

**MENDING HEARTS RESIDENTIAL TREATMENT LIVING**  
**HOUSE RULES**

REVISED 4-24-13



**Restoring Women, Reclaiming Lives**

In order to help you become more comfortable with your surroundings, we have listed the following rules and regulations for our Residential Treatment Community. We ask that you review it periodically during your stay here and initial beside each rule and sign at completion. There is another copy of the rules in your orientation packet for you to have to refer back to if in question regarding any doubts.

\_\_\_\_\_ 1. No use and/or possession of alcohol, drugs or any mood altering chemicals are allowed, including prescription narcotics. Violation will result in immediate discharge. No refunds.

\_\_\_\_\_ 2. Residents agree to comply with all the rules, regulations, and guidelines of Mending Hearts, as well as any recommendations Mending Hearts' staff feels will be helpful to their recovery.

\_\_\_\_\_ 3. Residents may have ONE (1) phone call within the first three days of being in the program to have items needed or forgotten brought to the ADMINISTRATION BUILDING at 1003 43<sup>rd</sup> Ave., N., Nashville, TN 37209 on Mon-Fri between the hours of 10-4. It is recommended the resident not use their one phone call the first day. **AFTER THAT EVERYTHING MUST BE MAILED** to the above address and packages will be opened in front of staff.

\_\_\_\_\_ 4. Residents agree to attend and be on time for all scheduled groups and individual sessions as a part of their treatment process. A treatment schedule is provided and posted on group room door.

\_\_\_\_\_ 5. Residents agree to take a drug and alcohol test when requested. Failure to do so will result in discharge.

\_\_\_\_\_ 6. NO VISTORS or visitation while in treatment unless there are extenuating circumstances. Treatment staff will make the decision if an exception can be made.

\_\_\_\_\_ 7. On Family group nights, residents are to be in their apartments until time for group to start and will be asked to return to their apartment as soon as group is over. During family group, **NO CONTINIOUS DISPLAYS OF AFFECTION** will be tolerated. Family members are to follow all rules of Mending Hearts and will be asked to leave if any rules are violated. No items are to be brought to you during this time.

\_\_\_\_\_ 8. Residents agree to abide by the following curfew: **11:00 pm**. After curfew, all activities are quieted so as not to interfere with other residents' sleep. Residents are to stay in their apartment unless there is an emergency – at which time they are to go directly to the treatment office to notify staff.

\_\_\_\_ 9. Residents are not allowed away from treatment area, unless exception is made by staff. **RESIDENTIAL CLIENTS WILL NOT CONDUCT ANY CONVERSATION OR COMMUNICATION WITH TRANSTIONAL LIVING RESIDENTS.**

\_\_\_\_ 10. No pets allowed. No feeding, watering or housing stray animals.

\_\_\_\_ 11. Mending Hearts conducts periodic fire drills. During these drills, residents are to meet at the driveway of treatment and wait until staff directs them back to their apartments.

\_\_\_\_ 12. Group rules are to be followed in ALL groups. These will be in your orientation packets and may be posted in the group room.

\_\_\_\_ 13. Residents agree to be responsible for their own hygiene and appearance. No night clothes, including robes, are to be worn outside at any time. **THIS INCLUDES MED TIMES.** No swimming suits are allowed!!! No sunbathing allowed on Mending Hearts' property.

\_\_\_\_ 14. No physical or verbal threats will be tolerated. Any such instance will result in discharge. The same applies to stealing. (Charges may be filed.) No weapons of any kind are allowed on Mending Heart's property.

\_\_\_\_ 15. Smoking is permitted in designated smoking areas ONLY. Residents may not smoke in their apartment or doorway at any time. Violation could result in fines or dismissal from the program.

\_\_\_\_ 16. All medications must be kept updated and have written changes for the staff. Medication times for Treatment Residents: 6:30 am, 12:30 pm, 5:00pm and 8:30pm. Exceptions will ONLY be made when approved by the Nurse Practitioner or staff. Anyone coming to get their meds 30 minutes late will have to wait until the next med time. Resident is subject to a pull-up for being late for med times. OTC meds are to be requested at med times. All medications must be kept in treatment office.

\_\_\_\_ 17. Residents wanting to see the Nurse Practitioner must put a note in the black box. Her Case Manager will then set an appointment. Medications can not be filled immediately so when a resident sees they are getting low on meds, they must fill out a request form and put it in the black box five days in advance of running out, 7 days if falling on a holiday.

\_\_\_\_ 18. Residents are expected to keep and be on time for all appointments with staff. Continued missing of appointments will result in a Behavioral Contract. Residents are EXPECTED to attend ALL groups, to be on time, and be prepared for groups. Anyone missing groups without permission will be placed on a Behavioral Contract.

\_\_\_\_ 19. All lights are to be turned off when leaving a room or the apartment if you are the last one out. **If air conditioner or heat is on, the front doors and windows are to be closed.** No candles or incense are allowed in the apartments.

\_\_\_\_ 20. Beds are to be made at all times. All chores, breakfast preparing and washing dishes, daily grooming, and personal belongings are to be completed and put away **BEFORE MORNING MEDITATION.** Bed side tables along with dressers are to be CLUTTER FREE. Nothing is to be left lying around or on the floor. **Always assume there will be visitors in the apartments after you leave.**

\_\_\_\_ 21. Resident rooms are to be neat and orderly. Residents who do not keep their living space clean or do their chores at assigned times are subject to a pull-up each time they are requested to by staff and do not meet these responsibilities.

\_\_\_\_ 22. Due to limited bedroom space, each resident will only be allowed to keep 10 outfits, 2 coats, 2-3 pairs of shoes, 2 pair of pajamas, and minimal personal items. **Personal items shall consist of** 1 container of each: shampoo, conditioner, lotion, razor, hair spray (no aerosol cans), relaxer/gel, perfume. All other possessions will have to be stored off Mending Hearts' property.

\_\_\_\_ 23. The average stay is between 14 to 30 days. Residents are committing to a time recommended by treatment team regardless if resident's obligations have been met by another monitoring source. **If a resident leaves prior to that time they will be**

**deemed as leaving ASA and NO CERTIFICATE OF COMPLETION SHALL BE ISSUED.**

\_\_\_\_24. **NO CELL PHONES**, laptops, radios, MP3 players, or headsets are allowed. They will be taken at admission and locked in the Admin building. If resident chooses to leave after hours or on weekend they do so understanding these items will not be available to them at that time. They will have to make plans to contact the Administration office the next business day to make arrangements to pick up their property. If property is left for more than 12 hours on the next business day in Administration office, Mending Hearts is no longer responsible for the items left behind.

\_\_\_\_25. Residents will not loan, lend, buy, or sell anything to another resident. This includes cigarettes, clothes, money, clocks, towels, accessories.... If a resident chooses to **GIVE** any items they do so with full understanding **they will not get said items returned to them** nor will Mending Hearts staff be responsible for them or to attempt to retrieve items.

\_\_\_\_26. Residents are not allowed to sleep during daytime hours (unless given permission from the Nurse Practitioner or Case Manager). Residents must have prior approval from staff before going to bed or missing groups and activities. Resident may read or journal in bed but if resident falls asleep during that time, a pull-up will be issued. No laying on the couch at any time. No pillows or blankets are allowed outside of the bedroom at any time.

\_\_\_\_27. **Mail is handed out by staff at 5:00 Mon-Fri only.** Outgoing mail is to be put in the black box. All mail must be addressed to 1003 43<sup>rd</sup> Ave. N., Nashville, TN 37209. If residents do not use this address, they are subject to not receiving their mail. It shall be returned to sender. No mail will be held after discharge. Residents must complete a change of address. No exceptions!!

\_\_\_\_28. Residents have access to a phone in the treatment office to be used on Sundays for 10 minutes only in the presence of staff. A resident can make no more than 2 phone calls if splitting their time.

\_\_\_\_29. Transitional Living residents are not allowed to make calls or run errands for Residential Treatment residents. Residential Treatment residents are NOT to borrow or even ask to use a transitional resident's phone, nor are they to have transitional residents take messages for them and try to relay said messages. Infraction of this rule will result in the loss of the cell phone for Transitional resident and loss of resident phone privileges on Sundays.

\_\_\_\_30. There is a television available in the treatment room ONLY. **It is available only at certain times along with stereo ~** see Mayor for those times. Residents are asked to monitor the types of programs they watch (no drug related programs). The group abides by a standard of no pornography or loud music.

\_\_\_\_31. **Upon discharge or leaving ASA, all residents have 12 hours** to pick up all their belongings. Mending Hearts Inc. is not responsible for any items that are left behind and does not have a facility to store such items. All items left behind will be donated to Goodwill.

\_\_\_\_32. Community chores are to be completed everyday (EXCEPT SUNDAYS) at scheduled times. If chores are checked by staff and not completed, the resident that was assigned to do said chore will be given a pull-up.

\_\_\_\_33. No tight fitting shirts or shorts are allowed. No spaghetti straps, tank tops, or mid-drift shirts are to be worn alone. Tank tops and spaghetti straps may be worn under another shirt. All residents ARE to wear bras with **STRAPS THAT ARE NOT SHOWING.** All shorts are to come 2" below your fingertips when arms are relaxed at your sides. If you have not brought appropriate clothes, staff will assist you in finding some in our clothing shed. **If staff asks you to change attire, residents are expected to do so immediately with no discussion or argument.** A resident may be asked to change the type of underwear they wear.

- \_\_\_34. **Everyone** is to be in morning meditation unless they are given special permission by their Case Manager or, in some cases, the monitor.
- \_\_\_35. Residents agree to follow the chain of command for **all comments, questions, concerns, medications and appointments requests will first be placed in the black box** located under Apt 4's window , #2 their Case Manager, #3 the Programs Director, #4 the Clinical Director and #5 the Deputy Director. Staff will respond within 24 hours.
- \_\_\_36. Each apartment has a chore list with assigned chores for the week. Each resident will complete their chore daily. If a resident is not completing their chore or participating in keeping the apartment clean and running smoothly, the other roommates are to notify staff with concerns. **DO NOT PICK UP AFTER OR WAIT ON ANOTHER RESIDENT.**
- \_\_\_37. No carbonated, canned, or energy drinks are allowed in treatment.
- \_\_\_38. The administration office is closed on Saturday and Sunday. However, there is staff in the treatment office 24 hours a day, 7 days a week. For crisis situations or emergencies, contact ANY staff on duty. First-aid kits are available in the treatment office.
- \_\_\_39. If a resident leaves a meeting early or comes late, it will not count as a meeting, meaning, NO SIGNATURES on ASSIGNMENT SHEETS. This, however, does not exclude residents from attending that group or gives them permission to leave.
- \_\_\_40. If a resident disturbs the meeting or cross talks, they will be given a pull-up and may be asked to leave and will not receive credit for this meeting.
- \_\_\_41. Residents are **NOT ALLOWED** in any other bedroom or apartment but their own. **No exceptions!!**
- \_\_\_42. Residents are not allowed to tamper with the fire safety equipment, smoke detectors, or exit signs \$50.00 fine will be given.
- \_\_\_43. Doctor excuses will not excuse a resident from group unless approved by the Nurse Practitioner.
- \_\_\_44. Every Saturday is major clean-up day. All residents will be involved in this. If for some reason a resident has physical limitations, chores will be amended to allow for that resident to still participate in community duties.
- \_\_\_45. Residents understand that Mending Hearts will be payee over their food stamps and all food stamp cards will be turned in to the treatment office. If they are not eligible for food stamps or refuse to turn over card, they will be responsible to pay \$50.00 per week at the beginning of each week to the office for house food. When residents apply they should always get a new food stamp card. If a resident leaves ASA (against staff advice), their food stamp card will be returned to DHS or destroyed. It is the resident's responsibility to call and change their address and get a new card. If a resident buys food out of their own pocket, they must have a receipt for it.
- \_\_\_46. The **ONLY** food item a resident may have in their room is **A BOTTLE OF WATER WITH THE TOP IN PLACE at night.** Residents are **NOT allowed to have food or any other beverages in their bedrooms or closets EVER.** Staff may approve a resident to have a few crackers due to upset stomach or, if a resident is detoxing, they may have Gatorade beside their bed. These are the only exceptions.
- \_\_\_47. Residents are responsible for washing their own clothes and linens. Laundry schedule is as follows: Apt 1 – Monday, Apt 2 – Tuesday, Apt 3 – Wednesday, Apt 4 – Thursday, and linens are to be washed on Fridays by all apartments.
- \_\_\_48. Residents WILL NOT be involved in any on-site body piercing, re-piercing **OR** tattooing.
- \_\_\_49. NO eating in the group room. NO dishes left in the group room. ALL paper towels (including those in the restroom) are to be placed in the trash, not in the toilet.

\_\_\_\_50. All resident cases are reviewed weekly and resident understands the treatment team reviews all progress of resident and will make recommendations of extension or discharge based upon ALL factors. Each resident's case is different.

\_\_\_\_51. Residents may smoke only out behind the breezeway of treatment and will not smoke under the porch regardless if it is raining or snowing. Residents will utilize umbrellas if they must smoke. There is to be no smoking or gathering on the front porches of treatment apartments.

\_\_\_\_52. During transitional medication times, all resident's are to be in their apartments and NOT the treatment group room.

\_\_\_\_53. All residents will conduct themselves in a manner that represents Mending Hearts in a positive light when they are out in public or when guests and volunteers are on property. **ANY outburst or inappropriate behavior WILL NOT be tolerated and will result in dismissal from program OR loss of privilege for the entire treatment group.**

\_\_\_\_54. Residents are responsible for taking their own medications at approved med times and monitored by staff. All meds must be approved by NP or Medical Director. If a resident refuses to consistently take her medications that have been prescribed, resident may be discharged based on medication non-compliance.

\_\_\_\_55. Resident will not leave treatment area unless requested to by staff. This includes crossing the street. Residents are NOT to be climbing in and out of windows unless there is a fire.

\_\_\_\_56. If a resident has made a request to a staff member and have been given an answer, they will not go to another staff member and ask the same questions simply because they didn't get the answer they were wanting. This is an attempt to staff split and manipulate this type of behavior will not be tolerated and a pull-up will be given.

\_\_\_\_57. Residents will go to the Mayor or Vice Mayor for needs or questions. If resident has a sensitive issue or question to discuss with staff, they will put it in the black box.

\_\_\_\_58. If a resident states they are leaving or threaten to leave, this will be taken as resident's notification of intent to leave ASA and they will have 1 hour to leave property including the arrival of their ride. If resident has not made other arrangements or transportation has not arrived the resident will be taken by staff to Nashville Rescue Mission and shall make any further arrangements from there.

\_\_\_\_59. Residents are **NOT TO DISCUSS** their medication in groups or individually.

\_\_\_\_60. If residents have a Probation Officer or Parole Officer resident agrees to sign **FULL RELEASE** for case manager to update them on a regularly basis informing the officer of the resident's progress.

\_\_\_\_61. Any resident requiring surgery while at Mending Hearts will be discharged to recuperate or get rehab outside of Mending Hearts. Readmission to Mending Hearts will be based on bed availability and being released from their doctor's care.

\_\_\_\_62. If a resident has a positive drug test result, they will be given the opportunity to prove that they have not taken an illegal or controlled narcotic by paying a non-refundable \$75.00 for the test to be sent to the lab. If a resident is not able to pay the \$75.00, they will be discharged and under the guidelines of a positive drug screen all money is non-refundable. Residents agree to take a drug and alcohol test when requested. Mending Hearts will test for all narcotics, including Suboxone, K3 and synthetic drug. Failure to submit to a drug screen is treated as a positive result and will result in discharge.

\_\_\_\_63. Residents are not allowed to move any furniture or change apartments or bedrooms without staff permission.

\_\_\_\_64. **RESIDENTS ARE NOT ALLOWED TO FRATERNIZE, FLIRT OR ENGAGE IN ANY SEXUAL OR INTIMATE RELATIONSHIPS, BEHAVIORS, LANGUAGE, OR DISPLAYS OF AFFECTION while in Mending Hearts.**

Additionally, no sex toys or devices are allowed.

\_\_\_\_\_65. Residents are not allowed to speak to male staff members or ask for assistance. Any maintenance request will need to be put in the black box. If a male staff happens to speak to you, please let staff know immediately and do not respond. This includes any males walking down the street.

\_\_\_\_\_66. Residents agree to random searches. Anything that belongs to a resident is subject to be searched, including their person.

\_\_\_\_\_67. If a resident has a car on property, they must make a copy of their insurance policy and driver's license and give it to their Case Manager.

\_\_\_\_\_68. Residents are expected to be respectful and act appropriately when volunteers come in for activities and/or facilitate any groups.

\_\_\_\_\_69. Residents understand that Mending Hearts Inc., its owner, management or staff will in no way be held responsible for the loss, damage or theft of property of any resident at any time.

\_\_\_\_\_70. Residents understand that Mending Hearts Inc., its owner management or staff does not discriminate in any way.

\_\_\_\_\_71. Residents understand that Mending Hearts will not be held responsible for any personal housing accidents or injuries of any kind. Residents further waive any legal rights they may have under the law in connection with any personal accidents or injuries while a Mending Hearts resident.

\_\_\_\_\_72. Residents understand that if they choose to ride with another resident or staff member to and from any destination, Mending Hearts Inc. is not responsible for any accidents or injuries.

\_\_\_\_\_73. Residents agree and understand that any information about a resident or Mending Hearts is confidential and should not be disclosed to anyone outside of Mending Hearts, including their sponsor. Staff at Mending Hearts understands the importance of confidentiality and what information can be shared, how, and with whom. Upon admission this will be explained to you.

\_\_\_\_\_74. Former residents are not allowed on Mending Hearts' property without staff permission.

\_\_\_\_\_75. If a resident knows someone is breaking the rules, they are to report it to staff immediately. If they do not, they will be deemed as guilty as the person breaking the rules.

\_\_\_\_\_76. I understand that there may be other rules or guideline's that may be created after I sign these and I agree to trust the word of staff and follow them until staff can change the rules.

I \_\_\_\_\_ have read and initialed all of the rules above (1-76) and agree to commit to 14-30 days in **Mending Hearts Residential Treatment Program** based on recommendations of Treatment Teams recommendations. I am also fully aware and understand that any violation of stated rules may result in dismissal from the program and forfeiture of all funds. I further understand that this list of rules is not mutually exclusive and may have addendums added at any time.

Resident (Print): \_\_\_\_\_ Case #: \_\_\_\_\_

Resident Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_