

Independent Haven

Client Policies

Client Emergency Procedures When Staff Is Not Present

If staff is not present in the building and there is an emergency, clients should:

- Call the staff cell phone number which is posted on the sign in/out board and on the bulletin board outside the office.
- If the staff cell phone number is not answered call the Independent Haven Office at 763-999-7799
- **Call 911 if:**

A client or staff person is experiencing a medical emergency

A client is being harmed

There is a fire

There is a natural disaster which has affected the building or clients in the building

Transportation of Clients in Staff Vehicles

Transportation provided in staff-owned, personal vehicles is a privilege not a right. The Residential Supervisor will approve all such uses. To maintain the privilege, clients must:

- Wear a seat belt at all times
- Not engage in behavior that is distracting to the driver or destructive to the vehicle
- Not smoke, eat or drink in staff vehicles
- Be respectful to the driver and other riders

To support community involvement, staff may provide transportation for regularly scheduled appointments or activities (shopping, hair care, place of worship, movies, dinner) within a 10-mile radius of the client's apartment with Residential Supervisor approval.

With Residential Supervisor approval, staff may provide transportation outside the 10-mile radius for special outings (State Fair, Renaissance Festival, apple orchard, Valley Fair).

- To support independence, clients will only be transported by staff when other means of transportation (MNet, Metro Mobility, MTC, walking, bicycling) are not available or feasible.

Transportation and Event Participation for Independent Haven's Client's Guests

By permission from the Residential Supervisor, Independent Haven clients may have a visitor attend Independent Haven planned activities and outings. The client must ensure the following are completed prior to the outing:

- A Visitor Request Form must be completed and pre-approved by the Residential Supervisor
- If Independent Haven staff will provide transportation for the visitor, the visitor (or their legal guardian) must sign a Permission to Transport Form
- Visitor (or their legal guardian) must sign Independent Haven Rules

Visitors may be excluded from participation from all Independent Haven activities and outings if:

- Independent Haven Rules are broken
- The visitor is disrespectful to the client, other clients, staff or community members
- The visitor causes conflict, division or other issues between clients or between clients and staff

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Release of Property

At discharge, Independent Haven will collect from the departing client, any property affiliated with program objectives including 3-ring binders for daily logging, security devices used for medication, door alarms, chore boards, furniture and kitchen equipment purchased with Independent Haven funds, and any other items loaned to the client.

Visitor Policy

1. Visitor Request Forms are available in the office. Clients are responsible for completing the form and returning it to the Residential Supervisor for pre-approval.
2. All visitors must sign in at the Independent Haven office immediately upon arrival and sign out before leaving the building.
3. Prior to visits from individuals living in a group home or other facility, staff must be in contact to review details of the visit including time of arrival, time of departure, transportation, length of stay, allowable community time and any extenuating circumstances.
4. Visitors must have permission before entering any client apartments.
5. The first time a visitor is at Independent Haven, s/he must meet with staff to review and sign Independent Haven House Rules. Visitors are expected to follow all House Rules.
6. Overnight visitors must pass a background check prior to staying overnight the first time. Background checks may be required up to every 6 months if there are concerns about a visitor's activities.
7. Visitors with documented felonies, domestics, drugs, assaults, financial exploitation and other criminal history may not be allowed to visit at Independent Haven.
8. Visitors may be asked to leave Independent Haven immediately if the visitor is disrespectful to staff or clients, refuses to follow the House Rules or is disruptive in any way. The visitor will be required to meet with the Residential Supervisor and/or the Program Manager to discuss any future visitation.

Outing Policy

1. Outing Request Forms are available in the office. Clients are responsible for completing the form and returning it to the Residential Supervisor for pre-approval.
2. Outing Request Forms must be completed for all trips off Independent Haven property without staff.
3. Clients must sign in and out of the building for outings.
4. Client outings will only be approved if the client has community time (time alone in the community) approved on their Risk Management Plan.

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Weapons and Violence Prohibition

Definitions:

Firearms: means any gun or devise, whether loaded or unloaded, that discharges shot. This includes but is not limited to pellet guns, pistols, shotguns, rifles, and ammunition.

Weapons: any instrument that is designed to cause harm or can be used to cause harm, or threats or thereof.

The possession or use of handguns or other knives, instruments used as weapons while on Independent Haven premises (including Independent Haven parking lots and garages) are strictly prohibited. This prohibition applies to all employees, independent contractors, temporary employees, visitors, clients and recipients of service, including those who have a valid permit to carry a concealed weapon (with the exception of police personnel).

If you are aware a visitor or client possesses a handgun or other weapon, report immediately to a staff person.

Violence or threats of violence are strictly prohibited on Independent Haven premises and during any Independent Haven related off-premises events or activities. If you receive a threat of violence or other harm on Independent Haven premise immediately report the threat to staff, the police or Common Entry.

Smoking

Smoking, ashtrays, lighters and matches are prohibited in all Independent Haven facilities and in all vehicles used to transport Independent Haven clients. Residential Supervisors may designate an appropriate, outdoor smoking area for each building.