-washing after coming into contact with another person's body fluids (mucous, saliva, urine, etc.) and includes the use of gloves when handling blood or body fluids that contain blood.

Specifically, Universal Precautions consist of the following four basic infection guidelines:

1) Hand-washing

- a) Staff and residents should wash their hands:
 - (1) After assisting wiping one's nose.
 - (2) Before preparing or eating foods.
 - (3) After using the toilet.
 - (4) Before and after treating or bandaging a cut.
 - (5) After handling urine test kits or collection of urine.
 - (6) After wiping down surfaces, cleaning spills, or any other housekeeping.
 - (7) After being in contact with any body fluids from another person.
 - (8) Even if they wore gloves during contact with body fluids.

2) Gloves

- a) Staff and residents should always wear gloves:
 - (1) When they come into contact with blood or body fluids that contain blood.
 - (2) When they have open cuts or scratches on their hands.
 - (3) When cleaning up urine, stool, or vomit.
 - (4) When administering first aid for a cut, a bleeding wound, or a bloody nose.
 - (5) And use gloves only one time, for one incident or client.
 - (6) Staff must air dry their hands prior to putting on a new pair of gloves.
 - (7) And dispose of used gloves immediately after use.

3) Cleaning with a disinfectant

- a) Staff and residents should clean with a disinfectant:
 - (1) On all surfaces and in the resident's room and on an "as needed" basis on any surface that has come into contact with blood.
 - (2) Such as a basic bleach solution, made fresh daily by mixing:
 - (a) 1/4 cup household liquid chlorine bleach in one gallon of tap water, or one tablespoon bleach in one quart of water.

4) Proper disposal of infectious materials

- a) Staff and residents should dispose of infectious materials by:
 - (1) Placing it in a plastic trash bag, tying it with a secure tie, and disposing of it out of reach of residents and any children who may be present.

Governance

While VIANCARE has house rules, we still want to foster a community of peer governance and participation.

Residents will have a weekly meeting run by the house lead to discuss grievances, needs in the house, rules that should be implemented or altered, celebrate successes, or offer support to those in need at the moment.

Grievance policy

From time to time, residents will have issues with other residents, house leads, or the operator. We want to make sure that all grievances are heard and addressed in a timely manner. The operator of the house has the final decision in all grievances. If there are additional grievances after all levels of management within the home have addressed the issue, it can be escalated to MARYLAND NARR Affiliate.

Resident grievances with each other or house manager

All clients have the right and are encouraged to communicate his or her grievance to VIANCARE staff member or company representative. There will be no consequences or retaliation for the resident filing a grievance.

1. All residents have a right to file a formal written grievance. The resident may request a form from any staff member or House Manager. (Grievance Forms are located next to the sign in sheets and on the OneStep app). The resident should fill out the form and return it to any staff member or the House Manager.
2. Written grievances shall be forwarded to the **Ian Smith, iansmith@viancarellc.com**
3. In the instance where the decision maker is the subject of a grievance, decision making authority shall be delegated to **Ian Smith, iansmith@viancarellc.com**
4. Time frame for expedient resolution is two business days upon receipt of the complaint/grievance.
5. The resident will be sent a written notice of the grievance outcome and steps for appealing the outcome.

Grievances against the operator

Throughout this process, the resident has the right to contact, make a complaint and/or appeal the grievance outcome to the MARYLAND NARR Affiliate.

Grievances from neighbors or community

Being a good neighbor is a value of the VIANCARE and we take it very seriously. We have the resident sign a good neighbor policy so they know how to be a good neighbor and what to do if there is a complaint against the house.

In the case where neighbors or someone in the community complain about something that is going on in the house, then those grievances should be immediately escalated to the house manager and operator.

The operator will contact the neighbor to work out the grievance. If necessary, the grievance may be escalated to CCAPP.

Grievance records

All grievances will be recorded and maintained for a period of 5 years at an offsite location and online.

Roles and staff for the house

We have the following positions for the VIANCARE.

1. **House leader:** Responsible for overseeing the house. This is typically someone a little further along in their recovery and can work with the house manager to make sure residents are adhering to the rules. For more info, refer to their [list of responsibilities](#).
2. **Chore leader:** Responsible for assigning chores and making sure chores are being performed by residents. For more info, refer to their [list of responsibilities](#).
3. **House manager:** The house manager will be someone who does **not** live in the residences but who monitors and oversees all aspects of each home. They will be visiting the house daily and will check in (in person or by text or call) with all residents and will be working with the house lead to identify any issues or needs to be addressed. For more info on their responsibilities, refer to the [list of responsibilities](#).

Roles and responsibilities of house lead

The house lead is a designated resident that works with the house manager to make sure house rules are being upheld and chores are being completed. The role of a house lead in a recovery residence includes being a leader and mentor for the “family” that shares the home. Activities performed by house lead in this role are considered mutually beneficial to the leader and the other members of the living arrangement. They are part of a PERSONAL RECOVERY JOURNEY and must **not** be construed as therapy or assistance for physical or emotional needs of the other residents. These activities are voluntary in nature and not performed with an expectation of compensation. They are programmatic in nature and consist of relationship building with other residents, as opposed to providing therapy or supervision to others.

The house lead will:

1. Engage residents in conversations and activities that are edifying and stimulating.
2. Monitor client’s rooms for cleanliness.
3. Ensure that residents are properly respecting and maintaining common areas (esp. kitchen, living room, game room).
4. Monitor that residents are following house rules including curfew/lights out hours.

5. Monitor proper use and functioning of appliances and other household equipment.
6. Observe any unusual activities that may pose a safety or nuisance issue for the clients or neighbors.
7. Model excellent and professional boundaries with both clients and staff.
8. Encourage participation in recovery activities.
9. Demonstrate appropriate recovery living skills for others to emulate.
10. Meet with house manager once a week to go over house issues or grievances or learn new skills.
11. Communicate with house manager via text or phone when issues that they cannot resolve on their own.
12. Communicate via text, phone, or in person with residents to make sure all grievances are being addressed in a timely manner.
13. Lead a weekly meeting with residents to go over any issues with the house, struggles they are having, and to have time together.
14. Participate in mandatory, ongoing health and safety, peer mentoring, or recovery residence training as required.
15. Provide written notes from each weekly meeting to house manager that outlines what was discussed and any to-do items, such as, we need more laundry detergent or Jack needs help finding a job.
16. Work with house manager with tasks for new residents moving in.
17. If a house rule is violated, talk to the resident and perform an official write-up and let the house manager know. If it is a house rule that calls for immediate removal from the house, then call the house manager immediately. NOTE: If the resident is under the influence or unruly, contact the house manager or call 911 in extreme cases.

Role and responsibilities of the house manager

The house manager will be a paid position.

1. Maintain inventory of all household supplies (i.e. cleaning supplies, cooking utensils, furniture, household keys etc).
2. Prepare bedrooms for all new residents entering into home (i.e. clean linens, dresser drawers, bedroom cleanliness etc).
3. Review program and house rules with all new residents and ensure client compliance with house rules.
4. Facilitate house meetings that the house lead does not perform, community meetings and occasional social and recreational outings/activities.
5. Conduct residence orientations, including reviewing safety drills and locations of fire extinguishers, emergency evacuation diagram, exit routes, evacuation procedures, and access to first-aid kits.
6. Assist in monitoring property to protect from damage and/or theft.
7. Collect all rents in a timely manner and follow all money collection procedures.
8. Conduct urinalysis drug screens as required by house rules.
9. Meet with operator to discuss operations.
10. Participate in mandatory, ongoing health and safety, peer mentoring, or recovery residence training as required.

11. Provide referral resources to residents when requested or needed (dismissals).
12. Provide letters and other necessary information for residents as needed, ensuring HIPAA compliance.

Roles and responsibilities of chore leader

A chore leader is a person designated in the house that is responsible for making sure the house chores are completed daily, weekly, and monthly. They are to be responsible for interaction with other house residents to assign and make sure chores are completed, add new chores that they see as needed, and discuss any chores that may need altering or removing.

Responsibilities include:

1. Be familiar with the chore list.
2. Assign chores to residents on a rotating basis.
3. Identify any additional chores that need to be added to the chore list.
4. Identify any chores on the chores list that are not needed and get operator or house manager permission to remove.
5. Make sure chore list is displayed in a proper manner in the house so all residents can see their responsibilities.
6. Discuss with the resident's their chores.
7. Make sure that the house has the proper items to perform chores on the chore list, e.g., cleaning supplies.

Training of leaders

We want our staff to feel prepared for all situations in dealing with residents and can feel like a leader to make informed decisions and take action. We will supply training for our house lead and house manager in Naloxen training, UA training, and other training we identify as necessary in supporting the house and residents.

All trainings will be repeated on a regular cadence to retain the skills that the staff has learned.

Policies that value individuals chosen for leadership roles who are versed and trained in the Social Model of recovery and best practices of the profession. ✓ ✓ ✓ b. Policies and procedures for acceptance and verification of certification(s) when appropriate. ✓ ✓ ✓ c. Staffing plan that demonstrates continuous development for all staff.

Cultural responsiveness and competence training or certification are provided.\

Policies and procedures for ongoing performance development of staff appropriate to staff roles and residence level. ✓ ✓ ✓ b. Evidence that management and supervisory staff acknowledge staff achievements and professional development. R ✓ ✓ c. Evidence that supervisors (including top management) create a positive, productive work environment for staff.

Paid positions

If we have a paid position for work at the house from one of our residents, for example, a plumber, the following will apply:

- Paid work arrangements are completely voluntary.
- Residents will not suffer consequences for declining work.

- Residents who accept paid work are not treated more favorably than residents who do not.
- All qualified residents are given equal opportunity for available work.
- Paid work for the operator or staff will not impair participating residents' progress towards their recovery goals.
- The paid work is treated the same as any other employment situation.
- Wages are commensurate with marketplace value and at least minimum wage.
- The arrangements are viewed by a majority of the residents as fair.
- Paid work does not confer special privileges on residents doing the work.
- Work relationships do not negatively affect the recovery environment or morale of the home.
- Unsatisfactory work relationships are terminated without recriminations that can impair recovery.

Appendix A: Forms

1. [Code of Ethics](#) (signed by the operators of VIANCARE)
2. License agreement
3. [House rules agreement](#)
4. [Resident confidentiality agreement](#)
5. [Enforcement of policies and grievance policies](#)
6. [Good neighbor policy](#)
7. Agreement for photos

MARYLAND NARR Affiliate Code of Ethics for Certified Recovery Residences

September 2019

Operators and staff of residences certified as meeting MARYLAND NARR AFFILLIATE standards shall value and respect each resident and put each individual's recovery strengths and needs at the forefront of all decision making. To meet this obligation, we adhere to the following principles:

1. Assess each potential resident's strengths and needs, and determine whether the level of support available within the residence is appropriate. Provide assistance to the residents with appropriate referrals.
2. Value diversity and non-discrimination.
3. Provide a safe, homelike environment that meets MARYLAND NARR Affiliate Standards.
4. Maintain an alcohol- and illicit-drug-free environment.
5. Honor individuals' rights to choose their recovery paths within the parameters defined by the residence organization.
6. Protect the privacy, confidentiality and personal rights of each resident.
7. Provide consistent and uniformly applied rules.
8. Provide for the health, safety and welfare of each resident.
9. Address each resident fairly in all situations.
10. Encourage residents to sustain relationships with professionals, recovery support service providers and allies.
11. Take appropriate action to stop intimidation, bullying, sexual harassment and/or otherwise threatening behavior of residents, staff and visitors within the residence.
12. Take appropriate action to stop retribution, intimidation, or any negative consequences that could occur as the result of a grievance or complaint.
13. Provide consistent, fair practices for drug testing that promote the residents' recovery and the health and safety of the recovery environment.
14. Provide an environment in which each resident's recovery needs are the primary factors in all decision making.
15. Promote the residence with marketing or advertising that is supported by accurate, open and honest claims.
16. Decline taking a primary role in the recovery plans of relatives, close friends, and/or business acquaintances.
17. Sustain transparency in operational and financial decisions.
18. Maintain clear personal and professional boundaries.
19. Operate within the residence's scope of service and within professional training and credentials.

20. Maintain an environment that promotes the peace and safety of the surrounding neighborhood and the community at large.

The MARYLAND NARR Affiliate Code of Ethics for Certified Recovery Residences must be read and signed by all those associated with the operation of the recovery residence: recovery residence owners, operators, staff and volunteers. By signing below, I affirm that I have read, understand and agree to abide by the MARYLAND NARR Affiliate Code of Ethics for Certified Recovery Residences.

Name (print): _____ Date: _____

Signature: _____

Recovery Residence: _____

House rules agreement

Break these rules and your stay will be terminated. You have 3 warnings ONLY

(RED TYPE = IMMEDIATE REMOVAL FROM HOME)

Safety

1. No loitering or hanging out in the front yard for any reason. The back patio is used for this.
2. Keep entry and exit doors closed and locked at all times
3. No weapons, drugs, or paraphernalia of any kind. If found, items will be removed and dismissal may be issued.
4. Do not leave items on the floor that may cause a slipping or trip hazard
5. If you spill anything on the floor immediately wipe it up and place a wet floor sign
6. In case of an emergency, we need all residents to sign in and out of the home when leaving the property.
7. House Manager (staff) may inspect in and around bedroom property or belongings at any time and within reason, for the safety and protection of all residents.

General

1. Be a good neighbor.
2. Daily attendance at 12-Step meetings is strongly encouraged/recommended; the minimum daily attendance requirement is (5) per week.
3. Residents are required to maintain a working relationship with a Sponsor.
4. Do not steal or use another person's items without permission.
5. Do not open or enter any cabinets or closets with locks
6. Turn lights off when not in use
7. You may NOT enter another resident's room at any time
8. Keep room door closed at all times
9. Clothes must be worn outside of your room.
10. Do not touch or move cameras located in and around the house.
11. Never leave personal items unattended in common areas of the home
12. Residents are responsible for their personal items/belongings. Residents are responsible for the security and safekeeping of their own personal items/belongings and are to pack and carry their items/belongings when they depart. If for any reason this does not occur, the resident may contact the House Manager regarding the retrieval/disposition of personal item/belongings
13. Kitchen closes at 8pm
14. Overnight guests are strictly prohibited
15. Guests are not permitted at the house beyond curfew and are only permitted in the common areas.
16. Guests cannot be under the influence or in possession of illicit drugs and/or alcohol.
17. Residents can enter the home during these hours ONLY:
 - 6AM-10PM Sunday – Thursday, 12am TV off
 - 6AM – 11AM Friday and Saturday, 12am TV off
 - 24 hour prior written notice must be given for any & all exception

Residents must adhere to more strict curfews when required (i.e., Parole, Probation, etc.). Failure to return to the house on time can/will result in dismissal.

2. House quiet time is 10:00pm to 7:00am. Any activity (i.e., Lights, TV, Telephone conversations, etc.) that disturb another resident's ability to sleep/rest is prohibited.
3. If you are diabetic or need to give yourself shots using a syringe, you will need to have a medical grade bin to dispose of used needles properly.
4. Animals are NOT allowed due to other participant allergy concerns, flea infestations, sanitary issues or the general safety of others. Service animals may be accepted ONLY with legitimate documentation, though if any of the concerns listed above prevail, a request for a service animal can be denied.
5. Animals are NOT allowed due to other participant allergy concerns, flea infestations, sanitary issues or the general safety of others. Service animals may be accepted ONLY with legitimate documentation, though if any of the concerns listed above prevail, a request for a service animal can be denied.
6. Turn off lights, TV's, radios, fans, etc., when not in use.
7. Sleeping by guests or residents in common areas is prohibited.
8. Residents are encouraged to work, go to school, or volunteer outside of the residence, participate in mutual aid or caregiving, participate in social, physical or creative activities, and participate in daily or weekly community activities.

Smoking, alcohol, and drugs

1. Smoking on designated area in the backyard ONLY
2. No Alcohol consumption or storage of alcohol in or around premises
3. Do not share medication
4. No storage or use of illegal drugs or unprescribed medication allowed
5. Everyone is subject to random UA

Cleanliness

1. Put trash in the trash can, put dirty dishes in the sink, clean up after you use the bathroom
2. Your room shall be kept in an orderly and sanitary condition at ALL times
3. Food is only to be consumed in the kitchen.
4. Food is NOT ALLOWED in bedrooms at any time.
5. If you spill anything or make a mess anywhere in the house including your room you will be responsible for cleaning it up.
6. Kitchen appliances, counter-tops, utensils, dishes, pots, pans, etc. will be cleaned and returned to their respective place (immediately) after each use.
7. Chores are required to be completed daily. The House Manager is responsible for chore assignment and completion. Failure to complete assigned chores can result in dismissal.
8. A good general clean-up of all areas inside and outside the home is required at all times.

Your room

1. You may NOT enter another resident's room at any time
2. Mattress covers must NEVER be removed
3. Keep room door closed at all times
4. Keep personal items inside of your room (Valuable Items should be secured)
5. All rooms are subject to search by VIANCARE staff

6. Beds are required to be made upon awakening. Respective areas are to be kept neat, clean and picked up at all times.

Personal Hygiene

1. Diapers, bed pads, or any personal hygiene items must be disposed of properly.
2. You shall keep up with your personal hygiene by bathing and brushing your teeth frequently.
3. You shall have no complaints that you or your personal space has offensive odors.

Behavior

1. No aggressive or violent behavior EVER!
2. No profanity or offensive language directed at any residents, neighbors, or VIANCARE staff or helpers
3. No lending or borrowing money, cars or other property from other residents or neighbor
4. All residents must attend outpatient treatment
5. No romantic advances on VIANCARE staff

Laundry

1. Use of Laundry on scheduled day and time ONLY
2. Laundry area must be clean
3. You may not wash another person's clothes
4. **You may not put feces soiled items into any washer or dryer in the home**

My signature signifies, I have read and understand what I can and cannot do while living in [YOUR COMPANY NAME]. I understand and agree that if I break any rules within this document in red type, my stay will be terminated immediately, and I will be banned from living in other homes that VIANCARE Housing manages.

signature _____ Date: _____

Resident Confidentiality Agreement

Resident Confidentiality Agreement

VIANCARE and its staff will respect the privacy of residents. Any information concerning residents, potential residents, and visitors will be treated with the utmost respect. Staff will regularly review confidentiality requirements to comply with both with CCAPP standards and state and federal confidentiality laws.

All data collected on residents that will be shared with governing agencies will protect individual identities. This data will only be used to improve the quality of services.

VIANCARE will ensure the safety of resident records. Personal information will be protected by reasonable security safeguards against loss or theft, as well as unauthorized access, disclosure, copying, use or alteration.

Confidentiality on patient-identifying records may be broken without resident consent only in extenuating circumstances, such as when resident or staff safety is at risk, child or elderly abuse is suspected, or if a court order is received.

Outside of these circumstances, patient-identifying information will never be sold, lent, or given to third parties without resident consent.

VIANCARE will obtain informed voluntary consent from residents before any information is released to agencies or family members.

VIANCARE staff and residents also have a responsibility for keeping the confidentiality of others in the program. This includes not confirming or denying another client's participation to outside agencies or persons via telephone, in-person, on social media, or in written requests.

As a resident of VIANCARE, you consent and agree to the terms marked above. You will be informed of any changes to this agreement at least a week before they come into effect.

Print Name: _____

Signed: _____ Date: _____

Enforcement of policies and grievance policies

As a member of VIANCARE you have agreed to abide by the House Rules. This agreement covers drug testing, dismissal processes, and grievance policies. By signing this document, you agree that you understand possible consequences and processes for dismissal and are aware of the grievance policy as stated.

Drug Testing Policy

When first entering a drug test will be required. After entering as a resident, a drug test may be required when any resident is suspected of being under the influence of any substance, at the discretion of staff or peers.

Residents will be subject to both random and behavior indicated alcohol and/or drug screening tests. Refusing to submit to a test is grounds for immediate dismissal.

All residents are subject to drug/alcohol testing after an overnight pass or extended trip with no exceptions.

Dismissal Process

VIANCARE is an abstinence-based program and we have a zero-tolerance policy when it comes to relapse and/or drugs and alcohol being found on property. In occurrence of a relapse, circumstances determine how each situation is handled by staff.

When asked to leave property due to using or failed drug screen/breathalyzer, or as a consequence for violating House Rules, staff will take the necessary measures to help the resident get to a safe place that meets their recovery needs as long as he or she is willing.

Dismissed residents may return to the residence as long as a bed space is available, and the resident meets the following requirements:

- Have one week of continued sobriety confirmed by your sponsor.
- Pass a urinalysis test and a breathalyzer.
- Approval of return by staff and members of the recovery residence.
- Payment of any outstanding fees and readmission fee.

Grievance Policy

1. All clients have the right and are encouraged to communicate his or her grievance to VIANCARE staff member or company representatives. There will be no consequences or retaliation for the resident filing a grievance.
2. All residents have a right to file a formal written grievance. The resident may request a from any staff member or House Manager. (Grievance Forms are located next to the sign in sheet by front door, and digitally on the OneStep app). The resident should fill out the form and return it to any staff member or the House Manager.
3. Written grievances shall be forwarded to the **Ian Smith, iansmith@viancarellc.com**
4. In the instance where the decision maker is the subject of a grievance, decision making authority shall be delegated to **Ian Smith, iansmith@viancarellc.com**
5. Time frame for expedient resolution is two business days upon receipt of the complaint/grievance.
6. The resident will be sent a written notice of the grievance outcome and steps for appealing the outcome.
7. Throughout this process, the resident has the right to contact, make a complaint and/or appeal the grievance outcome to the MARYLAND NARR Affiliate by calling the department of health at: 1-877-467-5627.

Print Name: _____

Signed: _____ Date: _____

Good Neighbor Policy

It is crucial to the long-term success of any recovering person to adopt a new set of skills for approaching a life of recovery. One of the most important is being a part of a community and adopting certain pro-neighbor attitudes and behaviors – along the lines of “Love thy neighbor as thy self”.

You represent yourself and should do so in such a manner that you exude excellence and humility. Be proud that you are overcoming an addiction, but humble in your attitude toward others. You represent our home. Our goal is to give you a chance to overcome your obstacles and get set for a sober life. We plan to be here for generations. Think and act beyond yourself. You represent recovering addicts everywhere. The stigma of addiction remains despite decades of public education. Although community members support your recovery, people still struggle with recovery residences being located in their neighborhood. A part of your mission is to demonstrate the strength and character it takes to change for the better.

The following guidelines will help you to live in harmony with our neighbors and to demonstrate excellent recovery behaviors

Specific Rules for Neighborhood Harmony:

1. No shouting or any loud noise or music
2. 10:00 PM to 7:00 AM is considered quiet time in and around our location
3. Smoking is permitted in designated areas only in backyard, and disposal of cigarettes only in appropriate containers.
4. Do not litter on or around our properties, or neighboring properties (including streets and alley ways) with cigarette butts or other debris
5. Greet and introduce yourself to your neighbors as appropriate
6. Keep yard and outside porches and overhangs clear and free of clutter and trash;
7. Keep yards well maintained regularly and have sidewalks and walkways clear and clean

Parking Rules:

All parking is assigned by the house manager. Parking is allowed on streets adjacent to the property. If additional parking space is necessary, it must be in compliance with town/city ordinances and NOT intrusive to neighbors; alternate your parking location, do not crowd neighbors who already have multiple parked cars, do not park nonoperational vehicles in the neighborhood.

**IF A NEIGHBOR COMPLAINS TO YOU, AND WOULD LIKE TO SPEAK TO A PERSON IN CHARGE,
PLEASE PROVIDE THE FOLLOWING CONTACT INFORMATION:**

NAME: VianCare

PHONE NUMBER: 240-490-4020

Medication Policy Agreement

Acceptable and properly prescribed medication, like MAT prescriptions are permitted on the premise of VIANCARE. VIANCARE is not a medical facility and in accordance with the State of MARYLAND regulations will not administer any medication to residents of VIANCARE.

All residents are responsible for the proper storage and self- administration of their own medication(s). While clients will be responsible for self-administration, they agree to the below stipulations in order to remain in compliance with VIANCARE's medication policy.

By initialing each stipulation and signing at the bottom of the agreement the resident is acknowledging that they have read and understood the medication policy and agree to comply with all the terms in order to remain as a resident of VIANCARE:

Resident Initials (initial on each line)

___ All prescription medications are to be in their original containers as obtained from the pharmacy with the prescribing medical professional identified on the container

___ Dates of the medication are to be current and prescription is not to be expired

___ All medications are to be accurately and correctly listed on intake form

___ Medication(s) are to be taken only as prescribed

___ Residents are responsible for the proper storage of their medication and must demonstrate that medications are kept in an appropriately locked container stored away from any visible surfaces

___ Medication is to be locked away at all times excluding when it is time for self administration, it is expected the resident immediately return medication to locked container following self-administration

___ Resident agrees to notify staff of any new or refilled prescriptions within 48 hours in order to maintain accuracy of resident file

___ Medication is not to be shared or misused/abused in any way

___ All medications are subject to random search and resident agrees to comply with any necessary searches (i.e providing access to container, etc.)

By signing below I, acknowledge that I have read and agree with the aforementioned terms of the medication policy. And I understand that any violation of the above terms is cause for removal from the property. Resident

Signature: _____

Consent form for use of photographs and video

I, _____, grant permission to VIANCARE for the use of the photography or electronic media of my likeness for purposes of marketing and social media related to the VIANCARE. VIANCARE will not sell my images or use them in anything other than promoting the house and a life of sobriety. I understand that I may revoke this authorization at any time by notifying the operator or house manager of VIANCARE in writing. The revocation will not affect any actions taken before the receipt of this written notification. Images will be stored in a secure location and only authorized staff will have access to them. They will be kept as long as they are relevant and after that time destroyed or archived.

Name _____

Address _____

City _____ State _____ Zip _____

Phone _____ Email _____

Signature _____ Date _____

Appendix B: Emergency numbers and evacuation maps

Verification that emergency numbers, procedures (including overdose and other emergency responses) and evacuation maps are posted in conspicuous locations throughout the house.

When in doubt, call 911/ 988, specifically if someone is unconscious, overdoses, or is being violent.

- **Suicide hotline: 800-422-0009**
- **Recovery hotline: 988** (Maryland Recovery Help Line is a statewide 24-hour crisis intervention and referral line for those struggling with issues related to substance abuse, problem gambling and mental health. If you or someone you know is experiencing a mental health, substance use or problem gambling crisis)

Help with essential needs, mental health help, and help with finding resources: **988**.

Appendix C: Intake form

The following are the list of questions we ask and are required in our intake process.

Location Name:		Room#	
Move-In Date	/ / 24	Rent Amt.	\$
End of Probation	/ / 24	Fee/Deposit	\$

Resident - General Information

First Name: _____ Middle Name: _____ Last Name: _____
 _____ NickName: _____ Preferred Pronoun: _____
 _____ Gender Identity: _____ Phone #: _____
 (____) _____ - _____ Email: _____

Secured Information

Date Of Birth: ____/____/____ SSN/ITIN #: ____ - ____ - ____ ID/CDL#: _____
 _____ Military ID #: _____ Marital Status: _____
 _____ Spouse's Name: _____ Phone: _____

Financial Information

Monthly Income 1: \$ _____ Source 1: _____ Monthly Income 2: \$ _____
 Source 2: _____ Other Monthly Income: \$ _____
 _____ Available Savings: \$ _____ Expenses: Cell Phone Car Loans Other
 What is the total of your monthly expenses? \$ _____

Emergency Information

Emergency Contact Information

First Name: _____ Last Name: _____

Phone #: (____) _____ - _____ Email: _____

Relationship To You: _____

First Name: _____ Last Name: _____ Phone #: _____

(____) _____ - _____ Email: _____

Relationship To You:: _____

Medical Information

Do you have Medical Insurance?

Provider: _____ Health Card #: _____

Contact #: (____) _____

Do you have any allergies or dietary restrictions? *Provide details below.*

List Medications:

List Food/ Beverages:

Other:

Do you have any chronic medical issues we should be concerned about? (Example: Diabetes, COPD, etc.)

Please provide details below:

Do you have any special medical equipment?

Have you been exposed to someone with COVID-19?(Circle) Yes No IF YES, please explain:

Are you currently experiencing any of the symptoms listed below? (Circle) Fever Dry Cough Flu-like Symptoms

Resident Suitability Questionnaire ***

Can you walk independently?(Circle) Yes No Sometimes

If No or Sometimes Explain:

Can you participate in household cleaning and chores?(Circle) Yes No

If No or Sometimes Explain:

Can you bath and dress yourself? (Circle) Yes No

If No or Sometimes Explain:

Do you bath every day? (Circle) Yes No

If No or Sometimes Explain:

Do you have any issues with bladder control?(Circle) Yes No Sometimes

If No or Sometimes Explain:

Are you on Probation or Parole? Yes No

If Yes, provide information:

Probation/Parole Officer Name: _____ End Date: ___/___/___ Probation/Parole

Contact #: (____) _____ - _____ CDC #: _____

Resident Suitability Questionnaire Continued

Do you smoke? (Circle) Yes No

IF YES, please explain:

Are you recovering from any addiction that we should be aware of?(Circle) Yes No

IF YES, please explain:

What time do you normally go to bed? _____ PM

Do you have any regular medical appointments? Please explain.

List food items that you do not like:

Meats: _____

Vegetables: _____

Other: _____

List your favorite foods:

Meats: _____

Vegetables: _____

Other: _____

Resident Suitability Questionnaire Continued

List Activities you enjoy doing:

List concerns you may have living with a roommate?

Do you work or volunteer anywhere?

List ANYTHING else we should be concerned about.

The information I have provided above is true and accurate to the best of my knowledge. I understand that if I have not provided true and accurate information that it will be grounds for eviction.

Signature: _____ Date: _____

OFFICE USE ONLY: Circle Yes if applicable

Temperature Check (enter temperature taken)	_____ F
Copy of ID/CDL	Yes
Copy of Proof of Military Service**	Yes
Proof of Income - Confirmation	Yes
Move-In Fee Received	Yes
Deposit Received	Yes
Initial Rent (Prorated) Received	Yes
COVID-19 Disclaimer Signed	Yes
License Agreement Signed	Yes
Pool Waiver Signed	Yes