

Documentation Review

Level I & Level II

The National Quality Standards detail specific written policies and procedures that organizations must have to demonstrate quality. All organizations seeking certification by ORH are required to provide copies of the listed documents or equivalent for review. ORH will verify that the following elements are included in your documentation. If an element is missing, ORH will request that you update your documentation or provide a formal response. Ohio Recovery Housing will not schedule an on-site review until documentation has been submitted and verified to contain all required elements. During the on-site review, reviewers will ask questions about your organizations policies and procedures; and verify that the organization is implementing the practices as written in the documentation.

1. Proof of Insurance

Recovery Housing operators are required to sign assurances document. By signing this document, you are attesting that you have appropriate insurance for your recovery housing operation. ORH requires that you submit documentation that demonstrates that you have insurance. However, it is up to the individual operator to ensure that all of their properties are covered, and that the insurance is appropriate for your operations.

2. Resident Application

Certified recovery houses have a written application that records basic resident information and informs the application process for the recovery house. This application is required to contain -

☐ Basic Resident Information (name, phone number, etc)

☐ Basic Questions to determine if the resident will be an appropriate fit for the house.

Examples include, how long the resident has in recovery, if they have a sponsor, income, employment, etc.

3. Resident Agreement

Organizations are required to have a resident agreement. Each resident is required to sign and date the resident agreement prior to officially moving into the house. The purpose of the resident agreement is to ensure that residents understand their obligations, financial and otherwise, as well as understand what services and supports the recovery house will be providing to the resident. The resident agreement should clearly state all financial terms, as well as appropriate methods for ending the resident agreement by either the resident or the operator. The resident agreement must contain the following elements.

☐ Be signed and dated by the resident

☐ Information deposits

☐ Clearly states that deposits are not required

OR

☐ Clearly states the following about deposits

☐ The amount of the deposit

☐ The due date of the deposit

☐ If deposit is ever returned to resident and the timing of returning the deposit

☐ Contain information on the amount of any weekly or monthly fees

- ☐ Clearly states the amount of fees
- OR
- ☐ If using a sliding fee scale, how fees will be calculated
- ☐ Contain information on when fees are due
 - ☐ Clearly states the when fees are due
- OR
- ☐ Clearly states that residents will not be paying fees and for how long they will be permitted to not pay fees
- ☐ Information about any other fees that the resident is expected to pay (examples include utility fees or activities fees)
- ☐ Information about non-financial resident expectations (Following house rules, drug testing policy etc.)
- ☐ Information on what the resident can expect from the operator (services provided such as drug and alcohol free living environment, peer support, etc.)
- ☐ Information on how the operator or the resident may end the resident agreement
- ☐ Information about what will happen to any resident property that is left in the home after the resident has vacated
- ☐ Information about potential third party payers
 - ☐ The resident stay is completely self-pay
- OR
- ☐ The resident is informed of the third party payer
- AND ☐ How long they may be able to get funding
- AND ☐ If and how they can transition to self-pay if they are no longer eligible for funding through the third party payer
- ☐ The resident agreement **does not** contain statements that request a resident waive housing, landlord tenant or other rights.

4. Statement of Resident Rights

A copy of the resident rights is required to be given to each resident when they move into the house and the resident must sign and date that they have received it. A copy must also be kept in a common area of each house. Organizations may include the statement of resident rights in a handbook or other collection of policies. It is best practice to include the following in your statement of resident rights

- ☐ Right to non-discrimination
- ☐ Right to fair housing
- ☐ Right to file a grievance in accordance with houses policy
- ☐ Right to a statement of a financial account and to receive receipts
- ☐ Must be signed by resident

5. Grievance Policy

It is best practice that operators allow residents to handle minor concerns and complaints within the house. However, there must be an opportunity for a resident to file a formal written grievance or complaint. This policy must contain the following

- ☐ Instructions on how a resident may submit a written grievance
- ☐ Names and contact information for the organization's person responsible for handling grievances
- ☐ A statement that at any time the resident may contact the owner/operator about the grievance

- ☐ A statement that someone at the residence will help the resident file a written grievance if they need help
- ☐ A statement that the resident may contact an outside entity about the grievance (Example: County Board, organization's board of directors, Ohio Recovery Housing)
- ☐ Information on any required timelines
- ☐ Information on the steps that the organization will take to respond to the grievance

6. Medication policy

You are required to have a medication policy. This policy must cover the following elements.

- ☐ Cover both prescription and non-prescription medication
- ☐ What medications are allowed in the house
- ☐ How medications must be stored
- ☐ How residents may access their medication
- ☐ Must not contain any indication that the residence dispenses medications

7. Good Neighbor Policy

Organizations are required to have a written policy for addressing neighbor concerns. Each resident should be informed of this policy when they move into the house.

- ☐ The name and contact information of someone that neighbors can contact if they have a concern
- ☐ A description of how the recovery house informs neighbors of this person
- ☐ Any additional information about how the recovery house is a good neighbor as appropriate for the house

8. Emergency Policy

You are required to have an emergency procedures policy. This policy must contain the following elements

- ☐ What residents should do in the case of an emergency
- ☐ Phone Numbers for who residents should contact in case of an emergency
- ☐ The house's plan for ensuring that all safety equipment is in good working order and the house is free of safety hazards

9. Communicable Disease Policy

You are required to have a policy concerning communicable disease. This policy must contain the following elements

- ☐ Residents are notified of what behaviors may increase the spread of infectious disease (example: handwashing, not sharing personal items such as razors)
- ☐ Residents are encouraged to take precautions for the spread of infectious disease
- ☐ House provides supplies needed for precautions (such as a first aid kit with gloves and bags)

10. House rules

Organizations are required to have a list of house rules for residents. A copy must be provided to the resident upon move in, and a copy must be kept in a common area of the house. Rules should include at minimum

- ☐ Prohibited use and possession of illicit drugs and alcohol
- ☐ List of other items that are prohibited in the home

☐ Other rules as determined appropriate by the house (including any good neighbor rules)

11. Paid Work Agreements

A paid work agreement is where a resident either works for the organization or receives a discount on rent or other form of payment for performing work for the organization. Paid work agreements also apply if the resident performs work for an affiliated organization, or an organization owned or operated by the same owners, employees or family members. All recovery houses are required to have a policy that addresses paid work agreements. Recovery housing operators are also responsible for ensuring that any paid work agreements are in compliance with local, state and federal labor, tax and employment laws.

☐ A statement that residents are not permitted to work for or be employed by the recovery housing operator or associated entities

OR

☐ A statement that the paid work agreement is entered into voluntarily

☐ A statement that the paid work will be paid at a fair market rate and in compliance with all employment laws

☐ A statement that the paid work will not interfere with the resident's recovery goals

☐ A statement that the paid work will not infer special benefits on the resident other than the fair payment

12. Drug Testing

Recovery houses are not required to perform drug testing. However, if they do, they must have a written policy about such tests.

☐ The recovery house does not engage in drug testing

OR

☐ Policy describes when drug tests are performed (regularly, random, etc.)

☐ The resident will be informed of how the drug tests are paid for and if there are any circumstances where the resident may be required to pay for the test

☐ The resident will be informed of consequences for results of a positive drug screen or if they refuse the drug screen

Other required policies

ORH requires written policies or procedures that address the following topics. These policies may be addressed in a variety of areas, but ORH must verify written references to the following somewhere in the documentation.

☐ Written policy that states that staff may not become involved in personal financial affairs of residents - including loaning money or borrowing money from residents

☐ Written references to fair housing rights (if not included in the statement of resident rights)

☐ Written policy that states that the operator and any staff will keep resident information private and confidential

☐ Written policy regarding searches of resident property including when they are performed

☐ Written policy that addresses smoking

☐ Written form to collect Emergency contact information (can be included with application)