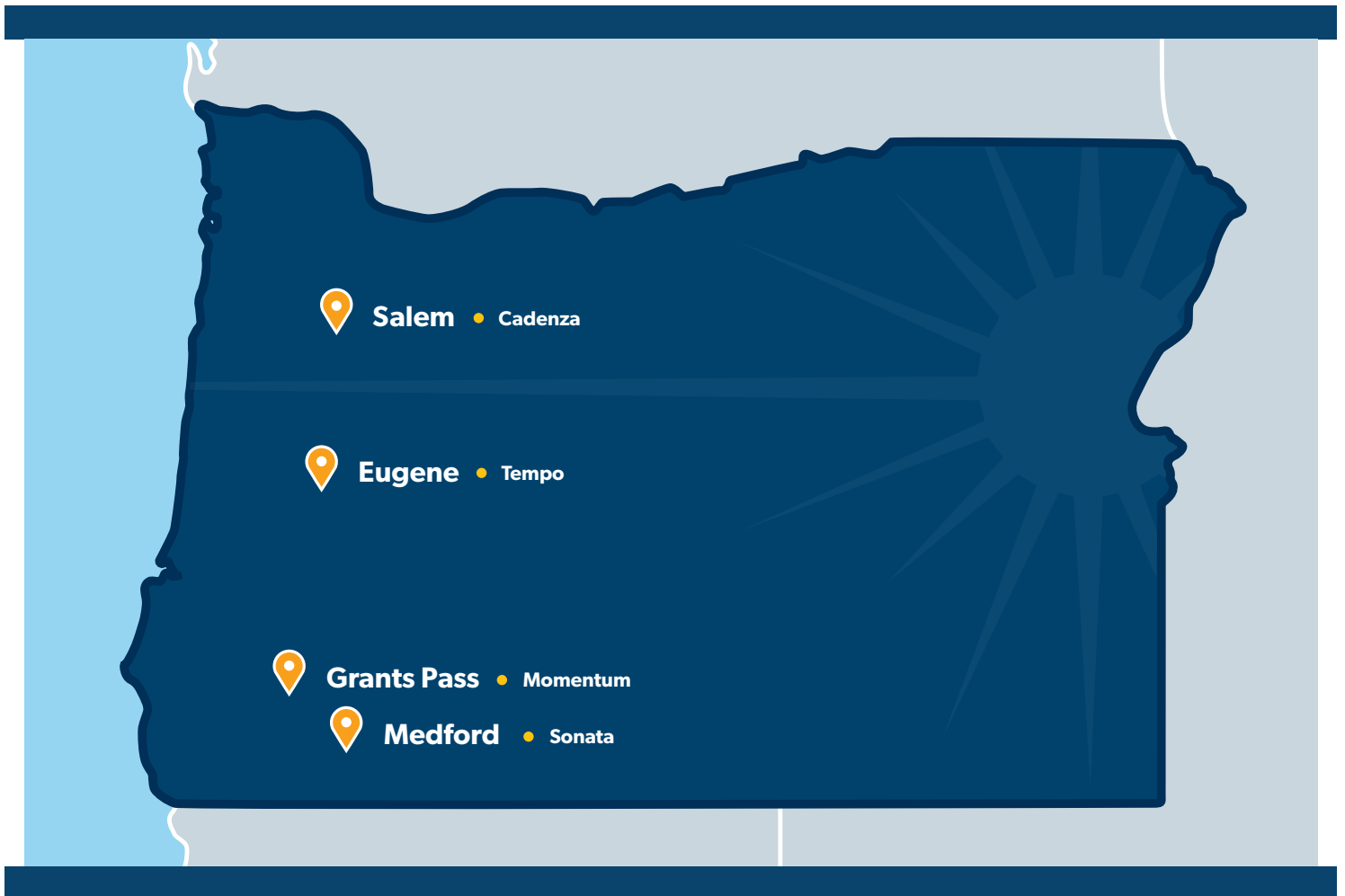




RESIDENTIAL TREATMENT HOME (RTH) RESIDENT HANDBOOK



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MISSION, VISION, AND VALUES

MISSION

We collaborate with young people, families, and communities to provide intensive mental health services and supports, promote mental wellness, and instill hope.

VISION

A region of communities that understands and values mental and emotional wellness, in which all youth and their families have appropriate support and care.

VALUES

Dignity, respect, and appreciation for those we serve and each other.

Opportunity for understanding, healing, and growth.

Safe and stable environments.

Individual voice and diversity.

Excellence and achievement.

Identifying options when none seem available.

Innovation.

Lifelong learning.

Resilience and recovery.



WHO WE SERVE

Residential Treatment Home Admission Criteria

- Be between the ages of 17 and 24.
- Have or be eligible for Oregon Health Plan Medicaid.
- Have written documentation of a mental or behavioral health condition.
- Evidence to support the need for treatment within the level of care of the program.
- Does not require continuous nursing care.
- Health and safety of the individual can be reasonably maintained by the combination of services available to the individual at the program, outpatient services, or other resources.
- Be able to evacuate the building with minimal assistance in the event of an emergency.
- Grouping the individual with the current residents living at the program will not impede the service needs of the individual or other residents already receiving services. Decisions regarding grouping will be based on age, developmental level, physical maturity, social maturity, behavioral functioning, cognitive level, medical concerns, and needs. Careful consideration will be used to assess and minimize the risk regarding placing minors with adults.

Residential Treatment Home Disqualifying Criteria

- Do not qualify for Oregon Health Plan Medicaid.
- Evidence of engagement in high-risk behavior that cannot be safely managed at the program.
- Evidence of active sex offending behavior.
- Evidence of substance or alcohol use without attempts to abstain.
- Evidence of needs and/or behaviors that are beyond the scope of program expertise and cannot be met by the addition of outpatient services or other available resources.
- Evidence of behaviors that violate current house rules without intent to change behaviors.
- Require 1:1 staff-to-resident supervision.
- Require limitations to resident rights for health and/or safety reasons without the legal permission for the program to implement limitations.

WHAT IS A KAIROS RESIDENTIAL TREATMENT HOME (RTH)?

Kairos Residential Treatment Homes (RTH) are clean and sober houses located within residential communities in Grants Pass, Eugene, and Salem. They are designed to provide room and board, mental health services, and community integration to five young adults ages 17 to 24 who experience mental and/or behavioral health conditions and corresponding challenges.

Each resident and/or legal representative enters into a Residency Room and Board Agreement with Kairos. This allows them to gain rental history while occupying a private, locking bedroom within a home-like setting. Community areas of the home including a living room, recreation room, kitchen, dining room, laundry room, and outdoor areas, are shared among residents and staff. There are two restrooms in each home with showers that are used exclusively by residents. Natural supports and treatment team members are valued and welcome visitors.

The home is staffed 24 hours a day, 365 days a year with qualified mental health staff. Mental health services are offered and delivered within the home setting including individual and group psychotherapy, family therapy, behavioral counseling, skills training, peer support, case management, medication management, and personal care services. Residents may choose to utilize outpatient mental health services as well. Our services are non-coercive, trauma informed and determined by regular and consistent feedback from the resident and/or their guardian/legal representatives using Feedback Informed Treatment (FIT). FIT ensures the resident's goals, services, and service providers are individualized to the needs and preferences of the resident. Residents receive assistance, support, and training in gaining life skills, participating in leisure/recreational activities within the home and community, gaining educational achievement, obtaining employment, and volunteering.

Additional services and resources may be accessed in the community including but not limited to medical, vision, and dental. Kairos does not use punitive responses or interventions such as rewards and punishments, coercion, or withholding services or resources. We do not employ "high-risk" interventions, such as restraint and seclusion. Instead, RTH staff partner with residents to maximize opportunities to work towards their goals, manage their symptoms, improve functioning and well-being, increase autonomy and independence, and make the transition into independent living or a lower level of care.



COST AND FUNDING

Clinical Services:

All clinical services (psychotherapy, case management, medication management, personal care, etc.) will be billed to insurance. If an individual has private insurance, the private insurance will be billed first then OHP Medicaid will be billed for costs not covered by private insurance. Additional or outstanding fees not covered by insurance will be billed to the resident being served or their legal representative.

Room, Board, and Personal Incidental Rates:

Monthly room, board, and personal incidental rates are set by Oregon Health Authority (OHA). Only OHA may change room, board, and personal incidental rates. The program shall provide a 30-day advance notice of changes to the rates. Room, board, and Personal Incidental Funds (PIF) will accrue daily, therefore, costs will be prorated based on the number of nights an individual is admitted to the program each month. Income from any source (Supplemental Security Income (SSI) or Social Security Disability Income (SSDI), income earned through employment, child support, adoption support, etc.) for the resident being served must be applied to the room, board, and personal incidental costs. Payments must be made to Kairos no later than the tenth of each month or they are considered late, and an Involuntary Discharge Notice may be given. Once all other sources of income/financial resources for the resident are collected and applied to the amount owed, the local Community Mental Health Provider (CMHP) will provide payment via Oregon Health Plan (OHP) Medicaid for the remaining room, board, and PIF costs.

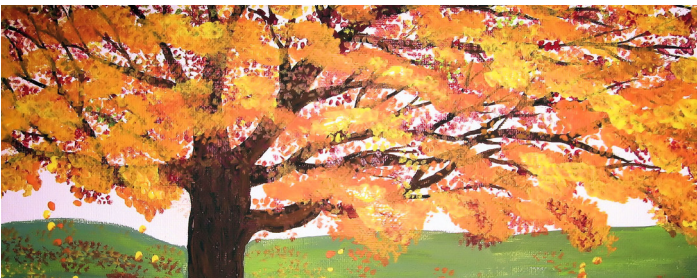
* If room, board, and/or personal incidental costs were paid for by the CMHP and the resident receives back pay from a source of financial support for any period they resided in the program, the back pay is required to be used to reimburse any expenses previously paid by the county before it is used for other expenses.

Included in Room & Board:

- Utilities including water, garbage, electricity, phone and internet access on program devices (no wifi).
- Private rooms are furnished with a bed, desk, desk chair, nightstand, and drawers for clothing/storage.
- A closet with space to hang clothing and store belongings.
- A mattress, mattress cover, blankets, sheets, pillow, pillowcase, towels, and washcloths.
- Use of kitchen appliances, dishes, pans, and utensils.
- Space provided in refrigerator, freezer, and pantry for personal food items.
- Soap and shampoo (preferred brands not provided by the program can be purchased using the resident's own funds).
- Cleaning equipment, toilet paper, paper towels, tissues, and toilet seat covers.
- Extra locked storage.
- Full use of a living room, dining room, and recreation area with adequate supply of furniture.
- A covered outdoor area.
- Food to provide for at least three meals per day, seven days per week.
- Laundry soap (preferred brands not provided by the program may be purchased with a resident's own funds) and use of washer and dryer.
- Assistance with transportation.
- Opportunities for socialization and recreation both within the setting and in the larger community.
- Assistance in accessing health-related services with the informed consent of the individual or the individual's representative.
- Monitoring, housekeeping, and building maintenance to ensure the upkeep and ongoing operation of the program.
- Adequate staffing to ensure that all the supplies and services that are included in room and board are provided and available to residents.

Not included:

- Personal hygiene items include, but are not limited to, a comb and hairbrush, a toothbrush, toothpaste, and menstrual supplies (if needed) may be purchased using the resident's own funds.
- Wifi may be obtained with resident's own funds.
- Bathtub



WHAT CAN BE BROUGHT TO THE PROGRAM?

Residents are permitted to bring nearly any belongings, including furniture, if the belongings are not on the contraband list below and can fit within the space limitations of their bedroom and assigned storage area.

Items that must be locked up at the programs:

- Medication, vitamins, supplements, herbs, etc.
- Sharps (razors, knives, scissors, etc.) that have the capacity to create life-threatening injuries.
- Hazardous and flammable materials
- Tools and equipment that pose danger.

Items that cannot be used at the programs:

- Electric heaters, blankets, heating pads, etc.
- Candles, incense, or any personal belonging with an open flame.

Contraband (Items not allowed at the programs):

- Weapons (e.g. guns, swords, brass knuckles, explosive, etc.)
- Illegal substances, alcohol, and marijuana.

MEET THE STAFF

Program Management and Leadership

Each program has a robust leadership team consisting of a Program Manager, Assistant Program Manager, Residential Supervisor, and up to two Residential Mental Health Associate Leads. Members of management and leadership are scheduled throughout the week to oversee and direct daily operations, program activities, and provide support and assistance to staff and residents.

Residential Therapist

A program therapist meets with residents routinely to determine the care and services the resident receives at the program. The program therapist offers therapeutic services including mental health assessment, service planning, individual and group psychotherapy, family therapy, behavioral counseling, skills training, and case management. They provide clinical guidance and leadership to the other staff at the program.

Residential Mental Health Associate

One to three milieu staff are working at any time to provide assistance, support, training, monitoring, and prompts to residents to meet their needs and work towards their goals.

Peer Support Specialist

A Peer Support Specialist is someone who has lived experience with mental health and now uses that experience to support residents through their own treatment journey. They may share relatable lived experiences with residents.

Psychiatric Provider

The Psychiatric Provider is a Licensed Medical Provider (LMP) who is available to meet with clients remotely using telehealth services to prescribe, monitor, and manage psychiatric medications.

CONDITIONS OF RESIDENCY

Kairos Residential Treatment Homes (RTH's) strive to promote fair and efficient voluntary and involuntary discharge procedures. The discharge planning process starts at admission and continues throughout treatment.

Voluntary Discharge: A resident and/or their legal representative may choose for a resident to discharge from the program and voluntarily end their residency upon submitting a 30-day advanced written notice to discharge. Upon mutual agreement between the program and the resident or legal representative, less than a 30 days' notice may be provided. If a resident is absent without notice from the program for more than seven consecutive days without contact from the resident or legal representative, the provider may initiate a voluntary discharge.

Involuntary Discharge: The program will make efforts to prevent involuntary discharges by making reasonable accommodations within the program to address circumstances that may result in an involuntary discharge. The provider will issue at least 30 days of written notice before an involuntary discharge. Less than 30 days' written notice may be issued when waiting might risk the health, safety or well-being of the residents or others.

The program may involuntarily discharge a resident for the following reasons:

- The resident no longer needs or desires services provided by the program and expresses a desire to move to an alternative setting, unless the resident is placed at the program by a legal representative in which case, the legal representative's consent is needed.
- The resident is assessed by a Licensed Medical Professional (LMP) or other qualified health professional to require services such as continuous nursing care or extended hospitalization that are not available or cannot be reasonably arranged at the program.
- The resident's behavior is continuously and significantly disruptive or poses a threat to the health or safety of self or others, and these behavioral concerns cannot be adequately addressed with services available at the program or services that can be arranged outside of the program.
- The resident cannot safely evacuate the setting in accordance with the setting's SR Occupancy Classification after receiving assistance from staff and being provided environmental and other accommodation as practical.
- Nonpayment of fees in accordance with program's fee policy.
- The resident continuously and knowingly violates house rules/social covenants resulting in significant disturbance to others.
- The resident no longer meets eligibility related to age or insurance requirements.



Welcome to **SONATA**

Phone: (541) 237-0053 | Fax: (541) 200-3450



Location: Sonata is in a residential community in Medford, Southern Oregon within Jackson County. Sonata is close to many stores and businesses that provide shopping, dining, and employment opportunities. The proximity allows for the use of multiple transportation options including walking, biking, using public transportation, and driving. Medford is located right off the I-5 making it possible to travel to nearby regions and attractions.

What to do in Medford: Upper and Lower Table Rock lava formations provide hiking and site seeing opportunities. The Rogue River is quickly accessible and the preferred location for fishing. The Rogue Valley Mall is in the center of Medford and includes laser tag and escape rooms. There are several locally owned shops and restaurants to explore. Medford hosts a weekly farmer's market and a yearly Pear Blossom Festival and Cheese Festival. There is a movie theatre with reclining lounge chairs. There are a multitude of live theatre options in Medford and surrounding areas.

Weather: Medford sits in a "rain shadow" between the Cascade Range and Siskiyou Mountains called the Rogue Valley. As such, most of the rain associated with the Pacific Northwest (and Oregon in particular) skips Medford, making it drier and sunnier. Medford's climate is considerably warmer than other regions in Oregon, both in summer and winter. Summers are akin to Eastern Oregon, and winters resemble the coast.



*Sonata uses cameras to view the outside areas of the property.



Welcome to **MOMENTUM**

Phone: (541) 295-3072 | Fax: (541) 295-3074



Location: Momentum is located on the outskirts of Grants Pass, Oregon in Josephine County right around the corner from a bus stop. Its small-town vicinity allows for the use of multiple transportation options including walking, biking, taking the bus, or driving to local stores, restaurants, and other businesses around town. There are multiple resources available for educational pursuits and obtaining employment.

What to do in Grants Pass: There are numerous options for outdoor recreation and exploration. The Rogue River runs through the city with the Applegate and Illinois Rivers nearby. The program frequently takes day trips to destinations such as the Oregon Coast, Crater Lake, and Eugene. There are many locally owned and operated options for high-quality food and shopping. There are year-round First Friday Art Nights in which the downtown stores hold art shows and promotional events. Boatnik, a hydroplane boat race and carnival event, is held every Memorial Day weekend. The Josephine County Fairgrounds hosts a wealth of activities and events throughout the year including the County Fair which occurs in the Summer. Live theatre is abundant in the Grants Pass and the surrounding area.



Weather: Summer days are sunny, dry and hot, with dramatic cooling at night; the average August high temperature is 90.6 °F and the low is 54.9 °F. Winters are cool and fairly rainy, with only occasional snow; the average January high temperature is 47.6 °F and the low is 35.3 °F.



Welcome to **TEMPO**

Phone: (541) 461-3075 | Fax: (541) 461-1361



Location: Tempo is in Eugene, Oregon in Lane County. Tempo is right off the Beltline in the Santa Clara neighborhood just ½ mile from businesses that provide both retail shopping and employment opportunities. Nearby bus stops provide easy access to surrounding areas. Tempo is partnered with local organizations who provide residents access to community integration, volunteer, employment, educational and housing options.

What to do in Eugene: Eugene is a college town and is the second-most populous city in Oregon. It is known for its focus on community activism. The McKenzie and Willamette rivers are close by, and the Oregon Coast is about 50 miles away. Eugene has a vibrant arts community which includes access to museums, performing arts, music, visual arts, film, and cultural events. Tempo assists residents in participating in recreational activities in the local and surrounding areas including days at the beach, movie nights, dining out, bowling, attending festivals, and participating in outdoor adventures.

Weather: Temperatures can vary from cool to warm, with warm, dry summers and cool, wet winters. Snowfall does occur, but it is sporadic and rarely accumulates in large amounts. The hottest months are July and August with an average high of approximately 85 F°.

*Tempo uses cameras to view the outside areas of the property.



Welcome to **CADENZA**

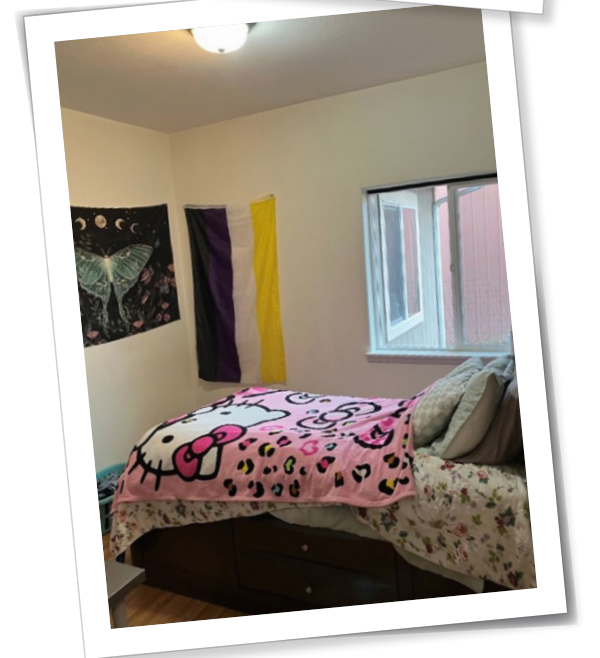
Phone: (503) 400-3340 | Fax: (503) 400-3339



Location: Cadenza is located within the NOLA neighborhood in Salem, Oregon in Marion County. Nearby bus stops provide easy access to businesses that provide both retail shopping and employment opportunities. Cadenza is partnered with local organizations who provide residents access to community integration, volunteer, employment, educational and housing options.

What to do in Salem: The Willamette River runs through the city and features several scenic parks along its edge. Salem’s downtown contains the Willamette Heritage Center, Hallie Ford Museum of Art, the Elsinore Theatre, Riverfront Park, and some of the oldest buildings in Oregon, as well as shopping and restaurants. The State Fair is the biggest annual event in Salem as it celebrates the agricultural nature of the area.

Weather: Temperatures can vary from cool to warm, with warm, dry summers and cool, wet winters. Spring and fall are moist seasons, with rain falling for long periods. Winter snowfall does occur, but it is sporadic and rarely accumulates in large amounts. The hottest months are July and August with an average high of approximately 83 F°.



FREQUENTLY ASKED QUESTIONS & ANSWERS

What will my roommates be like?

All the individuals residing in Kairos RTHs experience a mental health condition with corresponding symptoms and behaviors.

Can I have a cell phone?

Yes, unless limited by a court order or legal representative.

Can I have electronics (e.g. TV, tablet, laptop, etc.)?

Yes, unless limited by a court order or legal representative.

Is there a program curfew?

There is no program curfew, however, curfew may be set by a court order or legal representative. Minors are expected to follow laws in regard to curfew which is currently 11p.m. to 6a.m..

Is there a bedtime or a time I have to be in my room?

There is a quiet time from 10p.m.-7 a.m. that we ask everyone to engage in quiet activities and conversations. There is not a specific time you are required to go to your bedroom unless set by a court order or legal representative.

Is there a time I have to wake up?

There is not a time you have to wake up unless set by a court order or legal representative.

Can I have a car and drive?

Yes, so long as you have signed and met the expectations outlined in the Residential Treatment Home (RTH) Resident Personal Vehicle Agreement.

Can I visit my friends and family?

Yes, unless limited by a court order or legal representative.

How long can I stay at a Kairos RTH?

If needed and meet ongoing eligibility, you may stay until the day you turn 25 years old.

Can I have pets?

Service animals and emotional support animals may be accepted as long as the requirements pertaining to medical necessity, veterinarian, vaccination, and training requirements are met prior to the animal being brought into the program.

Can I have visitors?

Yes, you can have visitors at any time. Visitors are expected to remain awake at all times they are visiting and follow house rules or they will be asked to leave.



Residential Treatment Home (RTH) House Rules

Early discharge/termination of residency: Violation of Residential Treatment Home (RTH) House Rules may result in early discharge or termination of residency.

Safety: Kairos programs strive to create a safe, trauma informed environment. Any behavior that poses a threat to the health/safety of self or others, or causes significant disturbance to others is not allowed, including but not limited to vandalism, theft, bullying/humiliating, harassment, threatening, physical violence, and property destruction of the house, contents, or grounds.

Sharps: Sharp objects (e.g., razor, scissors, etc.) that have the capacity to cause serious bodily harm to self or others will be kept in designated areas and distributed by staff.

Weapons/Contraband: Firearms and matches are prohibited. Other items that may be used as a tool, or for self-defense in the community (pocketknife, pepper spray, etc.) are prohibited unless approved in resident's plan and kept in designated areas and distributed by staff.

Alcohol/Drug Use: Kairos residential treatment homes are substance free environments. Alcohol, street drugs, pharmaceutical drugs not prescribed, and corresponding paraphernalia are not to be used, or held in an individual's possession, at any time while in treatment at Kairos. Medical marijuana is not allowed. Residents will not provide substances or alcohol to other residents. Residents will be asked to participate in random urine analysis when there is suspicion of use or possession. Denial to participate in the urine analysis will be viewed as a "positive" test. Referrals will be made to substance use treatment as needed. Substance use treatment must be a secondary treatment need.

Person and Room Searches: Residents who are suspected of having contraband in their possession or on their person, other dangerous items that could be used as weapons, or items prohibited in the program, will be searched in accordance with the Residential Treatment Home (RTH) Person and Room Search Policy and Procedure.

Smoking: Residents must be of legal age to possess and use items associated with smoking, vaping, or nicotine use (e.g., lighters) unless contraindicated as outlined in their plan. Kairos Residential Treatment Homes are smoke free. All items associated with smoking, vaping, tobacco, or nicotine use are to be used in designated areas.

Guest Policies: To respect the health, safety, and well-being of each resident, residents are encouraged to inform staff and other residents of guests prior to them entering the milieu. Guests will sign in/out on the confidentiality sheet located at the front desk. Guests are expected to follow the same rules as residents; therefore, any violation of a rule could result in the guest being asked to leave. Guests are expected to be awake while visiting at the program. Guardians will determine the level of supervision required with visitors.

Nighttime quiet hours: Quiet hours are between 10:00p.m. - 7:00a.m. Activities that are disruptive during quiet hours are not acceptable.

Food preparation and mealtimes: All residents need to obtain a food handlers card and follow state regulations regarding food safety and hygiene to prepare food in the kitchen. Food ingredients are provided by the Residential Treatment Home (RTH). Planning and preparing meals are the responsibility of each resident. Staff assistance is available if needed for planning and preparation of any meal.

Telephone: Telephones are accessible to residents. Use of phones during scheduled therapeutic groups/ activities is strongly discouraged.

Media content: Media content that is not rated or rated above NC-17 and is disrupting staff or residents can be watched and/or played on resident's own devices outside of community areas.

Privacy: All video calls are to be done in an area of the program that protects the privacy of other residents and/or staff. Residents are not allowed to take unwanted videos and/or pictures displaying identifying content of other residents and/or staff.

Medication: All medication(s), including over-the-counter medication, supplements, vitamins, and herbs must be prescribed and/or ordered by a Licensed Medical Professional. These items will be stored in the locked medication cabinet in the staff office and dispensed per Licensed Medical Professional orders. Residents who are approved to self-administer will follow the Self-Administration of Medication Procedure.

Motor Vehicles: Company vehicles are only operated by staff. Residents may drive their own vehicle once they have signed the Residential Treatment Home (RTH) Resident Personal Vehicle Agreement, as well as meet and maintain the requirements in the Residential Treatment Home (RTH) Resident Personal Vehicle Policy and Procedure.

Valuables: Kairos does not accept the responsibility for replacing or providing financial restitution for lost, stolen, or damaged personal belongings or money. Residents are encouraged to remove their personal items from community areas of the home, keep their valuables locked in their safe, and keep their bedroom, cabinet, and drawers locked.

Fire Drills and Emergency Procedures: Upon admission, residents will be given a safety orientation and instructions for exiting the home in the event of an emergency. Fire drills are held monthly at different times in the day and night. Participation is required per Oregon Health Authority.

Bedrooms: Residents may cover no more than 50% of their bedroom walls with chosen decor. Items hanging or stacked must be at least 18" from the ceiling to allow fire sprinklers to reach all areas of the room. Residents will maintain a clear path to their bedroom window and keep their window track and seal in front of the window opening clear. Residents' mattresses must have mattress covers on them at all times. Residents may only use a surge protected extension cord. Residents must follow all state and federal regulations regarding prohibited items (space heaters, electric blankets, candles). Health, safety, and sanitation requirements will be monitored by room inspections. Food and beverages other than water are prohibited in bedrooms unless approved by management and related to treatment concerns or quarantine.

Personal Dress: Items of clothing designed as under garments and/or clothing depicting violence, drugs, alcohol, profanity, derogatory images/words, or the exploitation of people are prohibited in the milieu and during program community activities. Footwear or socks are required outside of residents' rooms.

Independent Community Time: Residents who are their own guardians or are approved by their guardian to participate in independent community time are expected to communicate their plan including departure and return time when they are participating in independent community time.



Residential Treatment Homes Policy & Procedure: Resident Grievances and Appeals

Policy:

Kairos strives for excellence and achievement, and we value feedback. Individuals will be encouraged to discuss their concerns related to Kairos services and operations informally with program staff. However, if the individual is not satisfied with the informal process or does not wish to use it, the individual may utilize the Kairos Residential Grievances and Appeals process.

Definitions:

- “Appeal” means an application for a decision to be reversed.
- “Grievance” means a formal complaint submitted in writing by an individual.
- “Grievant” means an individual who submits a grievance.
- “Liability” means the state of being responsible for something, especially by law.
- “Retaliation” means to punish or get revenge.
- “Witness” means a person who sees or has knowledge of an event from personal observation or experience.

Procedure:

- I. A copy of the grievance and appeal process is provided to each individual and their guardian at the time of admission to the program.
- II. A copy of the grievance and appeal process is posted in each RTH program in a place readily accessible to individuals.
- III. The grievance must be in written form and submitted to the program administrator or designee without being read by other program staff unless the individual requests or permits other program staff to read.
 - a. The Kairos Grievance Form or any other written format may be used to complete a grievance.
 - b. The written grievance shall include the reasons for the grievance and the proposed resolutions; however, grievances will not be disregarded because they are incomplete.
- IV. Assistance in completing and submitting the grievance may be provided from any person chosen by the individual writing the grievance. If requested, program staff will make themselves available to help.
- V. The following steps will be followed to process grievances:
 - a. Upon receipt, the program administrator or designee will immediately email the grievance to the Kairos Quality Systems Director. The Quality Systems Director will notify necessary Kairos leadership who need to be involved in addressing the grievance. The Residential Director will be included unless the grievance is about the director. If the grievance is regarding staff or staff members, the Quality Systems Director will inform the Human Resources Director. The selected leadership staff will consult about an initial action plan.

- b. The program administrator or designee will follow up with the individual who submitted the grievance within five calendar days of receiving the grievance to discuss their concerns.
 - i. In circumstances where the matter of the grievance is likely to cause irreparable harm to a substantial right of the individual before the grievance procedures are completed, an expedited review may be requested. The program administrator shall review and respond in writing to the grievance within 48 hours. The written response will be on Kairos letterhead and include information about the appeal process.
- c. The program administrator or designee will update the selected group of leadership staff and consult about a final action plan to present in writing to the individual who submitted the grievance.
- d. Within five calendar days of meeting with the individual, the program administrator or designee will provide a written decision to the individual. The written response will be on Kairos letterhead and include information about the appeal process.

VI. Appeal Process

- a. An individual, an individual's legal representative, the Division or other Division-approved party, and an applicant shall have the right to appeal admission, termination, and grievance decisions as follows:
 - i. If the individual is not satisfied with the decision, the individual may file an appeal in writing within ten calendar days of the date of the program administrator's decision to the complaint or notification of admission denial or termination.
 - ii. If program services are delivered by a person or entity other than the Division, the appeal shall be submitted to the Community Mental Health Program (CMHP) director or designee in the county where the program is located.
 - iii. The individual may receive assistance in submitting the appeal. If requested by the individual, program staff shall be available to assist the individual.
 - iv. The CMHP director or designee shall provide a written decision within ten days of receiving the appeal.
 - v. If the individual is not satisfied with the CMHP director's decision, the individual may file a second appeal in writing within ten days of the date of the CMHP director's written decision to the deputy director of the Division or designee. The decision of the deputy director of the Division shall be final.



Residential Treatment Homes Policy & Procedure: Individual and Family Rights

Policy:

As a client of KAIROS, you are entitled to protection and support. These rights are listed for you here. As a parent of a client, all the applicable rights apply to you as well. If you feel that these rights are not being recognized, please let us know.

Procedure:

- I. Choose from services and supports that are consistent with the assessment and service plan, culturally competent, provided in the most integrated setting in the community and under conditions that are least restrictive to the individual's liberty, that are least intrusive to the individual, and that provide for the greatest degree of independence.
- II. Be treated with dignity and respect.
- III. Have access to peer delivered services.
- IV. Participate in the development of a written service plan, receive services consistent with that plan and participate in periodic review and reassessment of service and support needs, assist in the development of the plan, and receive a copy of the written service plan.
- V. Have all services explained, including expected outcomes and possible risks.
- VI. Confidentiality and the right to consent to disclosure.
- VII. Give informed consent in writing prior to the start of services, except in a medical emergency or as otherwise permitted by law. Minor children may give informed consent to services in the following circumstances:
 - a. Under age 18 and lawfully married.
 - b. Age 16 or older and legally emancipated by the court; or
 - c. Age 14 or older for outpatient services only. For purposes of informed consent, outpatient service does not include service provided in residential programs or in day or partial hospitalization programs.
- VIII. Inspect their service record.
- IX. Refuse participation in experimentation.
- X. Receive medication specific to the individual's diagnosed clinical needs, including medications used to treat opioid dependence.
- XI. Receive prior notice of transfer, unless the circumstances necessitating transfer pose a threat to health and safety.
- XII. Be free from abuse or neglect and to report any incident of abuse or neglect without being subject to retaliation.
- XIII. Have religious freedom.
- XIV. Be free from seclusion and restraint except as set forth by Oregon State Rules.
- XV. Be informed at the start of services and periodically thereafter of the rights guaranteed by this rule.

- XVI. Be informed of the policies and procedures, service agreements and fees applicable to the services provided, and to have a custodial parent, guardian, or representative assist with understanding any information presented.
- XVII. Have family and guardian involvement in service planning and delivery.
- XVIII. Have an opportunity to make a declaration for mental health treatment, when legally an adult.
- XIX. Have an opportunity to set up an Advanced Health Directive and Burial Plan.
- XX. File grievances, including appealing decisions resulting from the grievance.
- XXI. Exercise all rights if the individual is a child as described by Oregon State Rules.
- XXII. Exercise all rights if the individual is committed to the Authority; and
- XXIII. Exercise all rights described in this rule without any form of reprisal or punishment.
- XXIV. The provider shall give to the individual and, if appropriate, the guardian a document that describes the applicable individual's rights as follows:
 - a. Information given to the individual shall be in written form or, upon request, in an alternative format or language appropriate to the individual's need.
 - b. The rights and how to exercise them shall be explained to the individual, and if applicable the guardian;
 - c. Individual rights shall be posted in writing in a common area.

In addition to the rights set forth in section (1) of this rule, every individual receiving adult residential services has the right to:

- I. Each individual shall be assured the same civil and human rights accorded to other citizens. These rights shall be assured unless expressly limited by a court in the case of an individual who has been adjudicated incompetent and not restored to legal capacity. The rights described in paragraphs (2) and (3) of this section are in addition to and do not limit all other statutory and constitutional rights that are afforded to all citizens including, but not limited to, the right to vote, marry, have, or not have children, own, and dispose of property, enter into contracts and execute documents.
- II. A provider shall actively work to support and ensure each individual's rights described in this rule are not limited or infringed upon by the provider except where expressly allowed under these rules.
- III. The provider shall ensure that individuals receiving mental health services.
- IV. An individual also has a right to the following:
 - a. Adequate food, shelter, and clothing.
 - b. A reasonable accommodation if, due to their disability, the housing and services are not sufficiently accessible.
 - c. Confidential communication including receiving and opening personal mail, private visits with family members and other guests, and access to a telephone with privacy for making and receiving telephone calls.
 - d. Express sexuality in a socially appropriate and consensual manner.
 - e. Access to community resources including recreation, religious services, agency services, employment, and day programs unless such access is legally restricted.
 - f. To manage their own finances unless otherwise directed by a parent/guardian or assigned rep-payee.
 - g. Be free from seclusion and restraint except as determined by Oregon State Rules.
 - h. To review the program's policies and procedures; and
 - i. Not participate in research without informed voluntary written consent.

- V. An individual also has the following Home & Community Based Services rights:
- a. Live under a legally enforceable residency agreement in compliance with protections substantially equivalent to landlord-tenant laws as described in this rule.
 - b. Have visitors of the individual's choosing at any time and the freedom to visit with guests within the common areas of the setting and the individual's unit.
 - c. The freedom and support to control the individual's own schedule and activities including but not limited to accessing the community without restriction.
 - d. Have a lockable door in the individual's unit that may be locked by the individual, and only appropriate program staff have a key to access the unit.
 - e. A choice of roommates when sharing a unit.
 - f. Furnish and decorate the individual's unit according to the Residency Agreement.
 - g. The freedom and support to have access to food at any time.
 - h. Privacy in the individual's unit; and
- VI. An SRTF is not required to maintain the qualities or obligations identified in section (5) (b), (c), (d), (e) and (h). The provider is not required to seek an individually based limitation to comply with these rules.
- VII. A provider is not required to comply with section (5) (a) of this rule when providing an individual with crisis-respite services. The provider is not required to seek an individually based limitation for such an individual to comply with these rules.
- VIII. For the purpose of this section, these terms have the following meanings:
- a. "Fresh air" means the inflow of air from outside the facility where the individual is receiving services. "Fresh air" may be accessed through an open window or similar method as well as through access to the outdoors.
 - b. "Outdoors" means an area with fresh air that is not completely enclosed overhead. "Outdoors" may include a courtyard or similar area.
 - c. If an individual requests access to fresh air and the outdoors or the individual's treating health care provider determines that fresh air or the outdoors would be beneficial to the individual, the program in which the individual is receiving services shall provide daily access to fresh air and the outdoors unless this access would create a significant risk of harm to the individual or others.
 - d. The determination whether a significant risk of harm to the individual or others exists shall be made by the individual's treating health care provider. The treating health care provider may find that a significant risk of harm to the individual or others exists if:
 - i. The individual's circumstances and condition indicate an unreasonable risk of harm to the individual or others that cannot be reasonably accommodated within existing programming should the individual be allowed access to fresh air and the outdoors; or
 - ii. The program's existing physical setting or existing staffing prevent the provision of access to fresh air and the outdoors in a manner that maintains the safety of the individual or others.
 - e. If a provider determines that its existing physical setting prevents the provision of access to fresh air and the outdoors in a safe manner, the provider shall make a good faith effort at the time of any significant renovation to the physical setting that involves renovation of the unit or relocation of where individuals are treated to include changes to the physical setting or location that allows access to fresh air and the outdoors, so long as such changes do not add an unreasonable amount to the cost of the renovation.
- IX. The program shall have and implement written policies and procedures that protect individuals' rights and encourage and assist individuals to understand and exercise their rights. The program shall post a listing of individual rights under these rules in a place readily accessible to all individuals and visitors.