



Hope House

A Division of Resources for Human Development, Inc.

3606 Hecktown Road, Bethlehem, PA 18020

Phone (610) 882-2008 Fax (610) 882-2009

Welcome to Hope House

Our program is based on a recovery model which places you at the center of your treatment. Recovery is an ongoing process that is unique for each person. Our primary goal is to help *you* define, or refine, that process so *you* can work toward achieving *your* personal goals.

Hope House is a voluntary program. Therefore, provided you pose no threat to yourself or others, you may choose to discharge at any time. However, there is paperwork that needs to be completed, medications to be counted and aftercare appointments to be made. This process generally takes a minimum of one hour.

All information about your stay at Hope House is confidential and is shared only with persons for whom you have signed **Consent for Release of Information** form such as family members, caseworkers or other providers. The only exception to this rule is that we are legally required to report any threats of serious bodily harm made toward another person to that person (or persons) regardless of whether you have a signed release or not.

Hope House does not discriminate based on age, race, sex, religion, ethnic origin, disability, economic status, sexual orientation, gender identity or limited English proficiency.

The Admission Process

During the admission process you will:

- Meet with a staff member who will gather background information about what brought you to Hope House and about your mental health treatment history.
- Meet with a nurse who will discuss your current symptoms, review your medical history and check your temperature, blood pressure etc.
- Have an initial evaluation by our staff psychiatrist whom you will continue to see on Mondays, Wednesdays and Fridays for the duration of your stay.

Due to insurance rules you will generally not be able to see your out-patient psychiatrist or therapist during your stay at Hope House.

House Rules

Structure is an important part of the recovery process; rules provide that structure.

General

- Family and friends may visit from 2:00 p.m. to 3:00 p.m. and 6:00 p.m. to 7:00 p.m. Should a visitor not be able to make it during those times, special arrangements can be made with staff approval. Visitors must remain in public areas at all times.
- Your bedroom is off limits to everyone but you.
- Mutual respect is important. We expect everyone treat others the way they would like to be treated.
- We strive to maintain a calm environment; therefore, yelling and cursing are not acceptable behaviors.
- Everyone is responsible for cleaning up after themselves and taking care of their rooms.
- Appropriate dress and maintaining good hygiene are required.
- Shoes or slippers must be worn outside of your room.
- Smoking is permitted on the back deck only.
- You are responsible for arranging to obtain your cigarettes.
- The front deck and basement are off limits.
- Use of laptop computers is not permitted.
- You may not leave Hope House unaccompanied.
- Accompanied time away from Hope House requires approval by administrative staff and is limited to doctors' appointments, meetings with Children and Youth, the Department of Public Welfare etc.
- Everyone is expected to attend all groups.

Participation in the program is not only an important part of recovery, it is required by insurance providers or, in some instances, the county. Providers review levels of participation on an ongoing basis. A lack of participation may result in their refusing to pay for further treatment at Hope House.

Clothing & Laundry

- A washer and dryer are available for use between the hours of 8 a.m. and 10 p.m.
- Personal hygiene items are available if needed.
- Sheets and towels are provided.
- Scrub suits are worn during the admission process and must be returned as soon as your personal clothing is returned to you so they can be washed and ready for future admissions.

Meals/Food

Everyone participates in meal planning, preparation and clean up.

The state health code requires gloves be worn while preparing food for others.

- No food of any type may be brought into the house.
- Food and drink (with the exception of water) must be consumed in the kitchen.
- While reasonable snacking is permitted at any time (except during groups) use of the stove is permitted only between the hours of 7:00 a.m. and 9:00 p.m.

Phone Calls

- For privacy reasons cell phones are kept locked in the staff office. Messages may be checked and/or phone numbers looked up in the office. Brief texting is permitted in the staff office only.
- Local calls may be made from the phone in the kitchen between 7:00 a.m. to 11:00 p.m. Out of consideration for others calls need to be limited to 15 minutes.
- Brief long distance calls may be made in the staff office.

Sleep

To work toward establishing a healthy sleep pattern everyone needs to be in their rooms and settling in for sleep by midnight.

TV/Video

TV viewing is permitted from 5 p.m. to 11 p.m. on weekdays. Videos may be viewed any time except while groups are taking place.

A Wii game console may be signed out for use during free time.

Medication

- All medications are kept locked in the medication room.
- Hope House does not provide or pay for medication.
- Our psychiatrist does not prescribe medications to treat medical conditions such as asthma, diabetes, and high blood pressure. You must contact your medical provider for these medications.
- Any medication left behind at discharge will be disposed of after one month unless arrangements have been made for picking it up at a later date.
- Any possession or use of street drugs or, in most instances, prescription medications that were not reviewed and approved by the Hope House medical staff will result in immediate discharge.

At Discharge

- An appointment will be made for you with your outpatient doctor or therapist.
- You will receive a printout of discharge instructions including the date and time of your doctor or therapist appointment, a list of important phone numbers and a list of your current medications.
- You will receive prescriptions for psychiatric medications if needed.
- You will receive your medication, any prescriptions, discharge instructions and personal items such as cell phones when you are ready to leave the house.
- Due to a significant problem with theft of Hope House property, prior to discharge all items that are leaving with you need to be laid out on your bed for staff to check. Those items will be placed in the staff office until you are ready to leave. Any additional bags that have not been checked by staff will be checked before you leave.

Complaints

If you are unhappy with the treatment receive at Hope House, you have the option to express your dissatisfaction verbally or in writing.

The first step in the process is to discuss your concerns informally with the staff on duty.

If discussing with staff does not resolve the issue you may arrange to discuss it with the program director who will respond to your concerns within seven days.

If you feel the issue has still not been addressed, you may contact the RHD regional office or central office at:

Regional Office

3895 Adler Place, Bldg. A
Bethlehem, PA 18017
Tel: 610-893-6100
Fax: 610-893-6104

Central Office

4700 Wissahickon Avenue
Suite 126
Philadelphia, PA 19144
Tel: (215) 951-0300
Fax: (215) 951-0313

You may also lodge a complaint with the Consumer Satisfaction Team, a local Consumer advocacy group who will help address your concerns.

The Consumer Satisfaction Team of the Lehigh Valley Inc.

65 Elizabeth Avenue, Suite 808
Bethlehem, PA 18018
610-691-4CST (4278)

Additionally, you may file a complaint with the Administrator at Northampton County MH/MR: Northampton County MH/MR

520 East Broad Street
Bethlehem, PA 18018
Phone: 610-974-7555
Fax: 610-974-7596

If you feel you have been discriminated against, you may also file a complaint with any of the following offices:

The Bureau of Civil Rights Compliance Department of Public Welfare

Room 412 Health and Welfare Building
Post Office Box 2675
Harrisburg, PA 17105

The Office of Civil Rights Human Services Region III

Post Office Box 13716
Philadelphia, PA 19101

The U. S. Department of Health and Pennsylvania Human Relations Committee

101 South Second Street
Suite 300
Harrisburg, PA 17105