



RESIDENTIAL SUPPORT PROGRAM

POLICIES AND PROCEDURES MANUAL

Copies of this manual are available at all times to staff and clients and general program information is available to the public.

Overview: Residential Support Program

Renaissance Ranch's residential support program provides the necessities of life as a protective service to individuals who have a disability or who are experiencing a dislocation or emergency that prevents them from providing these services for themselves or their families.

Renaissance Ranch's residential support program provides a supervised living environment for individuals with dysfunctions or impairments that are: (i) emotional; (ii) psychological; (iii) developmental; or (iv) behavioral.

Treatment is not a necessary component of Renaissance Ranch's residential support program, though it is offered and the client can voluntarily choose to participate.

Renaissance Ranch's residential support program is separate from its "recovery residences" as that term is defined in Utah Code § 26B-2-101(38)(a).

I. STATEMENT OF PURPOSE:

The Renaissance Ranch Residential Support Program is committed to providing a structured, safe, and supportive living environment for individuals seeking stability and personal growth while managing the challenges associated with substance use disorders (SUDs) and other qualifying mental health disabilities. While treatment is not required as a condition of participation, the Residential Support Program maintains close coordination with Renaissance Ranch's outpatient services. This voluntary partnership allows clients who choose to engage in additional treatment to access enhanced therapeutic resources, further supporting their recovery and reintegration goals. The Program serves as a critical bridge between clinical treatment and independent living, offering essential life services and peer support in a supervised residential setting.

A. Program Philosophy

Renaissance Ranch Residential Support Program is founded on the belief that stable, supportive housing is essential to long-term recovery. Our program is committed to providing safe, affordable, and substance-free living environments for individuals with SUDs and other qualifying mental health disabilities. We foster an abstinence-based community grounded in accountability, mutual support, and personal responsibility, where residents can pursue meaningful recovery in a structured, recovery-oriented setting.

B. Long Term Goals

- Ensure the financial sustainability of the Residential Support Program to maintain continuous access to safe, supportive housing for individuals with substance use disorders and other qualifying mental health disabilities.

- Expand the availability of residential support services by acquiring or developing additional licensed properties based on assessed community need and demand.
- Establish and maintain an active alumni network to foster peer connection, community engagement, and continued support beyond residency.
- Evaluate long-term client outcomes through periodic voluntary follow-up, including indicators such as housing stability, community integration, and continued abstinence or symptom management.

C. Short Term Goals

- Maintain full compliance with all municipal and state licensing requirements, including those set forth in Utah Administrative Code R501-22 and related rules.
- Provide safe, sober, and supportive housing that respects resident autonomy and aligns with trauma-informed, client-centered practices.
- Collaborate, where appropriate and voluntarily accepted by the resident, with outpatient treatment providers, peer recovery supports, or clinical service partners.
- Ensure that services are individualized and inclusive of residents with a broad range of emotional, psychological, developmental, and behavioral impairments.
- Keep all Support Program residences well-maintained, habitable, and in compliance with applicable physical environment standards, including space, safety, and sanitation requirements.
- Monitor program capacity and maintain healthy occupancy rates that support program viability without compromising resident safety or quality of service.

D. Population to be Served

Renaissance Ranch Residential Support Program serves adult individuals who meet the following criteria:

- Renaissance Ranch Residential Support Program serves adult individuals who meet the following eligibility criteria:
- Are over the age of 18;
- Have a diagnosed substance use disorder and/or other qualifying mental health, emotional, psychological, developmental, or behavioral disability as defined under applicable state and federal law;
- Are able to live safely in a structured, supportive, and substance-free group living environment;

- Are enrolled in, or voluntarily coordinating with, Renaissance Ranch's affiliated outpatient or clinical programs (if such coordination is desired and clinically appropriate);
- Are legal residents of the United States. (Applicants who are not legal residents may be considered under limited circumstances, subject to applicable laws and program discretion.)
- Renaissance Ranch Residential Support Program will not admit anyone who is currently experiencing convulsions, shock, delirium tremens, unconsciousness, or is in a coma.

E. Program Limitations

Renaissance Ranch Residential Support Program is a non-clinical, supportive housing program and does not provide treatment or clinical intervention as a condition of residency. While the program accepts individuals with substance use disorders and other mental health or behavioral health diagnoses, placement is subject to the individual's ability to safely reside in a non-treatment, group living environment.

In some circumstances, a client's needs may exceed the scope of services offered by the Residential Support Program. In such cases, Renaissance Ranch may recommend referral to a more appropriate setting, including without limitation, one of Renaissance Ranch's affiliated clinical programs or another facility better equipped to provide the necessary level of care.

F. Fee Policy

- Lease Term
 - Each client of the Renaissance Ranch Residential Support Program shall enter into a written lease agreement for an initial term of three (3) months.
 - After the initial term, the lease shall automatically convert to a month-to-month tenancy unless terminated or renewed otherwise by the parties in writing.
- Monthly Program Fee
 - The monthly fee for participation in the Residential Support Program is \$650.
- Initial Payment Requirement
 - Upon admission, clients are required to pay an amount equal to two (2) months of the program fee, which includes the first month's rent and a deposit equal to one month's rent.

- This deposit may be used to cover final month rent or applied to damages, unpaid balances, or other program-related costs upon termination of the lease, as permitted by law and outlined in the lease agreement.
- Financial Assistance and Reasonable Accommodations
 - The Program reserves discretion to modify payment terms or waive deposits for individuals who demonstrate financial hardship.
 - Any such modification must be documented in the client's file and approved by the Support Program Director.
 - Clients may request financial accommodations in writing, and such requests will be reviewed on a case-by-case basis.
- Rent Due Dates
 - Rent shall be due on the 1st or 15th of each month, depending on the client's lease start date.
 - Clients will be informed of their designated rent due date upon execution of the lease agreement.
- Refund and Payment Policy Disclosure
 - A written fee agreement, which includes all program costs, fees, payment responsibilities, and refund policies, shall be signed by each client upon admission.
 - A copy of this agreement shall be maintained in the client's record in accordance with R501-1-12(4)(b).
- Compliance Statement
 - No client shall be admitted to the program, nor any fees collected, until the license to operate has been approved and is in good standing as required by R380-600-3(1).

G. Intake/Discharge Process

- **Pre-Admission Screening**
 - Prior to admission, each prospective client shall undergo an intake screening to verify:
 - That the client meets the program's eligibility criteria;

- That the client does not meet any exclusionary criteria the program is unable to safely manage;
- The client's current living situation and presenting needs;
- Risk of suicide using a standardized screening tool;
- The client's willingness and capacity to adhere to the rules of the Support Program.
- Risk of tuberculosis.

- **Intake Packet**

- Clients who meet the eligibility requirements will be provided with a written Intake Packet before admission, which includes:
 - Program rules and living environment regulations (copy available upon request);
 - Client rights and responsibilities;
 - Lease agreement;
 - Consent forms for participation;
 - Fee agreement;
 - Authorization for emergency medical care;
 - Any applicable disclosures required under licensing rules.

- **Assessment and Documentation**

- Within seven (7) calendar days of admission, the program will complete a comprehensive intake assessment, which addresses:
 - The client's medical and psychological history;
 - Family and social history;
 - Suicide risk;
 - Vocational and educational background;
 - Cultural and communication preferences;
 - Behavioral history and needs.

- **Signatures and Recordkeeping**

- The client and staff shall sign all required forms, including the lease agreement, rules acknowledgment, and rights notice.
- Staff will verify and sign off on all completed documents, including recovery plans, life goals, and program expectations.
- All intake documents will be stored securely in the client's Support Program file, kept in a **locked cabinet in the staff office**, in accordance with state retention guidelines.

- **Planned Discharge**

- Upon successful completion of the Support Program—either upon graduation from an affiliated treatment program or voluntary termination—the client will be assisted by staff in gathering personal belongings and formally discharged from the premises.
- A written discharge plan shall be completed and include:
 - Reason for discharge;
 - Summary of services received;
 - Aftercare resources and referrals;
 - Progress evaluation and next steps.

- **Unplanned or Emergency Discharge**

- In the event of an unplanned discharge (e.g., rule violation, health crisis, or voluntary departure), staff shall supervise the client while they pack their belongings.
- Documentation of the reason for discharge, summary of services provided, and referral to higher care (if applicable) will be completed and retained in the client's file.
- All discharges shall be documented within 24 hours in accordance with critical incident procedures, where applicable.

H. Record Retention Client

Renaissance Ranch Residential Support Program maintains client records in accordance with applicable state regulations and best practices for confidentiality, accountability, and continuity of care.

- **Retention of Client Records**

- All treatment-related documentation, including treatment plans, progress notes, discharge summaries, and service documentation provided through affiliated clinical programs, shall be securely stored in digital format or in hard copy.

- **Retention Period**

- All client records, whether digital or physical, shall be maintained for a minimum of seven (7) years following the client's discharge from the Support Program, consistent with R501-1-11 and other applicable licensing requirements.

- **Storage and Security**

- Hard copy records shall be securely stored in locked filing cabinets within the staff office, accessible only to authorized personnel.
- Digital records shall be maintained in a secure, encrypted database with access restricted to authorized users only.
- Records shall be protected from loss, unauthorized access, or destruction in accordance with data privacy and HIPAA standards.

- **Destruction of Records**

- Upon expiration of the 7-year retention period, records shall be destroyed in a manner that protects client confidentiality, including shredding physical files and permanently deleting digital files from secure systems.

I. Record Retention Staff

Renaissance Ranch Residential Support Program is committed to maintaining accurate and secure personnel records in compliance with applicable regulatory and licensing requirements.

- **Retention of Staff Records**

- The following documents shall be maintained in secure format for each staff member, contractor, or volunteer:
 - Staff training documentation, including pre-service and annual training logs;
 - Performance evaluations and reviews;
 - Incident and disciplinary reports;

- Background clearance records;
- Any other records required by law or internal policy.
- **Retention Period**
 - All staff records, both digital and physical, shall be retained for a minimum of seven (7) years following the termination of employment or volunteer service, in accordance with R501-1-15 and standard best practices.
- **Storage and Security**
 - Hard copy personnel records shall be stored at Renaissance Ranch's executive offices in a secure, locked filing system accessible only to authorized administrative staff.
 - Digital personnel records shall be stored in a secure, access-restricted system protected by encryption and other appropriate cybersecurity safeguards.
- **Destruction of Records**
 - Upon expiration of the seven-year retention period, staff records shall be destroyed in a manner that protects privacy and confidentiality, including shredding of hard copies and permanent deletion of digital files.

II. LEGAL REQUIREMENTS

Renaissance Ranch Residential Support Program shall operate in full compliance with all applicable federal, state, and local laws, regulations, and licensing standards. Specifically, the Program shall:

- **Licensure and Regulatory Compliance**
 - Maintain a valid and current license as a Residential Support Program issued by the Utah Department of Health and Human Services (DHHS), in accordance with Utah Admin. Code R501-22.
 - Operate exclusively within the scope of services permitted under the residential support license and refrain from offering treatment unless separately licensed for such services under an appropriate categorical license (e.g., residential treatment, substance use disorder treatment).
- **Core Rules and Standards**
 - Comply with the R501-1 Core Standards, which include administrative, staffing, facility, safety, recordkeeping, intake/discharge, and service delivery requirements.

- Ensure that all program policies and practices are reviewed and approved by the Office of Licensing when required.
- **Federal Law Compliance**
 - Comply fully with the Americans with Disabilities Act (ADA) and other federal civil rights laws, ensuring that individuals with disabilities have equal access to the program and are not subjected to discrimination or barriers to participation.
 - Comply with applicable federal privacy laws, including HIPAA, where relevant through affiliated treatment entities.
- **Age Restrictions**
 - Serve only adult clients aged 18 years and older, in compliance with state law prohibiting the admission of minors to adult residential support programs under R501-22-6(1) and R501-22-7.
- **Municipal and Zoning Compliance**
 - Adhere to all applicable local zoning ordinances, fire safety regulations, building codes, and health department standards in each jurisdiction where a Support Program home is located.
- **Compliance with local health authorities**
 - Renaissance Ranch Residential Support Program will provide evidence of ongoing coordination with the local health authorities regarding managing communicable diseases within the licensed setting.
- **National Survey of Substance Abuse Treatment**
 - Renaissance Ranch Residential Support Program will complete the National Survey of Substance Abuse Treatment annually.

III. ADMINISTRATION AND SERVICES PROVIDED

Renaissance Ranch Residential Support Program provides non-clinical, housing-based support services designed to promote stability, independence, and recovery in a structured, abstinent environment. The program does not provide clinical treatment, medical care, or therapy. However, residents may voluntarily request access to such services through affiliated outpatient programs or community resources.

The Support Program Director is responsible for overseeing the delivery of the following non-clinical services:

- Peer-Based Support

- A sober living environment that fosters mutual accountability, structure, and fellowship among residents.
- Daily Supervision and Support
 - Regular check-ins with clients, enforcement of house rules, and assistance with basic needs as permitted by licensing standards.
- Life Skills Development
 - Guidance with communication, time management, budgeting, and daily living activities.
- Vocational and Employment Support
 - Informal assistance with job searches, resume writing, interview preparation, and access to local employment resources or referral partners (e.g., LDS Family Services or the Department of Workforce Services).
- Referrals to Community Resources
 - Connections to local services such as housing assistance, food banks, transportation planning, and legal aid.
- Access to 12-Step Support
 - Reasonable access to Alcoholics Anonymous (AA), Narcotics Anonymous (NA), and other recovery-based meetings, including assistance identifying sponsors.
- Support for Public Benefits Navigation
 - Informal guidance or referrals to help residents apply for Medicaid, SNAP, or other state and federal programs.
- Access to Coaching Services
 - Recovery coaching or life coaching services available by request through Renaissance Ranch Outpatient.
- Referrals to Outpatient Clinical Services
 - Clinical services, which are not provided by the Support Program but may be accessed through affiliated or external providers upon client request. These include:
 - One-on-one therapy or substance use disorder counseling through Renaissance Ranch Outpatient.

- Access to an addictionologist for evaluation and medication consultation (referral only).
 - Psychiatric or mental health services through Renaissance Ranch Outpatient or external providers.
 - Referrals to other licensed therapists, physicians, or allied health professionals.
- Service Limitations
 - The Support Program does not provide direct financial assistance, clinical treatment, medical services, or transportation. All services offered are non-clinical and supportive in nature, consistent with the scope of residential support services under Utah Administrative Code.
 - Any client with physical limitations (navigating stairs) will not be admitted due to the laundry being located in the basement of the home. Or other accommodations will have to be created and followed through by the client.

All clinical services, including therapy, psychiatric care, and medication management, are voluntary and arranged by referral. Participation in such services is not a condition of residency.

Renaissance Ranch Residential Support Program does not provide clinical treatment, medication management, direct transportation, or financial allowances of any kind. All services are offered within the scope of a non-clinical residential support setting and in accordance with applicable licensing standards under Utah Administrative Code R501-22.

IV. STAFFING

A. Staff Ratios

Renaissance Ranch Residential Support Program will maintain a staff to client ratio of 1 staff member for every 8 clients.

B. Operational Staff

Renaissance Ranch Residential Support Programs has staff that includes the following:

- **Support Program Directors** that qualify in at least one of the following areas:
 - A minimum of two years of documented administrative experience in recovery residence
 - A minimum of two years documented substance use disorder treatment;
 - A minimum of two-year documented recovery support services; or

- A minimum Utah licensure as a substance use disorder counselor, licensed clinical social worker or equivalent.
- If staff are found working outside of their trained/licensed capacity, where applicable verbal, written warnings will be provided. If applicable, termination pending the severity of the violation.
- **Residence Manager(s)** that qualify in the following ways:
 - The individual is not a client and has a substitute Residence Manager that is also not a client.
 - Approved by the Support Program Director.

C. Professional Staff

- Renaissance Ranch Residential Support Program staff will include the following professionals available to clients as needed:
 - A licensed physician or a licensed psychiatrist; and
 - A licensed mental health therapist or a licensed substance use disorder counselor (SUDC).

D. Consequences of Staff Acting Outside of Training:

If staff are observed acting outside of their training or licensure guidelines, the following steps will be taken. 1) A verbal warning by staff supervisor, 2) if applicable a write up, which will include infraction, date, and time, and 3) termination and when applicable reporting to appropriate agencies (e.g., DOPL, DHS, etc.).

V. STAFF DUTIES

A. General staff duties:

- Renaissance Ranch Residential Support Program shall provide each employee with a minimum of 40 hours of training prior to them working with clients. Training will encompass the following areas:
 - SUD curriculum;
 - Peer support;
 - Suicide Safety;
 - Emergency overdose response;
 - Recognition of and response to drug-related activities;

- Certified first aid and CPR;
- Compliance with core and Support Program Rules, program policies and procedures;
- Compliance with ethics and conflict of interest;
- Case management;
- All staff will undergo retraining of the above categories at least annually.

B. Residence Manager Duties

The Residence Manager shall not provide clinical treatment, diagnosis, or any service outside the scope of a residential support program as defined in Utah Admin. Code R501-22. Any violation of these boundaries may result in corrective action, up to and including termination and reporting to the appropriate regulatory body.

- Daily Supervision and Facility Oversight
 - Maintain a consistent presence at the residence to ensure ongoing supervision and safety.
 - Monitor client adherence to house rules, curfews, and conduct standards.
 - Conduct routine walkthroughs to verify facility cleanliness, maintenance needs, and compliance with program policies and health/safety regulations.
- Client Engagement and Support
 - Conduct documented daily check-ins with each resident to assess general wellbeing and address any non-clinical concerns.
 - Support a peer-based, recovery-oriented living environment by fostering accountability, respect, and mutual support among residents.
 - Encourage and facilitate voluntary participation in 12-step programs or comparable recovery-oriented meetings and supports.
- Emergency Preparedness and Incident Response
 - Remain on-site or on-call in accordance with the program schedule to respond to emergencies or urgent situations.
 - Execute safety protocols for crisis response, including suicide prevention and emergency overdose procedures, as outlined in staff training.

- Complete Critical Incident Reports in a timely manner and submit them to the Support Program Director for review and appropriate follow-up.
- Safety and Program Compliance
 - Enforce all resident rules and program expectations as outlined in the Policies and Procedures Manual.
 - Conduct searches of client belongings or rooms when warranted under program policy to ensure a safe and contraband-free environment.
 - Monitor for and document any violations of program rules, issuing write-ups as needed in accordance with the behavior management policy.
- Resident Records and Communication
 - Maintain written records of all resident interactions, write-ups, and safety concerns in accordance with the program's documentation standards and retention policies.
 - Promptly report resident issues, behavioral concerns, or escalating risks to the Support Program Director.
 - Assist in compiling documentation related to occupancy, curfew compliance, and program participation as requested.
- Facility Operations Support
 - Oversee completion of daily chores and communal cleaning responsibilities by residents.
 - Monitor inventory of household supplies and notify the Director of any restocking needs.
 - Coordinate and document weekly house meetings, resident schedules, and facility-based activities.
- Staff and Program Coordination
 - Participate in regularly scheduled staff meetings and communicate updates regarding house operations and client status.
 - Complete all required onboarding and annual staff trainings as mandated by program policy and Utah Administrative Code R501-1-16.
 - Collaborate with the Support Program Director to ensure compliance with all applicable state licensing standards and internal quality assurance practices.

C. Director of Support Program:

The Director of the Residential Support Program is responsible for the overall administration, oversight, and regulatory compliance of the program. The Director's duties shall include, but are not limited to, the following:

- **Program Oversight and Policy Implementation**
 - Implement and enforce all program policies and procedures in accordance with applicable local, state, and federal laws, including Utah Administrative Code R501-22 and R501-1.
 - Review, update, and oversee adherence to the Policies and Procedures Manual, including initiating revisions to maintain compliance with evolving regulations or best practices.
 - Notify the Office of Licensing at least 30 days in advance of any proposed changes to the program's structure, administration, or purpose, in accordance with R501-1-6 and R501-22-3(3).
- **Staff Supervision and Training**
 - Supervise all program staff, including Residence Managers and operational personnel, ensuring they operate within their training and licensure scopes.
 - Develop and implement a comprehensive staff training curriculum in compliance with R501-1-16, including mandatory onboarding and annual training in suicide prevention, overdose response, SUD curriculum, emergency procedures, and ethics.
 - Maintain accurate staff training records, personnel files, and ensure current background clearances as required under R501-14 and R501-1-15.
- **Quality Assurance and Compliance**
 - Design, implement, and monitor the program's Quality Assurance Plan, including review of client files, staff performance, incident reports, and adherence to client rights and grievance protocols.
 - Ensure the program remains in full compliance with all applicable licensing standards, inspection checklist requirements, and safety protocols, including emergency preparedness, documentation, and facility conditions.
 - Ensure the program has written procedures for managing communicable diseases, consistent with R501-22-3(5)–(6) and all applicable health authority guidance.
 - Resident Input and Feedback

- Renaissance Ranch Residential Support Program encourages residents to share ideas, concerns, or suggestions to help improve the program and living environment.
- Residents can give feedback in the following ways:
 - House Meetings
 - Residents can speak up during weekly house meetings to share suggestions or concerns. Staff will take notes and bring ideas to the Program Director when needed.
 - Suggestion Box
 - Residents may submit anonymous suggestions or concerns using the feedback forms and drop box provided in each home.
 - Grievance Process
 - For more serious concerns, residents can file a formal grievance using the program's grievance procedure.
 - Resident Surveys (Optional)
 - From time to time, residents may be asked to fill out short surveys about their experience in the program.
- All feedback is reviewed by staff and leadership. Reasonable suggestions may be put into action, and residents will not face retaliation for giving honest input.
- Contact information for Director- Creighton Park

c-385.250.7775

e- creighton@renaissanceranch.com

829 E Pioneer Road STE 100-102 Draper UT 84020

- **Administrative and Fiscal Responsibilities**

- Maintain the program's fiscal soundness through responsible budgeting, financial planning, and oversight of expenditures.
- Ensure that the program holds and maintains required insurances, including general liability, professional liability, fire, and vehicle coverage as applicable.

- Oversee staffing ratios and scheduling to ensure the program maintains the minimum staff-to-client ratio of 1:8 at all times, as outlined in internal policy and consistent with client needs and safety standards.
- **Program Monitoring and Resident Services Coordination**
 - Monitor all aspects of program delivery, including client services, physical environment standards, incident response, and occupancy metrics.
 - Coordinate, as needed and only with resident consent, with affiliated outpatient programs or external service providers to ensure continuity of care where appropriate.
 - Ensure that all client services, documentation, and file retention policies comply with R501-1-11 and R501-1-12, including intake screenings, incident reports, and client rights.

D. Quality Assurance Plan

Renaissance Ranch Residential Support Program shall implement and maintain a comprehensive Quality Assurance Plan to ensure continuous compliance with applicable licensing standards, safeguard client welfare, and promote accountability across all levels of the program. The plan includes the following components:

- **Monthly Staff Meetings**
 - Conduct regular staff meetings to evaluate program operations and client well-being.
 - Review each client's progress and engagement in the program.
 - Audit client folders to ensure documentation is complete and up to date, including intake assessments, incident reports, and support service records.
 - Review employee files for compliance with training, certification, and background clearance requirements.
 - Identify barriers to resident success and assess the need for referrals or service modifications.
 - Monitor overall adherence to program policies, resident conduct standards, and safety protocols.
 - Discuss recent incidents or safety concerns and implement corrective action as needed.
- **Regulatory Compliance Monitoring**

- Ensure ongoing compliance with all applicable federal, state, and local laws, including Utah Administrative Code R501-1, R501-14, R501-22, and R501-2.
- Maintain adherence to licensing requirements for recovery residences, including facility safety, staff qualifications, and client services.
- Track and implement changes required by updates to relevant laws, administrative rules, or Office of Licensing guidance.
- Ensure compliance with staff training, ratio, supervision, and reporting standards.

- **File Maintenance and Documentation Standards**

- Maintain independent on-site personnel files for all Support Program employees, regardless of their employment through Renaissance Ranch Outpatient.
- Each file shall include the following:
 - Completed application for employment;
 - Professional resume;
 - Verified and current credentials, licenses, or certifications (as applicable);
 - Record of completed training (initial and annual) required by R501-1-16;
 - Completed I-9 Immigration Form (if applicable);
 - Background screening documentation in compliance with R501-14 and R501-18;
 - Signed copy of the current DHS Provider Code of Conduct.
- Securely store all employee files and restrict access to authorized administrative personnel only.
- Review and update personnel files at least annually.

- **Corrective Action and Continuous Improvement**

- Identify and address deficiencies through internal audits, inspection findings, or incident reviews.
- Implement corrective action plans which may include staff retraining, revised policies, or operational changes.

- Document all corrective actions taken, including dates, responsible staff, and outcomes.
- Retain records of all actions in accordance with the program's document retention policy.
- Notify the Office of Licensing when required by law or in the event of material programmatic changes.

VI. RECORD KEEPING

Renaissance Ranch Residential Support Program shall maintain complete and accurate records for all clients in compliance with Utah Administrative Code R501-1-11 and R501-22. While clinical treatment records (such as therapy notes, treatment plans, and progress summaries) will be retained and maintained by Renaissance Ranch's affiliated clinical programs, the Residential Support Program will maintain a separate file for all non-clinical records directly associated with its operations.

All Residential Support Program client files shall be stored securely on-site, in a locked file cabinet or secured digital platform accessible only to authorized personnel. These records shall be maintained for a minimum of seven (7) years following the client's discharge, in accordance with applicable legal and licensing requirements.

Each client file maintained by the Residential Support Program shall include, at a minimum:

- Full legal name, current address, telephone number, and email address;
- Date of admission to the Residential Support Program;
- Emergency contact information, including names, addresses, and phone numbers;
- Completed intake application and initial screening demonstrating that the client meets eligibility criteria for residential support services;
- Copy of the signed lease or residency agreement and any subsequent amendments;
- Signed program rules and acknowledgement of client rights;
- Signed consent and release of information forms, as applicable;
- Individualized housing or support plan (distinct from clinical treatment plans), if prepared, including client signature and the title of the preparer;
- Documentation of any services provided directly by the Support Program (e.g., referrals, job assistance, peer support, housing-related resources), including the name and title of the staff providing such services;

- Records of incidents, write-ups, grievances, or any behavioral documentation relevant to residence in the Support Program;
- Copy of discharge documentation or move-out summary, including date of discharge and reason for termination.

Clinical records such as personal recovery plans, progress notes, discharge summaries, and therapy-related documentation will be maintained exclusively by Renaissance Ranch's licensed clinical or outpatient programs, and are not housed within the Residential Support Program's administrative files.

All documentation shall be updated regularly and retained in a manner that ensures confidentiality, security, and compliance with federal and state privacy regulations.

VII. CRISIS INTERVENTION/SUICIDE PREVENTION POLICY

Renaissance Ranch Residential Support Program is committed to providing a safe and supportive environment for all clients. Staff are trained to identify and appropriately respond to signs of suicidal ideation (SI), self-harming behaviors, or other mental health crises, in accordance with Utah Administrative Code and applicable licensing standards.

Support Program staff are not licensed clinicians and do not conduct clinical assessments or provide therapeutic interventions. However, they are trained in suicide prevention, crisis response, and emergency protocols, and will take immediate, appropriate action when concerns arise regarding a client's safety.

- **Initial Response and Escalation Procedures:**

- If a client discloses suicidal thoughts, threats of self-harm, or is observed to be in a state of emotional or psychological crisis, staff shall respond immediately using de-escalation techniques as outlined in their training.
- Staff will ensure the client is not left alone and will assess the immediacy of the threat using their non-clinical training (e.g., Mental Health First Aid, CARF-compliant suicide prevention training).
- If the situation warrants, staff shall promptly notify:
 - The client's therapist or outpatient clinical provider (if a release of information is on file);
 - The Support Program Director;
 - Emergency medical services (911), if the client is at immediate risk of harm to self or others.

- **Safety Plan Development:**

- If a licensed clinician is not immediately available, staff shall work with the client to implement a temporary safety plan until professional intervention can occur.
- The safety plan may include removing potential means of harm, increasing supervision, peer support, and setting immediate next steps for evaluation by a qualified provider.
- Once the client's therapist, counselor, or emergency responders are involved, the Support Program will defer to their direction regarding ongoing safety measures or the need for higher levels of care.
- **Safety Plan Documentation: All crisis incidents and associated safety planning shall be documented in a written Crisis Incident and Safety Plan Report, which includes the following:**
 - Summary of concern or reported ideation;
 - Date and time of incident;
 - Description of client behavior or disclosure;
 - Immediate actions taken by staff;
 - Names and titles of all staff and management involved;
 - Description of the safety plan, referrals made, and follow-up steps;
 - Signature and title of the staff member preparing the report;
 - Signature of the Support Program Director or designee reviewing the report.

Completed documentation shall be retained in the client's Residential Support Program file in accordance with the program's recordkeeping and retention policies.

Training Requirements: All staff shall receive training in crisis intervention, suicide prevention, de-escalation techniques, and emergency response procedures upon hire and at least annually thereafter, consistent with R501-1-16. Staff shall also be trained in recognizing signs of emotional distress and how to coordinate with licensed clinical personnel when required.

VIII. CRITICAL INCIDENT REPORTING

Renaissance Ranch Residential Support Program maintains a formal Critical Incident Reporting Policy to ensure that serious events affecting client health, safety, or program integrity are identified, documented, addressed, and reported in compliance with applicable state regulations.

Definition of a Critical Incident

A Critical Incident is defined as any event that threatens or results in harm to a client, staff member, or the safety and operation of the program. The following events must be reported using the Critical Incident Report form:

- Use of seclusion (prohibited except as emergency protocol under law)
 - Use of restraint (if ever used contrary to policy)
 - Any incident involving client or staff injury
 - Reportable communicable disease or outbreak
 - Infection control concerns involving risk of transmission
 - Aggression, violence, or physical altercations
 - Possession or use of unauthorized weapons
 - Client wandering or being unaccounted for
 - Client elopement (unauthorized departure from the premises)
 - Vehicular accidents involving clients or program transport
 - Biohazardous spills or exposure incidents
 - Unauthorized use or possession of legal or illegal substances
 - Suspected or confirmed abuse (physical, sexual, emotional, or financial)
 - Suspected or confirmed neglect
 - Any suicide attempt or active suicidal behavior
 - Allegations or occurrences of sexual assault
 - Any other sentinel or high-risk event that warrants internal and external review
- **Staff Reporting Requirements**
 - Any staff member who witnesses or becomes aware of a critical incident must complete a Critical Incident Report within **24 hours** of the occurrence or discovery.
 - The incident must be reported immediately to the Support Program Director or designated on-call administrator.

- All reports must be objective, factual, and include sufficient detail to understand the nature, context, and persons involved.
- **Internal Review and Corrective Action**
 - Upon receipt of a Critical Incident Report, the Support Program's leadership team—which includes the Support Program Director, Executive Director, and Clinical Director (if applicable)—will meet to review the incident.
 - The team will determine:
 - Immediate actions needed to protect clients or staff
 - Whether external authorities or clinical providers need to be notified
 - Whether the incident requires a formal root cause analysis or corrective action plan
 - If applicable, staff involved will receive retraining or disciplinary action depending on the nature and severity of the incident.
- **Ongoing Analysis and Performance Improvement**
 - A written analysis of all Critical Incident Reports shall be completed at least annually and include:
 - Identification of recurring causes or trends
 - Recommendations and implementation of corrective actions
 - Documentation of outcomes of any performance improvement plans
 - Recommendations for further staff education or training
 - Strategies to prevent recurrence of similar incidents
 - Summary of internal and external reporting requirements met
- **Documentation and Retention**
 - All Critical Incident Reports will be maintained in a secure administrative file and, where applicable, a copy will be retained in the individual client's file.
 - Reports shall be maintained in accordance with the program's document retention policy and made available to licensing authorities upon request.
- **External Reporting**

- Incidents involving abuse, neglect, exploitation, suicide attempt, or serious injury must be reported to the Utah Office of Licensing and other relevant agencies as required by **R380-600-7(16)** within **one business day** of the incident.
- If the client is under court supervision, in state custody, or part of a Medicaid-reimbursed service plan, the responsible agency (e.g., DHS, DCFS, DSPD) shall be notified immediately.

[Incident Reporting Form on following page]

INCIDENT REPORTING FORM

Date: _____ Time of Incident: _____

Client party(ies) involved:

Renaissance Ranch Representative(s) reporting:

Summary of Incident:

Action Taken:

Ongoing Corrective Plan:

Follow-Up Information:

Signature/Title of Person Preparing Report: _____ Date: _____

Residence Manager Signature: _____ Date: _____

Executive Director Signature: _____ Date: _____

IX. PHYSICAL FACILITY

Renaissance Ranch Residential Support Program is committed to maintaining safe, clean, and habitable residences in compliance with all applicable local, state, and licensing requirements. The following standards apply to all Support Program homes:

- **Regulatory Compliance**

- The Support Program maintains written documentation of compliance with:
 - Local zoning ordinances;
 - Local business licensing requirements;
 - Local building and occupancy codes;
 - Fire safety regulations, including fire extinguishers, smoke detectors, and evacuation plans;
 - Health department sanitation and safety codes.
 - Opioid overdose reversal kit on-site with on duty staff trained in its use.
 - Fire drills must be conducted quarterly and must be documented, including feedback regarding response time and process.

- **General Maintenance**

- All facilities are kept clean, orderly, and in good repair to ensure the safety and dignity of residents.
- Plumbing, electrical, HVAC, and kitchen systems must be functional and regularly maintained.
- The Support Program Director is responsible for ongoing inspections and timely correction of any deficiencies.

- **Live-In Staff**

- Any staff living on-site shall be provided with a separate bedroom and a separate bathroom that are not shared with clients.

- **Administrative Area**

- Each home includes a secure office or administrative space for staff operations.

- Client records must be stored in a double-locked cabinet or secured digital system to ensure confidentiality.
- **Bathrooms**
 - Each facility shall have at least one bathroom for every ten clients, in accordance with R501-22-5(1).
 - Bathrooms must include a toilet, sink, and shower or bathtub, all in proper working order.
 - Doors must have privacy locks.
 - Bathrooms must be ventilated by mechanical means or through an operable window.
 - Mirrors must be securely mounted at appropriate heights.
 - Clients shall be informed prior to admission of their responsibility to maintain bathroom cleanliness and provide their own toiletries.
 - Baths or showers allow for individual privacy.
 - Toilets allow for individual privacy.
 - Each bathroom will be properly equipped with toilet paper, paper towels or a dryer, and soap.
 - Each bathroom will be cleaned daily and restocked as necessary.
 - Each client will be supplied with hygiene supplies.
- **Sleeping Accommodations**
 - Clients must have a minimum of:
 - 60 square feet of space per person in shared bedrooms; and
 - 80 square feet in single-occupancy rooms (excluding storage space).
 - Each bedroom must have a source of natural light and adequate ventilation.
 - Ground-floor bedrooms must have at least one window suitable for emergency egress.
 - Bedrooms not on the ground floor must have at least two exits, one of which leads directly outside and complies with fire safety codes.

- Beds must be solidly constructed and non-portable.
- Clients may personalize their rooms within reasonable limits, respecting others' space.
- Furniture must be clean, in good condition, and adequate to store personal belongings.
- Clients are responsible for keeping rooms clean and providing their own linens.
- Renaissance Ranch does not provide bedding.
- The program serves male clients only.
- Bedroom door will not lock.
- **Laundry Services**
 - Each facility provides a washer and dryer or makes reasonable accommodations for laundry service.
 - Laundry appliances must be clean, safe, and operational.
 - Clients shall be informed before admission of their responsibility for cleaning up after laundry use.
- **Smoking Policy**
 - Smoking is prohibited indoors at all times.
 - Outdoor smoking is allowed only in designated areas at least 25 feet from any entrance, in accordance with the Utah Indoor Clean Air Act.
- **Pet Policy**
 - Pets are not permitted in any facility.
 - Service animals will be accommodated as required by the Americans with Disabilities Act and applicable state law.
- **Documents posted**
 - The following documents are posted in conspicuous places where each visitor, staff, and client may view:
 - Abuse reporting laws as described in Sections 80-2-609 and 26B-6-205;

- Civil rights notice;
- Americans with Disabilities Act notice;
- Any office notice of agency action;
- A client rights poster in a residential setting except in a foster home or where prohibited by Settings Final Rule; and
- Department code of conduct poster;
- **Documents available**
 - Current staff and client lists
 - The organizational and governance structure of the program which includes:
 - Line of authority and responsibility;
 - Job description, including duty and qualification for each job title; and
 - Notification of any program change.
- Other
 - First Aid Kit
 - First Aid Kit must include at least:
 - Bandages of different sizes;
 - Tweezers;
 - Antiseptic; and
 - Disposable sterile gloves.

X. WEAPONS POLICY

- Renaissance Ranch Residential Support Program is a weapons free environment. Clients are not allowed to have weapons of ANY KIND on the property. This includes the client's vehicles, if any.
- Any weapons found upon intake search shall be kept safely in the office behind locked doors until the client discharges from the program.

- Clients may only have pocketknives less than 3 inches in length, or blades that are used in conjunction with their employment.

XI. STAFF TRAINING AND RESPONSE PROTOCOLS

Renaissance Ranch Residential Support Program is committed to maintaining a well-trained, safety-conscious staff equipped to respond appropriately to crisis behaviors, mental health concerns, and environmental risks within the residential setting. All training policies and practices comply with **Utah Admin. Code R501-1-16** and include the use of CARF-compliant training curricula.

• Training Requirements

- All staff shall complete a minimum of 40 hours of training prior to working unsupervised with clients.
- CARF-approved training modules shall be available through the Renaissance Ranch Employee Portal and assigned to all new employees.
- Required training topics include:
 - Suicide prevention and crisis response;
 - Emergency overdose response;
 - Recognition of and response to drug-related activity;
 - Incident reporting;
 - Nonviolent de-escalation techniques;
 - CPR and first aid;
 - Signs and symptoms of mental health conditions;
 - Abuse and neglect reporting laws;
 - Ethics and conflict of interest;
 - Resident supervision and safety practices;
 - Program rules, resident rights, and grievance procedures;
- Appropriate and inappropriate staff responses to client behavior.
- Staff must complete all required training within 30 days of hire and undergo annual retraining thereafter.

- All training completion shall be documented, signed, and retained in the staff member's personnel file.
- **Violence**
 - Violence includes verbal threats, physical aggression, intimidation, or any behavior that compromises the safety of others.
 - If violence is observed or suspected:
 - Staff shall respond immediately to de-escalate the situation using approved nonviolent crisis techniques;
 - The incident must be documented in a Critical Incident Report;
 - The client's clinician at Renaissance Ranch Outpatient shall be contacted for support and further direction.
- **Contraband**
 - Contraband includes, but is not limited to, unauthorized substances, drug paraphernalia, alcohol, weapons, or stolen items.
 - If contraband is discovered:
 - Staff shall confiscate the item (if safe to do so), document the incident, and notify the Support Program Director;
 - Depending on severity, law enforcement may be contacted;
 - The client's status in the program shall be reviewed, and discharge may result.
- **Suicide Risk**
 - If a client exhibits signs of active or passive suicidal ideation:
 - Staff must immediately ensure the client is not left alone;
 - The client's clinician at Renaissance Ranch Outpatient shall be contacted without delay;
 - Staff shall follow any guidance given by the clinician and document all steps taken;
 - A safety plan shall be developed in collaboration with the client and clinician;
 - A Critical Incident Report shall be completed.

- **Mental Health Concerns**

- If a client displays signs of mental health distress (e.g., mania, psychosis, hypo/hyperactivity):
 - Staff shall document observations and notify the client's clinician;
 - Staff shall continue to monitor the client and support safety and structure in the residence;
 - If the client appears unstable or poses a risk to self/others, a higher level of care will be considered in consultation with the clinician;
 - The client may be referred to a more appropriate facility based on clinician recommendation and client needs.

- **Criminal Activity**

- Criminal behavior includes theft, possession or use of illegal substances, violence, or other actions in violation of state or federal law.
- If staff observe or suspect criminal activity:
 - The incident shall be documented and reported to the Support Program Director;
 - Law enforcement and/or other legally responsible agencies may be notified;
 - A Critical Incident Report shall be completed;
 - If the client is found under the influence of drugs or alcohol, a drug test or breathalyzer may be administered;
 - If the client tests positive or is visibly impaired, they will be discharged and escorted from the premises to preserve the safety of other residents.

XII. FOOD SERVICE POLICY

Renaissance Ranch Residential Support Program does not provide regular food service. Clients are responsible for obtaining, storing, and preparing their own food while residing in the program. This policy is in accordance with Utah Admin. Code R501-1-10 and applicable local health regulations.

- **Client Responsibility for Food**

- Clients shall be informed prior to admission that Renaissance Ranch Residential Support Program does not provide food or groceries, and that clients are solely responsible for acquiring, preparing, and storing their own meals.
- Clients will also be informed of their shared responsibilities for cleaning and maintaining kitchen and dining areas after use.
- **No Staff-Prepared Meals**
 - Program staff do not prepare or serve meals as part of their job duties.
 - However, occasional catered meals or communal food events may be provided for clients on a voluntary and limited basis. When provided, all such meals shall comply with applicable local health department regulations.
- **Kitchen Facilities**
 - Each Support Program home includes one or more full kitchens equipped with:
 - A stove and oven;
 - Adequate counter space;
 - One or more full-size refrigerators;
 - Sinks with hot and cold water;
 - Adequate food storage space for all residents.
 - All kitchen equipment must be clean, in good repair, and operational at all times.
 - Clients shall be instructed on the safe and appropriate use of kitchen appliances and are responsible for keeping the kitchen area sanitary.
- **Dining Area**
 - Each facility includes a dedicated dining area that is separate from the kitchen and provides seating for all current residents.
 - The dining area shall be kept clean, well maintained, and free from hazards.
 - Clients shall be informed prior to admission that they are expected to maintain cleanliness of shared dining spaces.

- **Sanitation and Health Standards**

- All food preparation and consumption within the facility shall comply with applicable local health department rules.
- If meals are provided on occasion by external sources (e.g., catered meals, communal meals), the food shall be prepared and served in accordance with all food safety and sanitation requirements.

- **Self-Serve Kitchen Use**

- Clients using kitchen facilities to prepare their own meals are expected to follow all posted kitchen rules, including:
 - Food storage and labeling expectations;
 - Sanitation and cleanup procedures;
 - Shared use responsibilities.

XIII. MEDICAL STANDARDS

Renaissance Ranch Residential Support Program operates in compliance with applicable medical screening and disease prevention protocols to protect the health and safety of all residents and staff. The following medical standards apply:

- **Admission Exclusion Criteria**

- The program shall not admit any individual who is currently:
 - Experiencing convulsions;
 - In a state of shock;
 - Exhibiting signs of delirium tremens (DTs);
 - Unconscious or in a coma.
- This exclusion is in accordance with Utah Admin. Code R501-22-6(1).

- **Substance Use Stability Requirement**

- Clients must have a minimum of three (3) full days of abstinence from all mind-altering substances (excluding prescribed medications) prior to admission into the program.
- This policy helps ensure a baseline level of physical and mental stability prior to entry into a non-clinical, unsupervised residential environment.

- **Tuberculosis (TB) Screening and Testing**

- All clients shall complete a tuberculosis screening questionnaire approved by the local health department prior to admission.
- All clients and staff must provide proof of a current negative tuberculosis test result before entering the program, and must be re-tested annually, in compliance with R501-1-15(5) and R501-22-6(3).

- **Communicable Disease Management**

- If a communicable disease or infectious outbreak is suspected or confirmed within a facility:
 - The affected client(s) shall be immediately isolated in a designated quarantine room in the home;
 - The Support Program Director shall notify the Utah Department of Health and Human Services (DHHS) and the local health authority, as required by R501-22-3(5);
 - Additional containment and sanitation protocols shall be implemented in coordination with health authorities to prevent further transmission.

- **Staff Awareness and Preparedness**

- Staff shall receive training on:
 - Recognizing signs and symptoms of communicable diseases;
 - Reporting procedures for suspected infections or outbreaks;
 - Quarantine procedures and use of personal protective equipment (PPE), where applicable.

XIV. SUPPORT PROGRAM MEDICATION POLICY

Renaissance Ranch Residential Support Program is a non-clinical residential support setting and does not provide medication storage, management, or administration services. All clients are expected to independently manage their prescribed medications in a manner that is safe, secure, and compliant with program rules and applicable regulations.

- **Medication Storage and Distribution**

- The program does not store, dispense, administer, or manage client medications.

- Upon intake, staff will inspect all medications brought into the residence to ensure compliance with Support Program policies.
- Clients are required to store all medications in a locked container when not in active use.
- **Prohibited Medications**
 - Clients are not permitted to possess or use narcotics or any Schedule I or II controlled substances, even if prescribed.
 - Exceptions may be considered only on a case-by-case basis with written approval from the Support Program Director and clinical oversight, consistent with safety and licensing standards.
- **Client Responsibility**
 - Clients are fully responsible for the storage, tracking, and safe use of any legally permitted medications.
 - Medications must be kept locked at all times unless in immediate use by the client.
 - Prescription medications must be stored in original pharmacy packaging or individual pharmacy bubble pack together with the pharmacy label, directions, and warnings.
 - Non-prescription medications must be stored in original manufacturer's packaging together with the manufacturer's directions and warnings.
 - Clients must notify staff immediately if:
 - They receive a new prescription;
 - A medication is lost, stolen, or damaged;
 - They experience any adverse reaction to a medication.
- **Policy Violations**
 - If medications are found unsecured, left in common areas, or suspected to be misused:
 - Staff will document the incident;
 - The client will receive a written behavioral warning in accordance with the program's progressive discipline policy;

- Repeated violations may result in a review of the client's suitability for continued participation in the program.

- **Monitoring and Safety**

- Staff will not supervise client medication usage but may conduct periodic checks of medication storage compliance.
- Any suspected misuse, diversion, or possession of unauthorized substances will be documented and may result in disciplinary action, including discharge and/or notification of legal authorities.

XV. HAZARDOUS CHEMICALS AND MATERIALS

Renaissance Ranch Residential Support Program is committed to ensuring the safety of clients and staff by properly storing and handling hazardous chemicals and cleaning supplies in accordance with **Utah Admin. Code R501-1-8(3)**.

- **Storage Requirements**

- All hazardous substances (including, but not limited to, bleach, disinfectants, flammable liquids, aerosol sprays, and other toxic materials) are stored in a locked cabinet or secured area that is inaccessible to clients unless specifically authorized.
- These items shall be clearly separated from food, personal items, and medications.

- **Labeling and Packaging**

- All hazardous chemicals are stored in their original manufacturer containers, and the label instructions and warnings must be clearly visible.
- Manufacturer instructions regarding use, ventilation, dilution, and personal protective equipment are followed by staff.

- **Client Access**

- Clients shall not have access to hazardous chemicals unless approved for specific housekeeping tasks, and only after being trained in their proper use and under appropriate supervision.

- **Safety Protocols**

- Staff are trained on the safe use, handling, and storage of hazardous chemicals as part of their onboarding and annual retraining.

- Any spills, exposures, or concerns regarding hazardous materials shall be documented and reported to the Support Program Director immediately.

XVI. PERSONAL PROPERTY OF CLIENTS

Renaissance Ranch Residential Support Program respects the rights of clients to maintain reasonable personal property while residing in the program. The following policies govern the handling, documentation, and storage of client belongings:

- **Property Inventory at Admission**

- Upon admission, staff will document and inventory all personal belongings brought into the residence.
- The client will review and sign the inventory to confirm the listed items.

- **Client Responsibility for Property**

- Clients are solely responsible for securing their personal belongings during their stay.
- Clients are encouraged to keep valuables to a minimum and to store items in personal, secure spaces (e.g., lockable containers, assigned storage areas).
- The program does not assume responsibility for lost, stolen, or damaged items unless caused by staff negligence.

- **Storage Limitations**

- Renaissance Ranch Residential Support Program does not store personal property on behalf of clients.
- Items left behind after a client's discharge or unauthorized departure will be retained in a designated "lost and found" area for up to sixty (60) days, after which they will be disposed of in accordance with the program's property disposal procedures.

- **Damage or Loss**

- In the event of theft or damage caused by staff misconduct or program negligence, the incident will be reviewed by the Support Program Director, and reasonable efforts will be made to resolve the issue, which may include replacement or reimbursement.
- Claims must be submitted in writing and include documentation or evidence of the loss.

- **Contraband or Prohibited Items**

- Any personal property found to be in violation of program rules (e.g., weapons, alcohol, drugs, or other contraband) will be confiscated, documented, and may be discarded or turned over to law enforcement, as appropriate.

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XVII. TRANSPORTATION POLICY

Renaissance Ranch Residential Support Program does not provide transportation services and does not operate vehicles for client use. The following policies apply:

- **No Program-Operated Transportation**

- Staff will not transport clients in personal or company vehicles under any circumstances.
- The program does not own or lease vehicles, and no vehicle transport is offered or implied as part of program services.

- **Client Responsibility for Transportation**

- Clients are solely responsible for arranging and paying for their own transportation to off-site appointments, employment, community meetings (e.g., 12-step), and any other activities.
- This policy will be explained to all clients during the intake process.

- **No Contracted Transportation**

- Renaissance Ranch Residential Support Program does not maintain any transportation contracts with third-party providers. Clients may use public transit, rideshare services, or personal vehicles at their own discretion and expense.

- **Medical Emergencies**

- In the event of a medical emergency or life-threatening illness or injury:
- Staff will immediately contact emergency medical services (911);
- The incident will be documented in accordance with the program's Critical Incident Reporting Policy;
- Staff will notify the Support Program Director and, if appropriate, the client's legal guardian or emergency contact.

XVIII. GRIEVANCE PROCEDURE

Renaissance Ranch Residential Support Program is committed to ensuring that all clients and staff have access to a fair, transparent, and non-retaliatory grievance process. Every client and staff member has the right to file a formal complaint regarding concerns about unfair treatment, program operations, interpersonal conflicts, or violations of policy.

- **Definition of a Grievance**

- A grievance is a formal written complaint regarding a policy, procedure, action, or situation that the individual believes is unjust, harmful, or improperly handled.

- **Right to Submit a Grievance**

- All clients and staff have the right to file a grievance without fear of retaliation or negative consequences.
- Submitting a grievance shall not impact the client's access to services or the staff member's employment status.

- **Documentation and Confidentiality**

- All grievances will be documented and handled in a confidential manner.
- Grievance records will be kept in a secure administrative file, separate from the client's treatment or residential file.

- **Step 1: Attempt Informal Resolution**

- Clients or staff are encouraged to first discuss the concern directly with the person involved, when appropriate and safe to do so.
- If the issue is not resolved, the individual should report the concern to the Support Program Director for informal mediation.
- If the issue remains unresolved, proceed to Step 2.

- **Step 2: Submit a Formal Grievance**

- Request a grievance form from any staff member.
 - Staff members filing a grievance may request a form from the Executive Director or, if the grievance concerns the Executive Director, from the Clinical Director.
- Complete the form with:

- A description of the incident or issue;
 - Names of those involved;
 - Dates and times (if known);
 - Desired resolution or outcome.
- Submit the completed form to the Support Program Director, who will log and review the grievance.
- The Director will:
 - Acknowledge receipt within **3 business days**;
 - Investigate the concern;
 - Schedule a resolution meeting within **7 business days**, unless additional time is needed.
- If the grievance involves the Clinical Director, the Executive Director will handle the review. If it involves the Executive Director, the Clinical Director will review.
- **Step 3: Mediation and Resolution**
 - A meeting may be scheduled between the person filing the grievance and the subject of the complaint, mediated by the Director or designee, only if both parties consent.
 - A written response and outcome shall be provided within **10 business days** of receiving the grievance, unless an extension is documented.
- **Step 4: External Reporting**
 - If the grievance involves health, safety, abuse, neglect, or regulatory concerns, the matter may also be reported to:
 - Utah Office of Licensing – Department of Health and Human Services (DHHS) Phone: 801-538-4242 Website: <https://hslic.utah.gov>
 - A grievance may be submitted to the Office of Licensing at any time, regardless of whether internal steps have been completed.

XIX. PERSONNEL AND STAFF ADMINISTRATION

Renaissance Ranch Residential Support Program maintains high professional and ethical standards for all employees and contracted personnel. These standards ensure compliance with

Utah Admin. Code R501-1-15 and support a safe, respectful, and recovery-oriented residential environment.

A. Staff Conduct Standards

All employees must adhere to the following:

- **Substance Use and Sobriety**
 - Staff shall not be under the influence of alcohol, illegal substances, or any non-prescribed mind-altering substances while on duty.
 - Staff are expected to maintain a minimum of one year of continuous sobriety, as reviewed and approved by the Support Program Director.
- **Professional Boundaries and Ethics**
 - Staff must maintain clear professional boundaries with clients at all times.
 - Any form of romantic, sexual, or otherwise inappropriate relationship with clients is strictly prohibited.
 - Staff may not inflict verbal, emotional, physical, or chemical abuse on clients and may only use de-escalation techniques or emergency responses as trained and permitted by law.
 - Staff may not exceed the scope of their licensure or training, and may not handle medical procedures, treatments, or restricted clinical practices.
- **Confidentiality and Privacy**
 - All staff must maintain strict confidentiality of client records and information.
 - Proprietary information, programming content, and operational protocols may not be used or disclosed outside of the program.
 - Clients must be fully informed of their rights, including legal and medical status, in accordance with licensing rules.
- **Equal Treatment and Anti-Discrimination**
 - Staff must treat all individuals with dignity, respect, and fairness.
 - Discrimination based on race, color, national origin, religion, sex, disability, sexual orientation, gender identity, or any other protected category is strictly prohibited.

- Harassment (including sexual or personal harassment) of any kind is prohibited and will result in disciplinary action.
- **Dress Code**
 - Staff must maintain professional appearance during work hours. Clothing must be clean, appropriate, and reflect the dignity of the setting. Collared shirts or equivalent business-casual attire are required.
- **Timeliness and Accountability**
 - Staff are expected to be on time for all scheduled shifts, meetings, and responsibilities.
 - Grievances must be reported through appropriate lines of authority, and staff shall not face retaliation for doing so.
- **Compliance and Documentation**
 - Staff must comply with all applicable federal, state, and local laws, including DHS, DOPL, and Office of Licensing regulations.
 - Each staff member must:
 - Complete orientation and all required training, including ethics, harassment prevention, and safety;
 - Maintain current First Aid and CPR certifications within 60 days of hire;
 - Sign and follow the current DHS Code of Conduct;
 - Undergo a criminal background check prior to working with clients;
 - Be subject to a six-month probationary period upon hire;
 - Participate in at least one annual performance review.
- **Criminal History Review**
 - Individuals with a current or past felony conviction are not automatically disqualified but must undergo a case-by-case review by the Support Program Director, consistent with DHS background clearance policies.

B. Progressive Discipline for Policy Violations

Failure to comply with the above rules of conduct may be considered inappropriate behavior and result in corrective or disciplinary action based on the severity and frequency of the violation.

The following actions may be taken:

- **Verbal Warning**
- **Written Warning**
- **Termination**

Serious violations (e.g., abuse, boundary violations, substance use on site, or criminal conduct) may result in immediate termination and referral to licensing authorities, law enforcement, or other appropriate entities.

C. Restraint Policy

- Renaissance Ranch Residential Support Program does not permit the use of restraints or mechanical devices as a means of behavioral control or therapeutic intervention.
- Staff are trained during onboarding that no restraint is allowed under any circumstance.
- If a client poses an imminent danger to self or others, staff shall:
- Immediately contact 911;
- Use only verbal de-escalation techniques to maintain safety until emergency personnel arrive.

D. Seclusion Policy

- Renaissance Ranch Residential Support Program does not use seclusion rooms or physical isolation as a behavioral management tool.
- Staff are trained in non-restrictive interventions and shall use de-escalation techniques only.

E. Lines of Authority

- The proper lines of authority are:
 - Residence manager → Support Program Director → Owner/CEO

F. Performance Reviews

- Staff employed within the Support Program will receive annual performance evaluations.
- Performance reviews may be conducted in conjunction with Renaissance Ranch Outpatient review processes, and documentation will be retained in staff personnel files as required under R501-1-15(10).

XX. NON-DISCRIMINATION, HARRASSMENT, AND SEXUAL MISCONDUCT POLICY

Renaissance Ranch Residential Support Program is committed to providing a safe, inclusive, and respectful environment for all clients and staff. The program strictly prohibits discrimination, harassment, abuse, or sexual misconduct in any form, whether verbal, physical, emotional, or psychological.

Definitions

- **Discrimination:** Any unjust or prejudicial treatment of individuals based on a protected category, such as race, age, sex, gender identity, or disability.
- **Harassment:** Unwanted, uninvited, or unwelcome verbal, written, or physical behavior that demeans, threatens, intimidates, or causes emotional distress.
- **Abuse:** Any physical, emotional, sexual, psychological, or verbal mistreatment or exploitation of another individual.
- **Sexual Harassment:** A specific form of harassment involving unwelcome sexual advances, requests for sexual favors, or other verbal, non-verbal, written, or physical conduct of a sexual nature when:
 - Submission to such conduct is made a condition of participation in the program or employment;
 - Submission to or rejection of such conduct is used as a basis for decisions affecting the individual;
 - The conduct creates an intimidating, hostile, or offensive environment.
- Discrimination, harassment, and abuse may be physical, verbal, non-verbal, or digital, and are strictly prohibited in any form.
- Sexand-Gender-Based-Abuse

Sex and gender-based abuse refers to any act of physical, sexual, psychological, or economic violence, coercion, or manipulation directed at a person based on their sex, gender identity, or gender expression. This includes, but is not limited to, sexual assault, intimate partner violence, stalking, threats, and other forms of abuse that disproportionately affect individuals because of their perceived or actual gender.

- Sex and Gender-Based Discrimination

Sex and gender-based discrimination occurs when an individual is treated unfavorably or denied access to housing, services, or support based on their sex (including pregnancy, childbirth, or related medical conditions), gender identity, gender expression, or sexual orientation. This includes any policy, practice, or behavior that results in a disparate impact on individuals based on these characteristics.

- Sex and Gender-Based Harassment

Sex and gender-based harassment is a form of discrimination that includes unwelcome sexual advances, requests for sexual favors, or other verbal, physical, or visual conduct of a sexual or gender-based nature that interferes with an individual's safety, housing, or ability to participate fully in the program. This includes:

- Sexual comments, jokes, or gestures
- Misgendering or intentional use of incorrect pronouns
- Display of sexually explicit or offensive material
- Repeated, unwanted attention based on sex or gender
- Harassment based on non-conformity to gender norms

A. Gender and Facility Policy

- Renaissance Ranch Residential Support Program is a male-only facility. Clients who identify as male are eligible for admission.
- During intake, clients may share their preferred name, pronouns, and gender identity descriptors, which will be respected throughout their residency.
- All individuals have the right to be free from gender-based discrimination or harassment.

B. Examples of Prohibited Conduct

Prohibited behavior under this policy includes but is not limited to:

- Derogatory comments, jokes, slurs, or gestures based on race, sex, gender identity, religion, or disability;
- Unwanted sexual advances, comments, touching, or discussions;
- Threatening or intimidating behavior, whether physical or verbal;
- Display of sexually explicit material or imagery;
- Repeated misgendering with intent to demean;
- Use of position or authority to solicit sexual favors or personal interactions;
- Retaliation against anyone who reports or participates in a complaint or investigation.

C. Reporting and Greivance Process

- Clients and staff are encouraged to report any suspected harassment, discrimination, abuse, or sexual misconduct.
- Reports may be submitted through the program's formal Grievance Procedure or directly to the Executive Director, Tyson Dixon, at (801) 860-0118.
- Reports may also be submitted through the program's formal grievance procedure.
- Clients may also report concerns to the Utah Office of Licensing if the issue involves health, safety, or legal violations.
- Reports may be made verbally or in writing and will be treatment with discretion and seriousness.

D. Investigation and Corrective Action

- All allegations will be investigated promptly, confidentially, and impartially by the Support Program Director, Executive Director, or designee.
- Interim safety measures may be implemented while the investigation is ongoing.
- If the alleged harasser is a client:
 - The client may be temporarily removed from the premises.
 - If the allegation is substantiated, the client may be discharged from the program and provided with at least three referrals to appropriate services.

- If the allegation is determined to be unfounded and made in bad faith, the reporting client may also be subject to review and potential discharge.
- If the alleged harasser is a staff member:
 - The staff member may be placed on administrative leave.
 - If substantiated, disciplinary action may include:
 - Verbal or written warning;
 - Suspension or termination;
 - Referral to law enforcement or the Utah Office of Licensing, as appropriate.

E. Non-Retaliation

- Retaliation is strictly prohibited against anyone who:
 - Files a complaint;
 - Participates in an investigation;
 - Supports someone making a good-faith complaint.
- Acts of retaliation will be treated as a separate and serious violation of program policy and may result in discharge or termination.

F. Training and Staff Expectations

- All staff shall complete initial and annual training on:
 - Non-discrimination and harassment prevention;
 - Sexual harassment identification and reporting;
 - Trauma-informed care principles;
 - De-escalation and respectful communication.
- Training will be documented and retained in the staff member's personnel file.

G. Non-Discrimination, harassment, and sexual misconduct policy acknowledgment forms

[Acknowledgment forms are on the following two pages]

RENAISSANCE RANCH RESIDENTIAL SUPPORT PROGRAM
CLIENT NON-DISCRIMINATION, HARASSMENT, AND SEXUAL MISCONDUCT
POLICY ACKNOWLEDGEMENT FORM

I acknowledge that I have received, read, and understood the Renaissance Ranch Residential Support Program Non-Discrimination, Harassment, and Sexual Misconduct Policy. I understand that:

- I have the right to live in an environment that is free from discrimination, harassment, abuse, or sexual misconduct.
- I may not engage in discrimination, harassment, abuse or sexual harassment of other clients, staff, or visitors.
- I have the right to report any such behavior without fear of retaliation.
- I may report concerns to staff, through the formal grievance procedure, to the Executive Director (Tyson Dixon at 801-860-0118), or to the Utah Office of Licensing.
- I will be treated with dignity and respect, and I am expected to treat others the same.

I agree to comply with the terms of this policy while residing at Renaissance Ranch Residential Support Program.

Client Name (Printed): _____

Client Signature: _____

Date: _____

Staff Witness Name: _____

Staff Signature: _____

Date: _____

RENAISSANCE RANCH RESIDENTIAL SUPPORT PROGRAM
CLIENT NON-DISCRIMINATION, HARASSMENT, AND SEXUAL MISCONDUCT
POLICY ACKNOWLEDGEMENT FORM

I acknowledge that I have received, read, and understood the Renaissance Ranch Residential Support Program Non-Discrimination, Harassment, and Sexual Misconduct Policy. I understand that:

- I am responsible for fostering a work and residential environment free from discrimination, harassment, abuse, and sexual misconduct.
- I may not engage in discriminatory or harassing behavior toward clients, coworkers, or any individual associated with the program.
- I am required to report any known or suspected violations of this policy.
- I will not retaliate against anyone who reports a concern in good faith.
- I am required to complete annual training on this policy and understand my role in preventing, identifying, and responding to incidents.

I agree to comply with the terms of this policy as a condition of my employment.

Staff Name (Printed): _____

Staff Signature: _____

Date: _____

Supervisor Name: _____

Supervisor Signature: _____

Date: _____

XXI. STAFF TRAINING POLICY

- **Initial Training Requirements**

- All new staff shall complete a minimum of 40 hours of supervised training within the first two weeks of hire.
- Training includes both formal instruction and shadowing appropriate staff members.

- **Ongoing and Annual Training**

- All staff shall complete annual refresher training covering core program requirements and updated best practices.

- **Required Training Topics Include:**

- Substance Use Disorder (SUD) curriculum;
- Suicide prevention and crisis response;
- Emergency overdose response;
- Recognition of and response to drug-related activities;
- Ethics and conflict of interest;
- Confidentiality and HIPAA compliance;
- Client rights and trauma-informed care;
- Grievance reporting and resolution procedures;
- Staff roles, boundaries, and responsibilities;
- First aid and CPR certification (within 60 days of hire).

- **CARF-Compliant Training**

- All staff will complete CARF-approved training modules through the Renaissance Ranch employee portal on the date of hire and annually thereafter.

- **Training Records**

- Training completion will be documented and retained in the employee's personnel file, including certification dates and training provider.

- **Policy Acknowledgment**

- All staff must review, sign, and retain a copy of the Renaissance Ranch Residential Support Program Policies and Procedures Manual.

XXII. BEHAVIOR MANAGEMENT POLICY

- **Definitions**

- **Appropriate Behavior:** Actions aligned with program rules, respectful of others, and supportive of recovery.
- **Inappropriate Behavior:** Actions that are disruptive, unsafe, disrespectful, or contrary to program expectations.

- **General Behavior Management Procedure**

- Staff will first address inappropriate behavior verbally, identifying the issue and offering the client a chance to self-correct.
- If behavior persists or escalates:
 - Staff will issue a written behavior notice, including date, details, and signatures of the staff and client;
 - The write-up will be filed in the client's record according to the program's document retention policy.

- **Positive Reinforcement**

- Staff will verbally acknowledge and support appropriate behaviors and constructive efforts by clients.
- Relationship-building between staff and clients is a foundational part of the program.

- **Client Elopement or Unauthorized Departure**

- Staff shall:
 - Attempt to contact the client immediately to determine intent and encourage return;
 - Document the occurrence in a written incident report noting date, time, and content of communication;
 - File the report in the client's chart under the program's record retention protocols.

- **Empowerment Model**

- Staff will encourage clients to take responsibility for managing their own behavior within a supportive and structured environment.

XXIII. DOCUMENT AND FILE MAINTENANCE POLICY

- **Client Records Must Include:**

- Documentation of client rights and responsibilities;
- Intake screening and orientation acknowledgments;
- Grievance forms and resolution documentation;
- Behavior write-ups and incident reports;
- Records of unauthorized discharges or early departures;
- Notes regarding refusal of services or clinical recommendations;
- Consent forms for services, communications, and disclosures.

- **Staff Records Must Include:**

- Completed employment application;
- Professional resume;
- Job description and signed acknowledgment;
- Current certifications (e.g., CPR, first aid);
- Signed DHS Code of Conduct;
- I-9 immigration verification;
- Proof of required background screening (R501-14);
- Initial and annual training records;
- Signed acknowledgment of the Policies and Procedures Manual;
- Annual performance evaluations;
- Documentation of staff rights and responsibilities.

- **Retention and Security**

- All records shall be maintained securely in locked cabinets or encrypted digital systems.
- Records will be retained for a minimum of seven (7) years or as otherwise required by law or licensing.

XXIV. EMERGENCY PROCEDURES AND UNIQUE CIRCUMSTANCES

Renaissance Ranch Residential Support Program is committed to ensuring the safety and well-being of all clients and staff during emergencies, disasters, infectious disease outbreaks, or other unique circumstances.

A. Emergency Preparedness and Disaster

- Written Plan of Action
 - Each Support Program home maintains a written emergency and evacuation plan.
 - The plan includes:
 - Designation of authority and staff roles;
 - Evacuation procedures and safety meeting points;
 - Transportation and relocation plans for clients, if required;
 - Emergency communication procedures;
 - 24-hour phone contact availability;
 - First-aid kits accessible on-site at each location.
- Prohibited Items
 - Firearms, ammunition, explosives, or other weapons are not allowed on program property, including in staff or client vehicles parked on site.

B. Evacuation procedures

- In the Event of Fire
 - Individual discovering fire shall:
 - Close doors to contain the fire if safe;
 - Use a fire extinguisher if the fire is small and contained;
 - Evacuate the building immediately;

- Meet at the designated assembly area and assist in accounting for others;
 - Call 911.
- Staff on duty shall:
 - Immediately call 911 if not already done;
 - Bring client sign-in/out and house rosters to the assembly area;
 - Ensure all clients and staff are accounted for;
 - Notify the Support Program Director and proceed up the chain of command;
 - Not re-enter the building until cleared by fire officials.
- In Other Emergencies (e.g., flood, earthquake, utility failure, hostile threat)
 - Use best judgment and follow safety protocols:
 - Evacuate the facility when appropriate;
 - Shelter in place if safer;
 - Account for all individuals;
 - Maintain essential services if possible;
 - Notify emergency services and internal leadership as required.

C. **Infectious Disease Control**

- Prevention and Training
 - All staff are trained on infectious disease prevention and response, including universal precautions, infection control, and sanitation protocols.
 - Training may be provided through seminars, annual CARF training, and updates from local health departments.
- Precautionary Measures
 - At intake, all clients are screened for communicable diseases using appropriate questions and disclosures.
 - Clients exhibiting symptoms of illness will be advised not to attend shared sessions and may be temporarily relocated.

- Open needles, biohazards, and infectious waste are strictly prohibited; staff are trained in avoiding exposure.
 - Disinfectant soap and cleaning supplies are available in all public and shared-use areas.
- Outbreak Response
 - If an infectious disease is identified:
 - Staff will support the safe and respectful transition of affected clients to appropriate medical care or isolation, if needed;
 - The affected home may be quarantined as advised by the Utah Department of Health or local health authorities;
 - Professional sanitization may be arranged;
 - Applicable agencies, including UHD, CDC, or local health departments, will be notified in accordance with law.



RESIDENTIAL SUPPORT PROGRAM

Renaissance Ranch Residential Support Program provides a supportive, structured, and sober living environment for adult males in recovery from substance use disorders and/or mental health conditions. These rules are designed to promote safety, accountability, mutual respect, and personal growth while complying with all applicable federal and state laws.

By signing this agreement, you acknowledge your understanding of and willingness to comply with the following expectations during your stay.

I. General Safety and Conduct

- **Sobriety**
Clients are expected to remain abstinent from alcohol, illegal substances, and unauthorized mind-altering medications. Relapse will be addressed in a manner consistent with safety and dignity, and may result in discharge or referral to a higher level of care.
- **Prohibited Substances**
No drugs, alcohol, drug paraphernalia, or contraband are allowed on the premises. Possession may result in discharge.
- **Weapons**
No firearms, knives, or weapons of any kind are allowed on program property, including vehicles.
- **Violence or Threatening Behavior**
Physical violence, intimidation, or threats toward others will result in immediate removal from the home pending review.
- **Sexual Misconduct and Harassment**
Flirting, sexual remarks, harassment, or sexual activity between clients is prohibited. All clients must respect personal boundaries and maintain appropriate behavior.
- **Pornographic Materials**
Clients shall not possess or view sexually explicit material (digital, print, or video) in shared living spaces.
- **Privacy and Personal Belongings**
Clients must respect others' property. Borrowing or lending items is discouraged. Theft is grounds for discharge. Each client will be provided a lockable space for valuables.

- **Visitors**
Visitors are allowed only with prior staff approval. Unapproved guests and overnight visitors are not allowed. All visitors must remain in designated areas.
 - **Cleanliness and Chores**
Clients are responsible for keeping their rooms and shared spaces clean. Daily and weekly chores are assigned and required. A deep cleaning is expected weekly.
 - **Medication Storage**
All medications must be stored in a locked container accessible only to the client. Clients must notify staff of all prescribed medications upon admission and when new medications are obtained.
 - **Searches**
Staff may conduct safety-based searches of common areas or client living areas in accordance with the program's search policy. Clients will be informed when a search is conducted.
 - **Smoking**
Smoking is prohibited inside the home and must occur at least 25 feet from any entrance, in compliance with the Utah Clean Air Act.
-

II. Program Participation

- **Recovery Engagement**
Clients are encouraged to participate in regular recovery-oriented activities, such as 12-step meetings, peer support groups, service work, employment, or faith-based programs, based on their personal recovery goals. Staff are available to assist clients in identifying and engaging in meaningful recovery pathways.
 - **Check-Ins and Curfew**
Clients must check in and out each time they leave or return to the residence. Daily contact with staff is required.
 - **Curfew**
Clients are expected to return to the residence by 11:00 p.m. on weekdays and by 12:00 a.m. on weekends unless prior approval has been obtained from staff. Curfew violations may result in behavioral write-ups.
 - **Employment**
Phase I clients are expected to seek employment or engage in service activities from 9:00 a.m. to 5:00 p.m. on weekdays.
 - **House Meetings**
Weekly house meetings are mandatory. Clients must be present unless excused by staff.
 - **TV and Inactivity**
Excessive inactivity, loitering, or TV use during workday hours is discouraged.
 - **Overnight Passes**
Overnight passes may be approved by staff with advance request. A form must be completed in advance.
-

III. Accountability and Behavior Management

- **Write-Ups**
Clients may receive behavioral write-ups for curfew violations, missed chores, poor hygiene, non-participation, or other concerns. Five write-ups may result in discharge.
- **Write-Up Resolution**
Clients may request to complete additional chores to remove a write-up, subject to staff approval.
- **Unauthorized Departure**
If a client leaves without notice and cannot be reached for 48 hours, they may be discharged and their bed reassigned.
- **Grievances and Due Process**
Clients have the right to file a grievance at any time and will not be retaliated against. All disciplinary actions are documented and reviewed by staff.
- **Discharge**
Clients may be discharged for serious rule violations, safety concerns, or repeated noncompliance. Clients are expected to collect personal items within 7 days. Unclaimed items may be donated.

By signing below, I acknowledge that I have received, reviewed, and agree to follow the Renaissance Ranch Residential Support Program Client Rules and Residential Expectations. I understand that failure to follow these expectations may result in behavioral consequences or discharge from the program.

Printed Name

Signature

Date



RESIDENTIAL SUPPORT PROGRAM

CLIENT RIGHTS

Renaissance Ranch Residential Support Program affirms the dignity, autonomy, and rights of all individuals residing in its residential support setting. These rights are extended to each resident upon admission.

Each client has the right to:

1. Be treated with dignity, acceptance, and respect by staff and other residents.
2. Be fully informed of their rights upon admission and at any time upon request.
3. Be informed of any changes to program policies, expectations, or fees.
4. Participate meaningfully in decisions affecting their housing and personal care.
5. Refuse to participate in experimental research or clinical treatment.
6. Receive advance notice and explanation of any pending discharge, and to respond in accordance with grievance and due process procedures.
7. Be free from physical, emotional, sexual, and psychological abuse, neglect, or exploitation, including unwarranted restraint.
8. Have their personal information kept confidential and released only with written authorization, except as required by law.
9. Have reasonable access to a telephone and personal communication, consistent with program rules and safety considerations.
10. Communicate freely with individuals of their choosing, unless prohibited by law or court order.
11. Be informed of their legal, medical, and personal information as maintained by the program.
12. Review their file, with a staff member present, in accordance with program policy.
13. Be free from discrimination on the basis of race, color, religion, national origin, gender identity, sexual orientation, disability, or any other protected category.
14. Voice concerns or grievances directly to staff or management without fear of retaliation.
15. Receive a copy of these rights upon request.
16. Receive a written explanation for involuntary discharge and an opportunity to respond, including the process for possible re-admission.
17. Be protected from harm, violence, intimidation, or harassment.
18. Reside in a facility that complies with the Utah Clean Air Act, respecting the rights of smokers and non-smokers.

Clients are encouraged to report any violation of these rights to the Support Program Director or Executive Director. Reports may also be made to the Utah Office of Licensing.

By signing below, you acknowledge that you have received, reviewed, and understand your rights as a client of Renaissance Ranch Residential Support Program.

Printed Name

Signature

Date

RENAISSANCE RANCH RECOVERY STAFF SIGNATURE:

By signing below, you acknowledge that you have read, understand, and agree to the complete policies and procedures of Renaissance Ranch Residential Support Program set forth herein.

Employee Printed Name

Employee Signature

Date

VERIFICATION

Representative Printed Name

Representative Signature

Date