



Supervised Independent Living Program

Operations Policy & Procedure



Refuge of Light

Supervised Independent Living Program

Client Intake/Application Information

FIRST NAME

MIDDLE NAME

LAST NAME

CELL PHONE #

Marital Status: Single/Married/Divorced (Circle One)

Check if you have any of the following documents:

_____ Driver's License/State ID

_____ Social Security Card

_____ Birth Certificate

_____ HS Diploma/GED

_____ Proof of Meningitis Vaccine

_____ Active/Current Medicaid

Have you ever been in foster care? (When/Where) _____

Was it a Foster Family or RTC (circle) Name of RTC: _____

Name/phone # of last CPS Caseworker: _____

Did you complete PALS Program? Name/phone # of PAL Worker: _____

What is your date of birth? _____

Ethnicity:

_____ Non-Hispanic/Latino

_____ I Don't Know

_____ Hispanic/Latino

Race (Check all that apply):

_____ Asian

_____ White/Caucasian

_____ American Indian/Alaskan Native

_____ I Don't Know

_____ Black or African American

General Health Status (Circle one & check all that apply below): Excellent/Very Good/Good/Fair/Poor

_____ Physical Disability/Chronic Health Condition

_____ Mental Illness

_____ Alcohol Abuse

_____ HIV/Aids

_____ Drug Abuse

_____ None

Disabling Condition (Circle One): Yes/No/I Don't Know

Are you currently pregnant (Circle One): Yes/No/I Don't Know

Do you have any children? (Circle One): Yes/No

If so, how many and do you have current custody? _____

Do you receive any income such as SSI benefits, etc? (Yes/No) List: _____

Employment Information

Are you currently employed? (Yes/No)

If yes, hours working as of the last week: _____

Pay Rate: _____

Employer: _____

How Long? _____

If working, employment type: (Circle any that apply)

Permanent Seasonal Temporary Full Time Part Time

Education Information

Currently in school/Working on degree (Yes/No): _____

If Yes, Where: _____

Vocational Training? (Yes/No): If yes, where: _____

Highest Grade Completed: _____

HS Diploma or GED? (If Diploma, name and location): _____

Any College Enrollment? (Circle Yes/No) If yes, where/when: _____

Do you have an outstanding student loan? (Yes/No) Are you currently under academic probation? (Yes/No)

Criminal History

Have you ever been convicted of any crime or ever incarcerated? (Circle One): Yes/No

If yes, when and what are the current/past charges _____

Are you currently on probation or parole? (Circle One): Yes/No

If yes, who is your Probation/Parole Officer? _____

Are there any active warrants out for you? (Circle One): Yes/No

***A Criminal Background Check must be completed before acceptance to our program.



CLIENT NAME:_____

EMERGENCY CONTACT INFORMATION

NAME:_____

STREET ADDRESS:_____

CITY,STATE:_____ **ZIP**_____

PHONE NUMBER:_____

RELATIONSHIP TO YOU:_____

NAME:_____

STREET ADDRESS:_____

CITY,STATE:_____ **ZIP**_____

PHONE NUMBER:_____

RELATIONSHIP TO YOU:_____



PO Box 132703 Tyler, TX 75713
www.refugeoflight.org

Statement of Faith

As a Christian ministry, Refuge of Light holds to the following tenets of faith that guide our mission, our practice, our leadership and our volunteers in achieving our goal to provide a safe environment for female youth who may have been victimized through commercial sexual exploitation, so they may heal and transition into a new life equipped with the skills to allow them a successful future within society.

There is one God expressed as Father, Son, and Holy Spirit, who is the Creator of all, and who has sustained creation with His love, the highest expression of which is the Son, Jesus Christ. Through the saving sacrifice of Jesus, God has redeemed all things, and is sovereign over all. God restores us into a right relationship with Him through our repentance from sin, and confession of faith in Jesus Christ as Savior. The Holy Spirit is God's divine instrument in creation, the inspiration of Holy Scripture. The Holy Spirit is given to all believers as a comforter and counselor.

The Bible is the Holy Scripture, collected and communicated in its writings through the inspiration and preservation of the Holy Spirit, inspiring its proclamation and application through the ages. The Bible reveals the character of God, the sinfulness of humankind, the redeeming work of Jesus Christ, the teachings for Christ's followers and the hope for eternal redemption. The criterion for interpreting scripture is Jesus Christ.

The Church exists as the model community of redeemed, recovered, revalued individuals who have expressed faith in Jesus Christ alone as the means of salvation from sin and promise of eternal life. The church exists as a local body of believers and through the ages. The Church is tasked with teaching and equipping Jesus' followers in the new way of living proclaimed by Jesus and His Disciples in the Bible.

Therefore, recognizing God's declaration "it is good," as a statement of value for Creation, **we declare God's value for all persons;** accepting the fallen state of Creation due to humankind's sin, **we confess our own limitations and depend upon God's Grace;** rejoicing in the redeeming, revaluing work of Jesus Christ, **we embrace Christ's redemption and extend it to all.**

It was Jesus, who in His message at Nazareth, read from the scroll of the prophet Isaiah (Luke 4:18-19): *"The Spirit of the Lord is on me, because he has anointed me to proclaim good news to the poor. He has sent me to proclaim freedom for the prisoners and recovery of sight for the blind, to set the oppressed free, to proclaim the year of the Lord's favor."* This message becomes our outline for action, and **we proclaim good news, freedom and recovery as individuals as a ministry.**

I, _____, have read and acknowledge understanding of Refuge of Light's Statement of Faith.

Signature

Date

**Refuge of Light
Supervised Independent Living Program**

AUTHORIZATION TO RELEASE INFORMATION

I, _____, HEREBY AUTHORIZE: _____ TO
DISCLOSE THE FOLLOWING PROTECTED HEALTH AND OTHER INFORMATION TO THE REFUGE OF LIGHT SIL PROGRAM:

****Please Note: If you choose to not release all information, you may not be eligible to participate in ROL SIL Programs**

_____ Psychological/Medical Records	_____ Legal Records
_____ Employment Records	_____ Educational Records
_____ Counseling Records	_____ Criminal/Probation Records
_____ Other Clinical Records	_____ DFPS/CPS/Foster Records

This protected and other health information is being used or disclosed for the following purposes: "To assist ROL SIL Program Staff in the development of a case management plan to provide the above-named individual with services that are provided at the ROL facility."

This authorization may be revoked in writing if the person or entity receiving this information is not a health care provider or health plan covered by the federal privacy regulations, the information described above may be disclosed to other individuals or institutions and is no longer protected by these regulations.

You may revoke this authorization in writing at any time by sending written notification to the Case Manager at P.O. Box 132703, Tyler, TX, 75713.

Your notice will not apply to actions taken by the requesting person/entity prior to the date they received your written request to revoke authorization.

Signature

Date

Printed Name

ROL Witness



ROL SIL Program Policies, Expectations and Consent

ZERO TOLERANCE POLICIES:

- 1. DRUGS/ALCOHOL:** Alcoholic beverages and/or drugs of any kind on ROL SIL program premises or while participating in any ROL SIL program activity is strictly prohibited. If you have an alcohol or substance abuse problem, see ROL program staff for assistance. We want to help you.
- 2. VIOLENCE, AGGRESSIVE OR DISRUPTIVE BEHAVIOR:** Violence, aggressive or disruptive behavior of any kind on ROL's residential premises or while participating in any ROL SIL program activity is strictly prohibited. Physical and verbal aggression (including threatening) are causes for immediate suspension and possible discharge from ROL.
- 3. WEAPONS:** Weapons of any kind (guns, knives, shanks, etc.) on ROL SIL program premises or while participating in any ROL SIL program activity is strictly prohibited.
- 4. SEXUAL BEHAVIOR:** Refuge of Light SIL program is for biological females. As a **faith based, Christ centered organization**, any sexual behavior/activity including sex toys/devices or viewing pornographic material including reading materials such as romance novels and/or visiting inappropriate internet sites on ROL SIL program premises or while participating in any ROL SIL program activity is strictly prohibited. Immediate removal from the premises will occur. No LGBTQ+ behavior will be permitted in the Refuge Home.

**ALL LAWS PERTAINING TO ANY OF THESE INFRACTIONS WILL BE STRICTLY
ENFORCED AND REPORTED TO THE POLICE**

EXPECTATIONS:

The ROL SIL program is a 6-to-12-month program. During this time, all rules and expectations must be followed to remain in the home. Our priority is for each resident to reach her goals safely and successfully. The Director sends a letter of 1st warning whose conducts are found to be inappropriate and/or in a position of infraction of the house rules. Some violations will call for a verbal warning. Others could be reasons for eviction.

The following acts receive a 1st warning:

- To behave in a way and manner unfit to a student
- To behave rudely and impolitely to others
- To treat the home staff in a demeaning way
- To not keep the home or bedroom clean
- To make a lot of noise, disturb the others by listening to loud audio/visual equipment

ABSENCES: Residents are required to check in with the ROL Case Manager daily via text message or phone call. Face-to-face meetings are required with Case Manager each Tuesday and Thursday. Request to be away from campus for longer than 72 hours (3 days) must be approved beforehand. (This applies to weekends only and once per month.) Any resident in violation of this or repeated curfew infractions will be evicted from the premises.

BEHAVIOR: ROL SIL program is a residential facility and will not tolerate rowdy, disruptive, and/or disrespectful behavior. This includes profanity, all inappropriate verbal communication and all physical and verbal threats. Conduct that is unreasonably dangerous to the health and safety of oneself or others is not permitted. Lewdness, indecent behavior, public nudity, or public exposure of the naked body or private body parts by Residents or Guests is prohibited.

CELL PHONE: ALL PERSONAL CELL PHONES WILL BE COLLECTED AT INTAKE. AFTER THE INTAKE AND PROCESSING PERIOD OF 2 WEEKS, A REFUGE OF LIGHT PREPAID CELL PHONE WILL BE ISSUED WHEN THE RESIDENT STARTS A JOB/SCHOOL AND IS FULLY PARTICIPATING IN THE PROGRAM. CELL PHONE USAGE WILL BE ALLOWED ON A LIMITED BASIS AND WILL BE RESTRICTED DURING CURFEW HOURS OR DURING PROGRAMMING TIMES. NO CELL PHONE WILL EVER BE PERMITTED IN A RESIDENT'S ROOM AT ANY TIME.

COMMON AREAS: Common areas (Living Room, Kitchen, Learning Center, etc.) are available for residents to relax, socialize and study. Clothing **MUST** be worn while in these areas. Sleeping in the Common areas is not allowed. Please do not remove or rearrange the furniture from Common areas. Surveillance cameras are installed and are recording in all common areas and outside of the home for the safety and security of each resident.

COMPUTER LAB/INTERNET:

The Computer Lab is equipped with computers and printers for students to finish coursework. Students will be responsible for purchasing their own paper. Misuse of computers and computer resources is not allowed. Internet filters are installed on the wi-fi internet service. We do not have public wi-fi access for visitors. Pornographic material is **NOT** allowed. Internet sites will be monitored via our filter and so there is no expectation of privacy in that case. Sensitive, personal or confidential information may be gained in that process. Any illegal activity will be reported to law enforcement. Wi-fi will not be accessible after 10 pm.

CONTROLLED SUBSTANCES: Consuming or possessing drugs or alcohol is strictly prohibited on all ROL property. If it is recognized that substance use is creating or contributing to problems in your life, part of your case plan will involve addressing the use. You may be asked to receive medical clearance to remain in the program if there are significant concerns for your health.

CURFEW: All residents will have a curfew of 10 PM Sunday thru Thursday and 11 PM Friday and Saturday.

DAMAGES:

Notify the office immediately of any plumbing leaks or malfunctions, such as a stopped-up sinks or toilets, as well as problems with electrical outlets, switches, light fixtures or appliances. If something in your room, home, or property needs to be repaired, submit a Maintenance request form right away. *You are liable for any damage or defacing of property resulting from either you, and/or your visitors' negative actions and/or neglect.*

DECORATING:

Items may not be posted, displayed or attached to windows. (Wired grids are hung in each room for pictures, etc.) This includes, but is not limited to signs, cans, bottles, flags and posters. Residents are not allowed to write, draw or color on windows. Residents are not allowed to climb in/out of windows unless there is an emergency.

No Scotch tape, contact paper or glue on doors, walls or appliances is permitted. Do not use tacks, large nails, screws, contact paper or wallpaper. Residents are not allowed to hang anything from the ceiling.

DISMISSAL:

On the condition that there is a valid reason, students who are found unsuitable to live in the home for reasons of health, the Director holds the right to prevent the student from entering the home. Failure to comply with ROL rules and policies may result in suspension or discharge. ROL does not have room to store belongings of discharged residents. Your unclaimed belongings will be disposed of after the agreed upon time of pick-up.

DRESS CODE:

No revealing or provocative clothing allowed. No offensive messages or imagery allowed. Residents may dress casually but modestly for classes; however, professional dress for work-readiness workshops and participation in the internship program is required. ROL SIL program is a "neutral territory" – free of gang activity. clique of gang paraphernalia is prohibited. "Flag flying", bandannas, "sagging", "hoods up", caps and "do" rags are prohibited. clothing that is too short or too revealing is prohibited. outerwear is to be hung on the coat rack in the room.

ROL's dress code is established to teach grooming and hygiene, avoid safety hazards and teach respect for self and others. Clothing that violates the code will be confiscated and returned when the resident leaves the SIL program. Those found in violation of dress code will be asked to change. Special occasions may call for a special dress code.

Getting permanent or temporary tattoos of any kind are not allowed for residents while they are living in the home and participating in the SIL Program. Getting any "piercings" or "gauging up" are not allowed while living in the home and while in the SIL Program as well.

1. Visible cleavage is not permitted.
2. Visible buttocks are not permitted. No short shorts.
3. Visible panties are not permitted.
4. If your bottoms are see-through, you must wear a top to cover your bottom. (*This applies to inside the home.)
5. Are allowed to wear shorts that don't show buttocks while standing or bending over.
6. May not wear clothing or jewelry that advertises, alcohol, tobacco, drugs, or contains vulgar, suggestive, gang related, or satanic/demonic content.
7. No gang related paraphernalia will be allowed.
8. Are prohibited from wearing clothing that exposes a bare midriff while standing up.
9. Are prohibited from wearing chains, including wallet chains.
10. Are prohibited from wearing clothing with tears above the acceptable shorts line unless leggings or other type materials are under the torn clothing. Front pockets cannot show through a tear when hands in pockets.
11. Must wear pants pulled all the way up as designed.
12. Are to wear undergarments when not in your bedroom. Underwear is not to be visible.
13. Mouth jewelry is not permitted. Mouth grills are prohibited.
14. Ear gauging is prohibited.
15. Dress or skirt hems must be within 4" from the knee.
16. Shoes must be worn outside of the home.
17. Sleepwear must be worn during sleep times, sleeping in the nude is not ever allowed.

GUESTS: No guests are allowed on the property at any time. If given permission, individuals picking up must present a valid id and complete the required form in advance.

HOUSEKEEPING:

Certain routine tasks are the shared responsibility of all residents on each floor. Staff will assign chores each week. The chore schedule will rotate. Clean up after yourself in the kitchen and common space is separate from doing chores. Please be responsible. All residents are required to keep their rooms in a clean, sanitary, and orderly fashion.

Use a Room Inventory Form to be complete at check-in and checkout. Indicate on the online form anything that is not in good condition. It is important to be thorough as you examine your room. You will be responsible for any damages that were not indicated on the inventory form.

The Director must approve all room changes. Residents are not allowed to trade furniture. Residents must receive permission to bring additional furniture items into their living spaces.

Regular maintenance inspections of the bedroom, home and property will be done to check the condition of the property, maintenance repairs needed, as well as sanitary housekeeping. A written notice will be given to the resident prior to the inspection. Regular cleaning of the bedroom, home and property is expected.

Sleeping on the common space furniture is not allowed. Porn and other offensive material is not allowed anywhere on

the property. No smoking anywhere on the property. Keep outside trash picked up.

One of the skills for independent living that you are expected to practice is keeping a clean and orderly living environment. Your environment affects both your physical and mental health. There will be weekly room checks.

During a room check, staff will look at the following:

- *Tub and toilet cleaned
- *Bathroom counter, sink, mirror wiped
- *Floor swept and mopped
- *No leftover/spoiled food in room or fridge
- *Mini-Fridge cleaned
- *Dishes washed; no dining room dishes in your room
- *Garbage cans emptied
- *No garbage lying around the room
- *No excessive dirty laundry in room or on floor

Changing the appearance of any building is prohibited. This includes but is not limited to painting, adding shelves, partitions, alteration of furniture, plumbing, heating, or other structural changes (both interior and exterior).

You are responsible for keeping your living space clean. This includes bedrooms, bathrooms, living rooms, and kitchens, anywhere where applicable.

Cleaning and Safety Inspections will be conducted regularly. You will be notified beforehand. Your living spaces will be inspected to make sure that they are clean: trash emptied, floors are vacuumed, floors mopped, toilet, sink, vanity and mirror wiped down.

Rooms will be inspected for safety hazards and or rule violations. You will be notified if your room does not pass inspection.

HOUSE MEETINGS:

House meetings (including Safety meetings) take place once a month or as needed (dates are posted in advance) and are mandatory. This is a time to communicate with co-residents and staff about issues that affect the home.

INTEGRITY:

Furnishing false or misleading information from residents or visitors is a violation. You may not forge, alter, or otherwise falsify any record or document.

KITCHEN/MEALS:

For breakfast, lunch and dinner you are responsible for preparing your own food. You may do this individually, or you may arrange to make and share a meal with co-residents. Once a week, a Community Dinner will be provided. Any food donated to ROL is open to all residents. Do not eat/use other resident's food or drink without permission. Shared shelving space for basic staples (canned goods, dry goods, flour, sugar, etc.) will be provided and individual shelf for personal food. Food in fridge specific to you must be labeled unless it meant to be shared with others.

Residents who use the kitchens are responsible to clean up after themselves, including preparing, cooking and eating areas. Do not leave food unattended. Practice Fire Safety. Make sure refrigerator doors are closed, stove tops are turned off and ovens are off. No grease down the sink or garbage disposal, never leave the stove top unattended, clean out fridge of old food on a regular basis.

KEYS:

You will be issued a key to your bedroom at check-in. You are not allowed to duplicate or lend your key to someone else. Keys are to be turned in at check out. Residents will be charged a \$25 replacement fee for lost keys. If a lost key is later found and returned, \$20 will be refunded. If a lock needs to be changed, a \$75 fee will be charged to the Resident.

LAUNDRY:

Please use washing machines to wash full loads only, not only a couple of items. Do not leave unattended clothes in the machines in the laundry rooms. Dyeing of clothes in washing machines, sinks are not permitted. (NO hair coloring allowed on the property.) Do not overload the machines or put an excessive amount of laundry soap in the washing machine. After using the machines, empty the lint screen, wipe off any mess that was made on the machine. Laundry room with washer and dryers will be provided for Residents. Laundry detergent and dryer sheets will be provided if ROL has donations on hand. Use of bleach is not permitted. Residents will have assigned laundry days. Remove items promptly after the cycle is finished. Do not put other's laundry on the floor or on top of another washer or dryer. Dispose of lint and dryer sheets after each use.

LOST JOB:

What happens if you lose your job or schooling? The ROL program is based on the premise that each resident is actively working toward goals that lead to independence. Apart from brief periods of transition or poor health, you are expected to be occupied full-time with work and/or school.

MAIL:

Residents will need to establish a Post Office Box in Montalba. Residents are encouraged to check their mail regularly.

MEDICATIONS: Any and all medications (over the counter or prescription) must be locked in the medicine boxes provided in each room. NEVER share any medications with other residents.

NONCOMPLIANCE:

The Resident will be considered non-compliant if they fail to perform and comply with the conditions of house rules, policies, and/or regulations. **In the event of non-compliance, the Director may cancel your housing agreement within 72 hours with a verbal or written notice, serve notice, or evict.**

NOTICES:

Notices may be periodically placed on your room door to announce upcoming events, maintenance work, important mail for you in the office. Information will also be sent to you via email, or text. Remember to check your email regularly.

OFF LIMIT AREAS: Do not enter the off-limit areas unaccompanied by ROL SIL program staff. Do not enter the office area without permission.

PARKING:

Do not park on the lawn. ALL vehicles on ROL property should be always locked.

PETS:

Pets are not allowed.

QUIET HOURS:

Quiet hours are from 10pm- 6am, Sun-Th.; 11 pm-8am weekends

RENT: Rent for each resident to live in the home is \$300 per month. Income is considered, but not limited to SSI Benefits, PAL Program Funds, Financial Aide reimbursements, financial gifts, paychecks, etc.

RESPONSIBLE USE OF THE PREMISES/EQUIPMENT: Food and drink may only be consumed in the designated areas of the home. Participants must keep ROL SIL program premises neat, clean and orderly daily.

SAFETY AND SECURITY:

In cases where students are sentenced, convicted, or alleged and even if they are acquitted, the Director will decide whether they will be accepted back to the home. Residents will not have any access to gate codes, door codes, etc.

Students who commit the following actions are immediately reported to the Director:

- Carrying or use of weapons, explosives, flammable materials, dangerous equipment
- Gambling, or possessing equipment used in gambling
- Use of drugs or possession of drugs on property
- Fighting
- Stealing
- Drinking alcohol on the property
- Being involved in activities that pose/cause a threat to the safety of the home, residents, or personnel.
- Contaminating the surrounding areas
- Damaging ROL property
- Misinforming or lying to staff
- Accommodating people who are ineligible to enter the property
- Disregarding warnings
- Behaving in an immoral manner
- Disregarding the rules
- Giving or selling the room, the bed or property to a third party.
- Allowing any third party to use the bedroom or property
- Interfering or damaging the computers of other students using any kind of computer
- Cyberbullying

Inflammable gasoline, solvents, etc. must not be kept in the bedroom, or home. Firearms, ammunition, BB or pellet guns, paint ball guns, hunting bows, knives, blades, fireworks, explosives, etc.

Report missing or stolen property immediately to staff. Theft, or attempted theft, of any property is not permitted.

A Resident who enters a bedroom of another resident without permission may be charged with trespassing or illegal entry. Unauthorized use of property, facilities, equipment, and/or materials is not permitted. Roofs, ledges, mechanical/electrical rooms are prohibited to residents. Extension cords are not permitted. A power strip may not be plugged into another power strip. Space heaters and window a/c units are not allowed.

Open flames of any kind are not allowed in rooms or common spaces. Candles, incense, Halogen/lava lamps, candle warmers are not allowed. Fire extinguishers can be found around the property. Fire extinguishers are for emergency use only. All rooms have smoke alarms and CO2 alarms. Tampering with, dismantling or covering fire safety equipment, or setting off a false alarm is a misdemeanor and a violation of the State law. Fire safety equipment includes, but is not limited to smoke/CO2 detectors, fire extinguishers, fire sprinklers, and connecting pipes, EXIT signs, alarm/camera system. Disciplinary action in response to tampering with fire safety equipment, or setting off a false alarm, may include eviction, a \$350 fine, financial charges to replace damaged, broken, or missing equipment, and up to 6 months jail time (if cited). You are required by state law to immediately evacuate a building in an orderly fashion whenever a fire alarm sounds. Failure to do so may result in disciplinary action and/or state prosecution.

SANCTIONS:

The Director may assign a sanction viewed as appropriate based on the severity of the conduct. Sanctions may include, but are not limited to warnings, conduct probation, eviction, alcohol/drug education program attendance, community service hours, fines, essays/papers, letters of apology, confiscation of dangerous weapons/items, restitution.

SIGNING IN/OUT: All participants must sign in when entering and sign out when exiting the building.

SMOKING:

All forms of smoking such as cigarettes, cigars, electronic cigarettes, hookah and any other vaporizing devices, oral or smokeless tobacco, marijuana, etc. are strictly prohibited by residents and visitors.

TRASH:

You are required to carry your own trash to the garbage bins. Do not leave trash outside your bedroom door or any other common area. Failure to dispose of trash properly will result in a disposal and/or cleaning fee. Garbage must be put in plastic bags, tied, and put in the bins.

WORK/EDUCATION: Residents must show documentation that they are enrolled in at least 6 hours of a higher education program or enrolled in a technical/vocational/GED program. Residents must work a minimum of 80 hours per month or 20 hours per week and show pay stub for each pay period. Residents will not be allowed to apply for a job for the first 2 weeks at the home. After this 2-week period, the resident's job readiness will be determined by the ROL Case Manager. All intake and processing items **MUST** be completed before a resident can look for a job. Proof of job interview must be given and job interviews must be made at least 1 day in advance.

PROBATIONARY PERIOD FOR EACH RESIDENT IS 30 DAYS. THE FIRST 2 WEEKS WILL BE AN INTAKE AND PROCESSING PERIOD. THIS LIST OF POLICIES AND EXPECTATIONS IS NOT MEANT TO COVER EVERY SCENARIO AND MAY BE SUBJECT TO CHANGE AT ANY TIME. IF THERE IS ANY QUESTION AS TO IF SOMETHING IS ALLOWED, RESIDENTS ARE STRONGLY ENCOURAGED TO ASK THE REFUGE OF LIGHT STAFF.

CONSENT:

1. I will be treated with dignity, respect and without discrimination and I will treat others with dignity, respect and without discrimination.
2. I will participate in my own plan of service.
3. I will receive an explanation of the benefits, effects, alternatives and risks of all activities.
4. Although my records are the property of ROL SIL program, I understand they will be kept confidential and that I may request access to them by making a request to the Executive Director of Refuge of Light in writing.
5. Participants may discuss concerns or complaints with staff. Following the discussion, should I have further concerns regarding the services I am receiving I can submit the concern/complaint in writing to the Executive Director at: PO Box 132703, Tyler, Texas 75713.
6. I understand that staff is obligated by law to report to the proper authorities:
 - Suspicion or knowledge of child physical or sexual abuse or neglect.
 - Suspicion or knowledge of abuse of an elderly or disabled individual.
 - The intent, plan or action of harming oneself or another.

I HAVE READ, UNDERSTAND THE POLICIES, AGREE TO ABIDE BY THE EXPECTATIONS AND VOLUNTARILY CONSENT TO MEET WITH THE STAFF, ATTEND SESSIONS AND STEADILY PROGRESS ON MY PLAN OF SERVICE AS A PARTICIPANT AT ROL SIL PROGRAM. I UNDERSTAND THAT FALSIFYING ANY INFORMATION ON THE INTAKE APPLICATION WILL RESULT IN IMMEDIATE TERMINATION OF MY PARTICIPATION IN THE REFUGE INDEPENDENT LIVING PROGRAM.

Resident's Signature

ROL Case Manager or Staff Signature



SUPERVISED INDEPENDENT LIVING PROGRAM PRIVACY NOTICE

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. (PLEASE REVIEW CAREFULLY)

When you receive services from Refuge of Light (ROL) or benefits from agencies such as Texas Department of Human and Health Services, Workforce Commission, Office of Victims of Crime (VOCA) etc., we may obtain and/or create health information about you. Health information includes any information that relates to (1) your past, present or future physical or mental health or condition; (2) the health care provided to you; and (3) the past, present or future payment for your health care.

The following notice tells you about ROL's duty to protect your health information, your privacy rights, and how we may use or disclose your health information.

- The law requires us to protect the privacy of your health information. This means that we will not use or let other people see your health information without your written permission except in the ways we tell you in this notice. We will safeguard your health information and keep it private. This protection applies to all health information we have about you, no matter when or where you received or sought services. We will not tell anyone if you sought, are receiving, or have ever received services from us, unless the law allows us to disclose that information.
- We will ask you for your written permission (authorization) to use or disclose your health information. There are times when we are allowed to use or disclose your health information without your permission, as explained in this notice. If you give us your permission to use or disclose your health information, you may take it back (revoke it) at any time. If you revoke your permission, we will not be liable for using or disclosing your health information before we knew you revoked your permission. To revoke your permission, send a written statement, signed by you, to Refuge of Light, providing the date and purpose of the permission and saying that you want to revoke it.

- We are required to give you this notice of our legal duties and privacy practices, and we must do what this notice says. We will ask you to sign an acknowledgement that you have received this notice. We can change the contents of this notice and, if we do, we will have copies of the new notice at our facilities. The new notice will apply to all health information we have, no matter when we got or created the information.
- Our employees must protect the privacy of your health information as part of their jobs. We do not let our employees see your health information unless they need it as part of their jobs. We will punish employees who do not protect the privacy of your health information.
- We will not disclose information about you related to HIV/AIDS without your specific written permission unless the law allows us to disclose the information.
- As an individual receiving mental health, medical, dental or alcohol or drug abuse services, your records are protected by federal law and regulations found in the Code of Federal Regulations at Title 42, Part 2. Violation of these laws that protect alcohol or drug abuse treatment records is a crime, and suspected violations may be reported to appropriate authorities in accordance with federal regulations. Federal law will not protect any information about a crime committed by you either at ROL or against any person who works for ROL, or about any threat to commit such a crime. Federal laws and regulations do not protect any information about suspected child abuse or neglect from being reported under state law to appropriate state or local authorities.

Your Privacy Rights in the Refuge of Light Supervised Independent Living (SIL) Program:

- You can look at or get a copy of the health information that we have about you. There are some reasons why we will not let you see or get a copy of your health information, and if we deny your request, we will tell you why. You can appeal our decision in some situations. You can choose to get a summary of your health information instead of a copy. If you want a summary or a copy of your health information, you may have to pay a reasonable fee for it.
- You can ask us to correct information in your records if you think the information is wrong. We will not destroy or change our records, but we will add the correct information to your records and make a note in your records that you have provided the information.
- You can get a list of when we have given health information about you to other people in the last six years. The list will not include disclosures for treatment, payment, health care operations, national security, law enforcement, or disclosures where you gave your permission. There will be no charge for one list per year.

- You can ask us to limit some of the ways we use or share your health information. We will consider your request, but the law does not require us to agree to it. If we do agree, we will put the agreement in writing and follow it, except in case of emergency. We cannot agree to limit the uses or sharing of information that are required by law.
- If you are also being treated for mental health issues or alcohol or drug abuse, ROL will not tell any unauthorized person outside of the ROL SIL Program that you have been diagnosed with or treated for mental health issues, medical or dental issues or admitted to a treatment facility or that you are being treated for alcohol or drug abuse, without your written permission. We will not disclose any information identifying you as a mental health, medical or dental client or alcohol, drug, or substance user, except as allowed by law.

ROL SIL Program may only disclose information without your permission in the following circumstances:

- Pursuant to a special court order that complies with 42 Code of Federal Regulations Part 2 Subpart E
 - To medical personnel in a medical emergency
 - To qualified personnel for research, audit or program evaluation
 - To report suspected child abuse or neglect
 - To Texas Department of Protective and Regulatory Services as allowed by law, to investigate a report that you have been abused or have been denied your rights. Federal and State laws prohibit re-disclosure of information about alcohol or drug abuse treatment without your permission.

COMPLAINT PROCESS:

If you believe that the **Refuge of Light SIL Program** has violated your privacy rights, you have the right to file a complaint. You may submit a complaint by contacting:

Refuge of Light SIL Program
Norma Mullican, Executive Director
PO Box 132703
Tyler, TX 75713
Norma@refugeoflight.org
(903) 279-8769

You may also file a complaint with:

**Region VI, Office for Civil Rights
U.S. Department of Health & Human Services
1301 Young St. - Suite 1169
Dallas, TX 75202
(214) 767-4056
(214) 767-8940 (TDD)
(214) 767-0432 (Fax)**

You must file your complaint within 180 days of when you knew or should have known about the event that you think violated your privacy rights.

You may also contact:

**Office of Attorney General
P.O. Box -12548
Austin, TX 78711
(800) 463-2100 (toll free)
www.oag.state.tx.us**

For complaints against alcohol or drug abuse treatment programs, contact the United States Attorney's Office for the judicial district in which the violation occurred.

Refuge of Light SIL Program will not retaliate against you if you file a complaint.

I have received this information and had an opportunity to ask questions and understand my rights.

Signature

Date

Printed Name

ROL Witness

ROL SIL PROGRAM CONFIDENTIALITY

1. **General:** In accordance with TAC 448.210 – Confidentiality, the Refuge of Light SIL Program shall protect the privacy of individuals served and shall not disclose confidential information without express written consent, except as permitted by law. The provider shall remain knowledgeable of, and obey, all State and Federal laws and regulations relating to confidentiality of records relating to the provision of services. The provider shall not discuss or divulge information obtained in clinical or consulting relationships except in appropriate settings and for professional purposes that demonstrably relate to the case. Confidential information acquired during delivery of services shall be safeguarded from illegal or inappropriate use, access and disclosure or from loss, destruction or tampering. These safeguards shall protect against verbal disclosure, prevent unsecured maintenance of records, or recording of an activity or presentation without appropriate releases.
2. **Records:**
 - Records Administrator: ROL's Case Manager or designee shall serve as the Records Administrator. The Records Administrator shall assure that the ROL SIL Program's handling of client records conforms to State and Federal law and ROL SIL Program policy.
 - Electronic Records
 - ROL employees will adhere to computer access and email policies and procedures concerning protecting staff and HIMIS/Workforce Commission/E-grants/HHSC login information. Login information will never be shared among other staff or the public.
 - In addition, computer monitors which may at times display client information shall be secured from view from anyone other than the user accessing that information.
 - Client electronic data files will only be used in accordance with applicable laws and for essential ROL SIL program purposes only.
 - Physical (Paper) Records
 - Records containing a client's personal information will always be only under direct access and control of ROL employees who are authorized to possess the records. These records, when not in use and/or being directly controlled by those authorized employees, shall be kept under double lock and key (two levels of keyed lock protection).
The Records Administrator shall post a Records Authorization form on the locked door of all centralized records areas at ROL locations or (in alternate locations a key access is only given to authorized individuals to the records cabinets) which clearly states that access is prohibited except by employees specifically listed as having authorization to enter the records area.
 - Telephone Conversations

All telephone conversations with clients or other ROL SIL Program partners are to remain private communications shared only among those intended as the audience. Care must be taken before and during such calls to ensure the communication is private.

Privacy Notice Acknowledgement

I have received the Refuge of Light **PRIVACY NOTICE** that describes how medical information about me may be used and/or disclosed and how to get access to my information.

I understand information regarding services provided by Refuge of Light cannot be released without my written permission unless permitted by federal or state law.

I understand Refuge of Light may only disclose information about services received for alcohol or drug abuse without my permission in the following circumstances:

- Pursuant to a special court order that complies with CFR 42 Code of Federal Regulation Part 2, Subpart E.
- To medical personnel in a medical emergency.
- To qualified personnel for research, audit or program evaluation.
- To report suspected child abuse or neglect.
- To Texas Department of Protective and Regulatory Services, as allowed by law, to investigate a report that you have been abused or have been denied your rights.
- Federal and State laws prohibit re-disclosure of information about alcohol or drug abuse treatment without your permission.

I understand Federal Law will not protect any information about a crime committed by me either at the ROL SIL property or against any person who works for ROL or about any threat to commit such a crime.

I understand I can revoke my permission to release my health information at any time. To revoke my permission I must send a written statement, signed by me, to ROL providing the date and purpose of the permission and state that I want it revoked.

I understand if I believe ROL has violated my privacy rights, I have the right to file a complaint and am protected from retaliation against me if I file a complaint.

I have received contact information regarding any questions or concerns I may have regarding my privacy rights.

By signing my name below I am stating that this information has been explained to me in a language I understand and I have had an opportunity to ask questions for clarification.

Signature

Date

Printed Name

ROL Witness