



Planning Department

W240N3065 Pewaukee Road
Pewaukee, WI 53072
(262) 691-0770 Fax (262) 691-1798

R&R HOUSE ADVISORY COMMITTEE MEETING
NOTICE AND AGENDA
Tuesday, September 15, 2020
2:00 PM
Common Council Chambers

-
1. Call to Order and Pledge of Allegiance
 2. Public Comment - Please limit your comments to 2 minutes, if further time for discussion is needed please contact your local Alderperson prior to the meeting.
 3. Introductions
 4. Election of Committee Chairperson and Vice Chairperson
 5. Discussion of R&R House Advisory Committee rules and procedures
 6. Review of Committee membership status
 7. Discussion and Possible Action of R&R House Advisory Committee regular meeting schedule
 8. Discussion and Possible Action regarding the current project status and time frame for occupancy
 9. Review of R&R House Conditional Use Permit and conditions of approval
 10. Review of R&R House Policies and Procedures
 11. Public Comment - Please limit your comments to 2 minutes, if further time for discussion is needed please contact your local Alderperson prior to the meeting.
 12. Adjournment

Ami Hurd
Deputy Clerk

09/10/2020

NOTICE

-

It is possible that members of other governmental bodies of the municipality may be in attendance to gather information that may form a quorum. At the above stated meeting, no action will be taken by any governmental body other than the governmental body specifically referred to above in this notice.

Any person who has a qualifying disability under the Americans with Disabilities Act that requires the meeting or materials at the meeting to be in an accessible format must contact the City Planner, Nick Fuchs, at (262) 691-0770 three business days prior to the meeting so that arrangements may be made to accommodate your request.

**CITY OF PEWAUKEE
R&R HOUSE ADVISORY COMMITTEE AGENDA ITEM 3.**

DATE: September 15, 2020

DEPARTMENT: Planning

PROVIDED BY:

SUBJECT:

Introductions

BACKGROUND:

FINANCIAL IMPACT:

RECOMMENDED MOTION:

**CITY OF PEWAUKEE
R&R HOUSE ADVISORY COMMITTEE AGENDA ITEM 4.**

DATE: September 15, 2020

DEPARTMENT: Planning

PROVIDED BY:

SUBJECT:

Election of Committee Chairperson and Vice Chairperson

BACKGROUND:

FINANCIAL IMPACT:

RECOMMENDED MOTION:

CITY OF PEWAUKEE
R&R HOUSE ADVISORY COMMITTEE AGENDA ITEM 5.

DATE: September 15, 2020

DEPARTMENT: Planning

PROVIDED BY:

SUBJECT:

Discussion of R&R House Advisory Committee rules and procedures

BACKGROUND:

FINANCIAL IMPACT:

RECOMMENDED MOTION:

CITY OF PEWAUKEE
R&R HOUSE ADVISORY COMMITTEE AGENDA ITEM 6.

DATE: September 15, 2020

DEPARTMENT: Planning

PROVIDED BY: Nick Fuchs

SUBJECT:

Review of Committee membership status

BACKGROUND:

The Mental Health America Wisconsin approval included creation of an oversight committee whose membership shall consist of: 1) a Mental Health American staff person; 2) City Alderperson; 3) City staff person; 4) a Waukesha County Sheriff representative; 5) a Pewaukee resident neighborhood representative (to be appointed by the Mayor); and 6) a Waukesha County Health & Human Services (Veteran Services Division) representative.

City staff has reached out to the Waukesha County Health & Human Services Department as well as several residents that live near the R&R House; however, have not yet been able to fill these positions.

FINANCIAL IMPACT:

RECOMMENDED MOTION:

**CITY OF PEWAUKEE
R&R HOUSE ADVISORY COMMITTEE AGENDA ITEM 7.**

DATE: September 15, 2020

DEPARTMENT: Planning

PROVIDED BY:

SUBJECT:

Discussion and Possible Action of R&R House Advisory Committee regular meeting schedule

BACKGROUND:

According to Condition No. 4 of the Conditional Use Permit, this Committee shall meet at a minimum on a quarterly basis unless otherwise directed by the Common Council.

FINANCIAL IMPACT:

RECOMMENDED MOTION:

**CITY OF PEWAUKEE
R&R HOUSE ADVISORY COMMITTEE AGENDA ITEM 8.**

DATE: September 15, 2020

DEPARTMENT: Planning

PROVIDED BY:

SUBJECT:

Discussion and Possible Action regarding the current project status and time frame for occupancy

BACKGROUND:

FINANCIAL IMPACT:

RECOMMENDED MOTION:

CITY OF PEWAUKEE
R&R HOUSE ADVISORY COMMITTEE AGENDA ITEM 9.

DATE: September 15, 2020

DEPARTMENT: Planning

PROVIDED BY:

SUBJECT:

Review of R&R House Conditional Use Permit and conditions of approval

BACKGROUND:

FINANCIAL IMPACT:

RECOMMENDED MOTION:

ATTACHMENTS:

Description

R&R CU Permit

**A COVENANT
REGARDING THE ISSUANCE OF A
CONDITIONAL USE PERMIT
BY THE
CITY OF PEWAUKEE**

**TAX KEY NUMBER(S)
OR PARCEL(S) INVOLVED:** **CONDITIONAL USE
PERMIT:
NO. CUP-19-11-1**

PWC 0880997

LEGAL DESCRIPTION:

PT SE1/4 SEC 4 T7N R19E COM S1/4 COR E 667.00 FT N16°14'E
1004.60 FT N13°52'E 818.00 FT N38°01'E 128.60 FT THE BGN
N38°01'E 442.65 FT S3°47'W 223.00 FT N89°57'E 200.46 FT
S12°32'W 230.15 FT N76°29'W 420.5 FT TO BGN EX HY DOC#
3633569

**PERSON(S), AGENT(S) OR CORPORATION(S) PETITIONING
FOR PERMIT:**

Mental Health America of Wisconsin

Recording area

Name & Return Address

City of Pewaukee
W240N3065 Pewaukee Rd
Pewaukee, WI 53072

WHEREAS, It is understood by all parties to this covenant that Section 62.23 of WIS. Statutes prescribes the legal basis for the granting of a conditional use permit by a City and Chapter 17 of the City Codes and Ordinances provides for the issuance of such permits as well as the standards by which all such uses will be measured; and,

WHEREAS, The City Plan Commission held a meeting on October 17th, 2019; reviewed the various elements of the petitioners proposal; however, made no recommendation upon the matter; and,

WHEREAS, The City Common Council, held a public hearing meeting held on October 21st, 2019.

NOW, THEREFORE, let it be known that the City Common Council by its action on December 2nd, 2019 has, hereby, granted a Conditional Use Permit for the following use(s):

Operating a peer-run respite for Wisconsin Veterans to support recovery from
mental health and substance abuse challenges.

FURTHER, such approved use of the above designated parcel(s) are hereby allowed based on the following conditions being continually met:

1. The subject Conditional Use is personal to Mental Health America of Wisconsin, does not run with the land, is not transferrable, and is temporal. All rights and approvals granted hereunder shall terminate and become null and void as of December 2, 2021. Upon expiration, the applicant may reapply for a new Conditional Use Permit.
2. The proposed Mental Health America of Wisconsin use shall return to the Plan Commission within 6 months from the date of approval for review of its operation and impacts upon City services and adjacent properties. Subsequently, annual reviews may be conducted as deemed necessary by City of Pewaukee Staff.
3. The approval granted hereunder is conditioned upon Mental Health America of Wisconsin: (i) being compliant with all applicable governmental laws, statutes, rules, codes, orders and ordinances; (ii) obtaining all other governmental approvals, permits, licenses and the like, required for and applicable to the use; (iii) adhering to its own Policies and Procedures as attached hereto.
4. Creation of an oversight Committee whose membership shall consist of, as may be possible: 1) a Mental Health American staff person; 2) City Alderperson; 3) City staff person; 4) a Waukesha County Sheriff representative; 5) a Pewaukee resident neighborhood representative (to be appointed by the Mayor); and 6) a Waukesha County Health & Human Services (Veteran Services Division) representative. This Committee shall meet at a minimum on a quarterly basis unless otherwise directed by the Common Council.
5. All parking shall be off-street and no vehicle parking shall be allowed on grassed or other unpaved areas. Further, at least one van ADA accessible parking space shall be provided. Said parking space shall be signed and be a minimum of 16-feet wide by 20-feet long.
6. A minimum of two trained staff persons shall be onsite at all times.
7. The property shall provide ADA compliant restroom facilities and ADA compliant access to the home, prior to occupancy.
8. Any and all Building Code violations shall be corrected prior to use or occupancy of the facility by Mental Health America of Wisconsin.
9. Outdoor activities shall cease by 10:00 p.m. and noise shall not exceed 30 decibels between the hours of 10:00 p.m. and 7:00 a.m.
10. No more than three individuals shall reside at the subject dwelling at any given time.
11. As agreed to and required by the applicant's Policies and Procedures, no weapons of any kind shall be allowed to enter or be kept onsite under any circumstances.
12. Fencing and landscaping shall be installed to screen views from the adjacent properties and to prevent unintentional trespassing beyond the property lines of the subject property. A fence and landscape plan shall be reviewed and approved by Staff and must comply with Zoning Code standards.
13. Guest curfew hours shall be from 6:00 a.m. to 10:00 p.m. Residents that fail to return to the house by 10:00 p.m. will be subject to exclusion from the program as may be required by Mental Health America of Wisconsin or the oversight Committee.
14. No alcohol or substance use shall be allowed on the premises. Guests who return to the home who have engaged in alcohol or substance use shall be subject to exclusion from the program as may be required by Mental Health America of Wisconsin or the oversight Committee.
15. Mental Health American of Wisconsin shall inform all potential guests during the phone screening process that individuals staying at the R&R House will hear sounds from the local firearm range, hunting activities, and blasting at nearby quarries.

16. Mental Health America of Wisconsin shall install video surveillance and signage indicating such at all exterior entrances to the R&R House for the security and safety of guests and staff onsite.
17. Mental Health America shall be required to carry and provide proof of liability insurance in the amount of at least \$1,000,000 to operate the subject facility.

The parties hereto, namely the City of Pewaukee and the Equitable Owner of the property for which this conditional use has been sought, set their signatures or the signatures of their representatives below, thereby agreeing to the provisions and conditions set forth in this covenant.

Attest:

Signature of equitable owner

Date

Kelly Tarczewski
City Clerk

Steve Bierce
Mayor, City of Pewaukee

Date

State of Wisconsin
County of Waukesha

Signed or attested before me on _____, 2019 by Steve Bierce, Mayor and Kelly Tarczewski, Clerk.

(Seal)

Ami Hurd

My Commission expires _____

This instrument was drafted by Ami Hurd, Deputy Clerk

**CITY OF PEWAUKEE
R&R HOUSE ADVISORY COMMITTEE AGENDA ITEM 10.**

DATE: September 15, 2020

DEPARTMENT: Planning

PROVIDED BY: Nick Fuchs

SUBJECT:

Review of R&R House Policies and Procedures

BACKGROUND:

Attached are the R&R House Policies and Procedures as prepared by Mental Health America Wisconsin.

FINANCIAL IMPACT:

RECOMMENDED MOTION:

ATTACHMENTS:

Description

R&R Policies and Procedures

R&R HOUSE
Policies and Procedures

Our Mission: R&R House provides a safe and welcoming environment for former members of the United States Armed Forces facing barriers to their emotional or behavioral wellness to grow and heal through support from others with shared lived experience.

Our Values:

We believe No Veteran should be Left Behind.

- We believe that every person who signed a contract to defend the United States with their life is a veteran.
- We recognize that not every veteran is able or willing to receive support or care from the Department of Veterans Affairs.
- We recognize that the experience of every veteran during their service is unique.
- We recognize that the experiences during active service contribute to making the veteran who they are.

We believe in the value of connection.

- We value the camaraderie that is unique to the veteran experience.
- We believe in mutuality of relationships, rather than relying on rank.
- We recognize the value of connection outside and within the R&R House.
- We believe there is positive value in the lived experience of every individual.

We believe in hope and that recovery is possible for every veteran.

- We recognize all veterans have strengths and experience different pathways to recovery.
- We will make space for veterans to find their own way to wellness and provide support with education, information, connections, and resources.
- We foster an environment that supports renewal and growth.
- We believe everyone has an opportunity to give back using strengths developed through lived experience.

We believe in respect for self, others, and the community.

- We will communicate with compassion and listen with empathy.
- We have the ability to set our own boundaries and limits and will respect the boundaries and limits of others, including privacy and confidentiality.
- We will honor and respect our differences in beliefs, values, and culture and use respectful and person-centered language.
- We will address conflict through non-violent resolution which respects the experience and perspective of each.

We believe in creating a welcoming and healing space that is integrated into the community.

- The R&R House is a peaceful and healing space that is accessible for all Wisconsin veterans.
- We honor the value of trauma-informed care, including the need for physical and emotional safety which respects the lived experience of each.
- Our space will be completely free of alcohol, illicit drugs, and weapons, as they limit the capacity of individuals to develop internal strength and resolve.

R&R HOUSE
Policies and Procedures

Guest Pre-Arrival Information Inquiry

Prior to inviting a veteran guest to the R&R House, it is important for staff to learn about the needs of the guest, the guest's hopes and expectations for their stay, and to determine whether the R&R House can provide the needed support or if the veteran would benefit more from referrals to other resources.

The R&R House is not a crisis stabilization house or treatment center. The following scale will be used to help determine whether the R&R House is an appropriate resource for the veteran.

- **Level 1** - Very low-level stress: Veteran is dealing with issues which can be resolved with referrals to appropriate community resources. (e.g. lack of knowledge about where to file VA disability claim; lack of knowledge of survivor benefits; increased stress but not looking for overnight/residential stay.)
 - **Refer to appropriate community resource provider, with direct connection if possible.**
- **Level 2** - Low-Level Stress: Veteran is dealing with substantial life stressors (difficult transition to civilian life; employment issues; lack of healthy peer connections). Able to maintain abstinence from alcohol and illicit drug use for length of stay.
 - **Continue with Guest Inquiry, potential for invitation to R&R House.**
- **Level 3** - High-Level Stress: Veteran is facing serious life stressors and/or deteriorating mental/behavioral health issues. Veteran is having difficulty managing daily life activities or maintaining sobriety for more than several days at a time.
 - **Refer to inpatient recovery or health services, including VA or Crisis Resource Center. Assist veteran with making connection to service.**
- **Level 4** - Extreme High-Level Stress (Crisis) - Veteran is in active crisis during phone conversation. Difficulty answering questions, repeated threats to harm self or others, incoherent speech due to intoxication or impairment.
 - **Contact Veterans Crisis Line or local emergency services.**

NOTE: Only veteran callers at Level 2 are appropriate for invitation to R&R House.

After making a determination of the appropriate level of need and taking any steps to ensure the safety of the caller and others, the caller will be asked to find a private space to talk. The caller will be advised that the conversation regarding their potential stay at the R&R House may take approximately 30 minutes. During the conversation, the following will be accomplished:

- Guest learns basic information about the intent and extent of peer support and the experience of staying at the R&R House.
- Guest shares information about their referral to R&R House and the stress which led them to call.

R&R HOUSE
Policies and Procedures

- Guest shares information about their hopes, goals, or purpose for getting support at the R&R House.
- Guest will be informed that staff may be taking notes during the conversation, and that any notes will be available to them upon request.
- Guest will be informed that the decision of whether to invite a veteran to the R&R House is made by 2 staff members, and that the guest will be notified within 4 hours if the R&R House is an appropriate support for them, based on guest need, current guests, and house expectations.
- **PLEASE NOTE:** Having an empty room will not be the deciding factor on whether or not someone is considered to be a good fit for the house.

The following information shall be collected by R&R House staff either electronically or in paper form. All paper notes are to be kept in a locked file, available to the individual guest or caller upon their request.

Date: _____ Time of Call: _____
First Name: _____ Last Name: _____
Name you go by if different than above: _____

Potential Guest is: _____ New _____ Returning _____
When were you hoping to arrive (if looking to arrive at a later date potential guest must call back) _____
Is guest self-referred and voluntarily seeking support? _____
Accommodation Requests (Accessibility, Allergies, etc.) _____

Address: _____

County of Residence (very important as available referrals and resources vary by county): _____

Are you over the age of 18: _____
Telephone # _____ Secondary phone # _____
Can we leave a message at these numbers: _____
Email: _____
Emergency Contact: _____ Phone: _____
Gender Pronoun: _____
How did you hear about us: _____

What do you know about R&R House or peer support? (If they are unfamiliar share what a stay at R&R House and peer support looks like) _____

R&R HOUSE
Policies and Procedures

“There is some additional information we will need in order to make an informed decision regarding your potential stay. Are you in a space where you feel comfortable speaking openly?” (If they are not ask them if they can go to a place or call back when they are in a comfortable space)

Can you share a little bit about what’s going on with you right now and what led to this call: _____

What recovery oriented goals and/or activities will you be working towards during your stay? _____

What would your needs look like during your stay: _____

How can staff assist you with your needs: _____

What are you hoping to get out of this stay: _____

What is the permanent address you will be returning to after your stay? _____

****Please explain that we require that individuals have a permanent address to return to because R&R House is not transitional housing.****

Any additional information you feel I need to know about your potential stay or any questions you have for me?

R&R HOUSE
Policies and Procedures

Are you able to agree to the following?

- ☐ Are you someone who identifies with lived experience with substance use and/or mental health?
- ☐ Are you someone experiencing a need for emotional support?
- ☐ Are you able to administer your medications if applicable?
- ☐ Are you able to care for daily living activities? (showering, cooking, cleaning, etc.)
- ☐ Does potential guest have any known communicable illnesses? (fever, flu, etc.)
- ☐ Has potential guest had any known contact with bed bugs over the last month?
- ☐ Does potential guest agree to refrain from any behavior that puts them at risk of physical Harm?
- ☐ Does potential guest agree to refrain from any behavior that puts staff, other guests, and community members at risk of physical, emotional, and psychological harm?
- ☐ Can potential guest abstain from alcohol, non-prescribed drugs, or misuse of prescribed medications?
- ☐ Does potential guest understand that we are a weapons-free environment?
- ☐ Is potential guest informed of possibility to hear sounds from outdoor firearm range, seasonal hunting activity, or quarry operations?

Estimated arrival date/time (within 24 hours):

Estimated departure date/time:

Staff completing conversation and

inquiry: _____

Do you feel this guest would be a good fit? _____ **If NO, why not?**

Follow up plan (who are you going to consult/discuss/call)?

2nd staff consulted on

inquiry: _____

Do you feel this guest would be a good fit? _____ **If NO, why not?**

Final decision: Yes _____ No _____

Reason: _____

Staff who informed caller of decision:

_____ Date: _____ Time: _____

Advise guest that they can bring 1 bag and 1 personal item (ie: backpack, purse, etc...) with them, and that a photo ID will be required upon arrival.

If approved when can we expect your arrival:

Date: _____ Time: _____

R&R HOUSE
Policies and Procedures

Guest Agreement

R&R House is located in a residential neighborhood, offering an alternative to traditional behavioral health services which is completely peer run. Peer Support is the primary program and service of the respite and follows the tasks and foundations established through Intentional Peer Support including:

- Moving From Helping to Learning
- Moving From the Individual to Relationships
- Moving From Fear to Hope
- Moving From Boundaries to Limits
- Building Connections
- Mutuality of Shared Responsibility in Relationships
- Listening for the Untold Story
- Awareness of Trauma and Providing Trauma-Informed Peer Support
- Belief that Crisis can be an Opportunity for Growth & Connection

In order to provide an opportunity for as many people as possible, guest stays will be limited to 6 nights within a 60 day period.

These values create a space that works only when everyone agrees to uphold these values and mission. Every staff member and guest of the R&R House will review and sign this Agreement and is subject to removal from the premises due to failure to maintain compliance.

NAME: _____

By signing below, I acknowledge that:

- ☐ I believe that a 24hour, peer supported environment will benefit me at this time.
- ☐ I have been given a copy and understand the mission, vision and values of R&R House and that I am able to be responsible for my part of holding the mission and intent of the space.
- ☐ I understand that the PRR values of respecting guests privacy by not sharing information of guests or staff of the R&R House with other individuals outside the house.
- ☐ I understand that R&R House is funded by the Department of Care and Treatment Services (DCTS) and they may periodically review our space and documentation. I understand that the PRR is subject to guidelines, regulations and codes of DCTS.
- ☐ I understand that the respite strives to be conscious of staff and other guest's needs and sensitivities to products and personal care items with scents during my stay.
- ☐ I understand that although the respite will support me to keep my personal items safe and secure by providing me with a locked private room and a lock box for valuables and/or medication, the R&R House is not responsible for lost or stolen items.

R&R HOUSE
Policies and Procedures

- ☐ I understand that individual's private bedrooms are private spaces and I will not enter that space. Common areas are provided throughout the respite along with additional private space for support and conversation.
- ☐ I understand that there is the possibility I will hear sounds from an outdoor firearm range, seasonal hunting activity, or quarry operations?
- ☐ I understand that I have the right to:
 - ☐ Choose the programs, services and supports I want.
 - ☐ Ask questions and receive answers about programs, services, and support.
 - ☐ Lead and participate in all decisions during my stay.
 - ☐ Make my needs known.
 - ☐ Work toward my Wellness Vision, hopes, needs and goals.
 - ☐ Follow my own schedule and have access to private and common spaces.
 - ☐ Access peer support and resource information during my stay.
 - ☐ Leave the respite at any time between the hours of 6am and 10pm, with exceptions for family or work obligations.
 - ☐ Have visitors throughout the day with limitations related to the privacy of others and capacity of the R&R House. I understand I am responsible for the actions of my visitors and that they must not interfere with the stay of other guests. Visitors are not allowed in guest bedrooms. I have the right to refuse visitors.
 - ☐ Acknowledge if I would like to be able to be contacted as a guest during my stay (by phone) or have my stay remain private.
 - ☐ Access written information about my stay at any time, add to that information or challenge the information.
 - ☐ Share feedback, complaints or grievances via verbal or written requests. I may file a grievance if I am not satisfied with the response to my feedback or complaint.
 - ☐ Not be discriminated against on the basis of race, age, sex, religion, national origin, sexual orientation or identity, disability, marital status, financial status or any other aspect of personal or family culture.
 - ☐ Hope and Recovery!
- ☐ **I understand that efforts will be made to work through most conflicts but I will be asked to leave or denied entry if:**
 - ☐ I leave and do not make contact with the PRR within 24 hours.
 - ☐ I bring illicit drugs, alcohol, drug paraphernalia, or weapons to the R&R House premises or use alcohol or illicit drugs during my stay.
 - ☐ I fail to return to the respite prior to 10pm without providing notice to staff.
 - ☐ I do anything to show disregard for the space including smoking or using e-cigarettes in the house, stealing, damaging property, or fail to clean up after myself, or show disrespect to staff, guests, visitors, or community members through yelling in anger, bringing weapons to the premises, making threats, using hateful or obscene verbal or non-verbal language, etc.
 - ☐ I have other medical or daily needs which I am unable to manage independently..

R&R HOUSE
Policies and Procedures

- ☐ I am otherwise not in a place where I can uphold the values and mission of the space or benefit from the programs, services, or supports offered.
- ☐ If I am asked to leave and choose not to do so R&R House will consider me to be trespassing and may contact local law enforcement for intervention.
- ☐ If I provide false information during my Guest Inquiry or make misrepresentations in order to gain access to the R&R House.
- ☐ I understand that guest privacy is one of the R&R House values but in the event of the need for emergency medical treatment for a dangerous and/or potentially life-threatening situation or condition, I acknowledge my consent to treatment is implied if I am incapacitated and unable to provide such consent. Guest personal information may be shared with treatment providers to insure effective emergency treatment.

By signing this agreement I acknowledge that I have reviewed and understand this agreement and commit to upholding the mission and values of the R&R House.

GUEST SIGNATURE:

DATE: _____

R&R HOUSE
Policies and Procedures

WI DHS Chapter 94 Compliance Statement

Guest Rights & Resolution of Guest Grievances and Administrative Code Compliance

1. In compliance with DHS 94, the staff and volunteers of Mental Health America of WI's Peer Run Respite (R&R House) will ensure the rights of guests receiving services at the respite for mental illness and/or substance abuse.
2. In compliance with DHS 94.17 (Confidentiality of records) Mental Health America of WI will ensure all records are confidential. Guests may inspect, copy and challenge their records. Guests will be able to view any paperwork related to their stay at all times.

R&R HOUSE
Policies and Procedures

Confidentiality of Records

Ensuring privacy and confidentiality for guests is essential to creating a safe and welcoming environment.

1. In the Guest Agreement document draft, "Record Privacy & Access" includes:
 - Staff will keep all information related to guests and staff confidential.
 - Records of a guest or staff member may not be released without that individual's written consent.
 - Guests and staff may always see their records, add to their record and challenge the accuracy, completeness, timeliness and relevance of entries in their records.
2. A guest may review their written records during their stay at R&R House at any reasonable time. Records for past guests will be kept in a locked file cabinet on site at R&R House. Only R&R House staff will have access to the locked records. Past guests may have access to their records but need to call to make an appointment in advance to do so.
3. Personnel records for staff will be kept in a locked file cabinet at Mental Health America of WI's office. Mental Health America of WI's Executive Director and the R&R House Program Director will have access to staff records.

Data Collection and Storage

In order to provide the highest quality service and support to guests, while ensuring staff capacity and ability to respond to guest needs and program evaluation, the following data and information shall be collected during R&R House operations:

- Staff Information:
 - Caregiver Background Checks
 - Employment History
 - Military Discharge Documentation
 - Hiring Date
 - Position Description
 - Salary/Rate of Pay
 - Training and certification spreadsheet
 - Performance Evaluation based on semi-annual review and as needed.
- Guest Data:
 - Guest Inquiry
 - Guest Expectations Agreement
 - Guest Contact Logs
 - Guest Visitor Forms
 - Guest Follow-ups, to include 30, 60, 90, and 180 day intervals.
 - Self-disclosed Demographic Information, including ethnicity, gender, marital status, county of residence, other information as volunteered
 - Guest Departure Survey
 - Other Guest documents (grievance, request for referrals, etc.)

All records will be maintained for a minimum of 3 years, and are not to be released without written consent of the specific guest or staff member to which they pertain.

R&R HOUSE
Policies and Procedures

**Statement of Americans with Disabilities Act (ADA) Compliance & Accessibility
Reviews**

The R&R House will not discriminate or turn away any guest due to disabilities defined under the ADA, to the extent capacity is available. While accommodations will be sought to support every guest, veteran guests are required to maintain daily living activities regarding cleaning, personal hygiene, medication management, and other adult living skills without assistance from R&R House staff. The R&R House will operate pursuant to the following accessibility guidelines:

1. Ensuring access to R&R House is a priority for Mental Health America of WI and R&R House. As such, Mental Health America of WI and R&R House will work to ensure a safe and welcoming atmosphere that eliminates barriers to access.
2. Mental Health America of WI is committed to providing equal access for all members of the community who are interested in involvement with R&R House. To create a safe and welcoming environment, Mental Health America of WI will comply with all requirements of the ADA including:
 - a. Compliance with all standards for accessible design.
 - b. Ensuring that all written and spoken communication is as clear and understandable to all as possible.
 - c. Providing reasonable accommodations to guests to meet their needs.
 - d. Training staff and volunteers on understanding the ADA and its implementation at the respite.
3. The House Manager will be responsible for quarterly and annual reviews for accessibility of the program and facility. This review will include evaluation based on ADA guidelines as well as ensuring the environment is safe, welcoming and accessible.
4. Part of the guest checkout evaluation will include questions about accessibility and assessing if the respite provided a “safe and welcoming environment.”

R&R HOUSE
Policies and Procedures

Creating a Safe, Stable & Welcoming Environment

Mental Health America of WI will work with the local health department, law enforcement and fire departments to ensure compliance with city, county, state and federal codes and guidelines related to:

- Fire
- Weather
- Communicable Disease: Including flu, TB and Ebola
- Food Contamination
- Safety Hazards/Precautions

The House Manager will be responsible for daily, weekly, monthly, quarterly and annual checklists and inspections to review policies, procedures and compliance with code.

R&R HOUSE
Policies and Procedures

Cleanliness/Use of Common Areas

During a guest's stay at R&R House, they are welcome to use common areas to the extent they do not interfere with the support of other guests and staff. Upon arrival and during welcoming/orientation to the house, guests will be provided with information about house policies and expectations, including cleaning, personal responsibility, and respect for others in the house and community. Such information will include:

- Information on proper cleaning items and where to locate them.
- Expectations for personal hygiene and maintenance of bedrooms and common areas.
- Reference to posted food safety guidelines.
- Contact information for any urgent maintenance issue.

While R&R House staff will perform regular maintenance and cleaning of common areas and ensure guests are welcomed into a clean living space, guests are expected to clean up after themselves and to take pride in their surroundings. Guests who substantially fail to meet this standard may be asked to leave the R&R House as they may present a health or safety hazard to staff and other guests or may otherwise be unable to benefit from the shared living environment provided by R&R House.

R&R HOUSE
Policies and Procedures

Security of Building, Equipment & Guest Belongings

For the safety, privacy, and security of guests and staff at the R&R House, the following policies will be maintained:

1. R&R House will be locked at all times. Staff will be responsible for opening the door for R&R House.
2. No less than 2 staff members will be on-site at R&R House at all times, 24 hours a day, seven days a week.
3. The R&R House will have capacity for **three** guests at any time. One bedroom of the R&R House will be designated as the staff office.
4. Guests will be provided with a lanyard with an R&R House business card upon arrival and which must be returned at departure. Guests must present this card to regain entry to the premises after leaving for any reason.
5. Guest rooms will have keypad locks allowing each guest to customize their entry code.
6. Guest bedrooms will have lockboxes for medication and valuables. Medication requiring refrigeration will be kept in a lock box in the refrigerator and must be accessed by staff.
7. **Staff will not be responsible for any items or property of guests which is lost/stolen, or any property which remains following the end of a guest's stay.**
8. Each guest will have a designated space in the cupboard to store any food they wish to bring to the respite, as well as having shared refrigerator space. Guests will be asked to mark any food that is theirs in the refrigerator with their name and a date or the expiration date and to be respectful of leaving space for other guests to also store items in the refrigerator. All food left after a guest's stay will be disposed of upon their checkout.

R&R HOUSE
Policies and Procedures

Guest Arrival and Orientation

Once it has been determined that the guest and respite are an appropriate fit, the guest will be invited to meet at a designated time that they determine between the hours of 8 a.m. and 9 p.m. with an R&R House Staff Member.

Registration/Check In will include:

1. Completing an anonymous demographic form.
2. Reviewing the Mission, Vision and Values of R&R House.
3. Acknowledging these values by signing the Guest Agreement which also includes information about their stay.
4. Guests will receive a tour of the respite and receive access to their room and lockbox as well as a lanyard indicating that they are currently staying at R&R House. As the guests are settling into their room, this is also the time to get the cloth/plush items they brought with them into the dryer and ask them to change into those clothes once done. They should then be asked to place the clothes they wore into R&R House into the dryer.
5. Guest Wellness Vision: After they have had an opportunity to settle in for their stay, guests will be encouraged to meet with staff to draft this document or a similar document of their choosing..
6. Guests will also receive a “menu” of R&R House programming.
7. Guests will be asked to fill out an emergency form including contacts and medications/allergies. This form is intended for if an emergency were to occur that leaves them unable to communicate with medical personnel while they are at the respite. In addition, guests will also be given a chance to fill out a form indicating which potential callers they wish to allow R&R House staff to acknowledge their presence at R&R House to, in order for the guest to facilitate communication with calls from individuals they may wish to speak with.
8. Staff will review the Guest Checkout form/responsibilities with the guest the day before the guest indicates that they intend to leave.

R&R HOUSE
Policies and Procedures

Guest Checkout Sheet

The following document is to be discussed with the guest in a conversation with a staff member in order to answer any remaining questions and to continue to develop the peer relationship at the end of the guest's stay.

R&R House Guest Checkout

- ☐ Do you have all of your personal belongings?
- ☐ Did you remove all of your bed linens?
- ☐ Did you remove all trash from your room and dispose of in kitchen or outdoor garbage?
- ☐ Did you remove all leftover food you wish to take or dispose of it properly?
- ☐ Did you return your lanyard to staff?
- ☐ Did you perform a final walkthrough of the living space to determine if any items were left or missing?
- ☐ Did you complete the R&R House Departure Survey?
- ☐ Are there any other questions or concerns you wish to raise at the time of your departure?

Remember: Guests may end their stay at any time they choose, but we encourage that departing guests respect the needs of other guests and staff at the R&R House when departing.

A guest will be asked to leave if:

- The guest leaves and does not contact the R&R House within 24 hours.
- The guest brings alcohol, illicit drugs, paraphernalia, or weapons to the R&R House premises.
- The guest has medical or other needs which cannot be managed independently.
- The guest is unable or unwilling to uphold the values, guest agreement and expectations, or house policies of the R&R House, or otherwise engages in conduct which threatens the health or safety of guests, staff, or the community.

R&R HOUSE
Policies and Procedures

Alcohol & Illegal Drugs

1. Guests and staff at the R&R House may not use or possess alcohol, illicit drugs, or drug paraphernalia on R&R House premises.
2. Guests who violate this policy risk exclusion from the house and being denied R&R House services in the future.
3. A guest's use of alcohol or illicit drugs will be addressed by on-site staff and in consultation with a house supervisor, either the House Manager, Project Coordinator, or Program Director.
 - a. If a guest is determined to be interfering with the recovery of other guests, the guest will be asked to leave the premises.
 - b. If the guest can conform behavior to the expectations of the R&R House, the guest will be allowed to stay with the understanding that any further infractions of Guest Agreement **will** result in being asked to leave the house.
4. Staff will work with local law enforcement as necessary in regards to disposal of any illicit substances or items or to ensure the safety of the community.

R&R HOUSE
Policies and Procedures

Pet Policy

If someone wishing to stay at R&R House has a service animal that has been trained (or is in training) to do work or perform a specific task that the person is unable to do on their own, R&R House will make accommodations to welcome that animal. We will also request proof of vaccination and training. Unfortunately, we are unable to accommodate emotional support pets who may offer emotional support or comfort to an individual, but are not trained to do work or perform a specific task in the way that service animals are trained to do so. When service animals do accompany someone to R&R House, they are expected to stay with that person and under their control at all times.

An emotional support animal is defined as (from ADA National Network (adata.org)): *While Emotional Support Animals or Comfort Animals are often used as part of a medical treatment plan as therapy animals, they are not considered service animals under the ADA. These support animals provide companionship, relieve loneliness and sometimes help with depression, anxiety, and certain phobias, but do not have special training to perform tasks that assist people with disabilities. Even though some states have laws defining therapy animals, these animals are not limited to working with people with disabilities and therefore are not covered by federal laws protecting the use of service animals.*

From the US Department of Justice Civil Rights Division ADA website on Service Animals:

Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

Guests will need to find another place for their pets to stay, and/or someone else to care for them if they do not wish to leave their animals at home alone. We may be able to accommodate visits from pets, though this may be limited to the backyard or other designated areas based on the needs of the others in the house and would need to be arranged with staff and other guests. In such cases, the pet owner assumes all responsibility for the pet's actions, as well as for cleaning up after their pet.

R&R HOUSE
Policies and Procedures

Staff Training & Support

1. At the beginning of each shift, staff will connect on guest/house needs/support. Staff will be responsible for reading all contact logs and the communications log during each shift.
2. All staff are encouraged to attend R&R House Community Events which include monthly community events organized with support of R&R House's Program Director and Project Coordinator.
3. A weekly staff meeting will be held with all staff to provide training, support and administrative/policy updates.
4. The R&R House Manager (and any interested staff from R&R House) will attend the monthly Mental Health America of WI agency meeting, Mental Health America of WI agency events and other agency related meetings.
5. Mental Health America of WI will provide clinical staffing support to R&R House staff as needed, and will be available for consultation regarding needs of specific guests as required.