

## 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.

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### 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.
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### 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.
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### 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.
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### 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.
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## 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.
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## 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.
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## 7. Alcohol, Tobacco, and Substances

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

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### 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.

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### 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.

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### 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.

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### 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:\_\_\_\_\_