

Clark Quality Care, LLC House Rules

Purpose:

These House Rules are established to promote a safe, respectful, and supportive living environment in accordance with DBHDS licensing regulations, the Home and Community-Based Services (HCBS) Settings Rule, and the Virginia Human Rights Regulations (12VAC35-115). All residents have the right to be treated with dignity and to exercise choice and independence.

1. Respect and Dignity

- All residents, staff, and visitors must treat one another with courtesy and respect.
- Abusive, threatening, or discriminatory language or behavior is not permitted.
- Privacy in personal care, communications, and living spaces will be maintained at all times.

2. Daily Living and Personal Space

- Residents have the right to access and use all common areas unless there is a documented health or safety restriction.
- Bedrooms are private. Entry by staff requires knocking and permission, except in emergencies.
- Residents may decorate their rooms and keep personal belongings.

3. Visitors

- Residents may have visitors of their choosing at any reasonable time, unless restricted by a documented health or safety plan.
- Visitors must comply with house safety and privacy policies.
- Quiet hours apply to guests as well.

4. Meals and Food Access

- Nutritious meals and snacks will be provided in accordance with residents' preferences and dietary needs.
- Residents have access to the kitchen or designated areas to prepare their own food, unless restricted by an individualized plan.

5. Quiet Hours

- Quiet hours are observed from 9:00 p.m. to 7:00 a.m. daily to ensure rest and comfort for all.
- During quiet hours, noise from televisions, music, and other activities must be kept to a minimum.

6. Non-Smoking Policy

- Clark Quality Care, LLC is a non-smoking facility.
- Smoking, vaping, or the use of tobacco products is not permitted on the premises, including indoors, outdoors, and in common areas.

7. Alcohol, Tobacco, and Substances

- The use of illegal substances is strictly prohibited.
- Alcohol consumption must comply with individual service plans and applicable laws.

8. Medications

- All medications must be stored and administered according to the resident's service plan.
- Residents have the right to self-administer medications with appropriate assessments and documentation.

9. Personal Finances and Property

- Residents have the right to manage their personal finances and possessions.
- Staff may assist with financial matters only with documented consent or legal authorization.
- Clark Quality Care, LLC is not responsible for lost or stolen items; residents are encouraged to secure valuables.

10. Safety and Emergency Procedures

- Fire drills and safety drills will be conducted as required by licensing standards.
- Residents must cooperate with evacuation plans and emergency instructions.
- Tampering with safety equipment is prohibited.

11. Participation and Choice

- Residents are encouraged to participate in community activities, house meetings, and personal goal setting.
- No resident will be forced to participate in any activity against their will.

12. Conflict Resolution

- Residents have the right to file complaints or grievances without retaliation.
- Concerns can be addressed directly with staff, management, the assigned case manager, or the Human Rights Advocate.
- A copy of the Human Rights Regulations and grievance procedures is available and will be provided upon request, in full compliance with Human Rights requirements.

13. Compliance

- Repeated or serious violations of these rules may result in the development of individualized supports, interventions, or behavioral agreements in collaboration with the resident and their support team.
- Any restrictions on rights must be justified in a written plan, reviewed regularly, and approved in accordance with DBHDS and human rights requirements.

Acknowledgment:

Residents and their representatives will receive a copy of these House Rules at admission and anytime they are updated. A current copy is available and will be provided upon request.

PRINT

Individual Name/date: _____

Representative name/date: _____

Staff name/date: _____