INTEROFFICE MEMORANDUM

TO: All Residents at Veteran’s Haven North

FROM: David Culley
       Superintendent, VHN

SUBJECT: Resident’s Handbook

Welcome to Veteran’s Haven North. This handbook has been developed to make your transition easier while in this program. It contains basic guidelines to assist you in your daily activities within your new home. It is the responsibility of each resident to abide by these rules as a condition of continued participation in this program. There are chores, details, meetings, fire drills, policies and procedures that you are expected to conform to during your stay.

Our mission is to improve the quality of life for all Veterans that come through our doors. We have assembled a dedicated team of professionals to assist in preparing you for independent living in the community. It is important to remember that this is not a drug and alcohol rehabilitation program; rather we are a transitional housing facility where you are expected to return to work, or find stable income in a reasonable time frame, which will enable you to move towards finding permanent housing and returning to the community.

While we aim to make your stay here as comfortable as possible, the most important ingredient to your success in your transition is YOU! Keep in mind why you are here and what you need to do in order to move on.

Make the most of the chance you are given. If you should have any questions or concerns while you are here feel free to talk with any staff member. We welcome your suggestions.

Welcome Home!

September 2021
Veteran’s Haven North
Resident Handbook

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General Information

A. Program Expectations

The main goal of all veterans in the GPD program at VHN is to secure permanent housing. Veterans should be working actively on this goal from their admission date. The success of each veteran that comes through our doors is our top priority. We are here as a team to help you and assist you in every way we possibly can. With that being said, we are not here to “do” it for you. That is your job. The staff we have assembled will help you in every way they can, but will insist that you are doing the work, and you are taking individual accountability of yourself and your actions.

1. **Veteran’s Haven North (VHN)** provides transitional housing and services for Veterans who are homeless under the VA’s Homeless Providers GPD Program models. Three models are facilitated at VHN: Service-Intensive Transitional Housing, Clinical Treatment and Bridge Housing.

   a. **Service Intensive Transitional Housing (SITH)** provides transitional housing and robust services that facilitate individual stabilization, increased income, and movement to permanent housing as rapidly as clinically appropriate. The scope of services, including educational, legal, and retirement goals, are incorporated into an individualized plan designed to increase the Veteran’s income through employment and/or benefits and obtain permanent housing. While the focus of the program is not on clinical treatment, all clinical services are available as needed. Length of stay is determined by need on a case-by-case basis.

   i. **SITH admission criteria**: Homeless Veterans who choose a supportive transitional housing environment providing services prior to entering permanent housing agreed upon in their CSA and ISP.

   b. **Clinical Treatment (CT)** provides transitional housing in conjunction with clinical services effective in helping homeless Veterans secure permanent housing and increase income through benefits and/or employment. Although the programming and services have a strong clinical focus, the Clinical Treatment program incorporates strategies to increase income and housing attainment, a required outcome of the program. Clinical services include 1:1 sessions, psychoeducational groups, art therapy, etc. Treatment services can also be arranged through the Department of Veterans Affairs and community providers. Length of stay is determined by need on a case-by-case basis.

   i. **CT admission criteria**: Homeless veterans with a specific diagnosis related to a substance-use disorder and/or mental-health diagnosis. Veterans must actively choose to engage in
clinical services agreed upon in their CSA and ISP.

c. **Bridge Housing (BH)** is intended to be a short-term stay (individually determined but averaging 90 days) for Veterans who have been offered and have accepted a permanent housing intervention but are not able to immediately enter the permanent housing. The goals of the program created for each Veteran are short-term with the focus on transitioning to permanent housing, rather than completion of treatment-intensive goals. Veterans in BH are expected to engage in case management and the Treatment Team will assist Veterans in accessing internal & community-based services as needed or requested by the Veteran.

   i. **BH admission criteria:** Homeless Veterans must have been offered and accepted a permanent housing intervention (such as HUD-VASH or SSVF) prior to admission with documentation to be completed within the first 14 days of admission.

2. **Orientation Period**
   Upon admission to the Veteran’s Haven North, you will begin an orientation period. Orientation usually lasts 30 days, but may be shortened or extended by the treatment team based on the needs of the individual. The purpose of this Orientation Period is for:

   a. Getting acquainted with the facility and staff.
   b. Evaluation by members of the treatment team
   c. Completing required medical, psychological and vocational assessment.
   d. Attending required groups and meetings.
   e. Getting acquainted with the area and acclimated with community resources.
   f. Obtaining all identifying documents needed for housing applications.
   g. Completing applications for subsidized housing, as these wait lists can often be very long.

While on orientation you are not authorized to leave the facility’s grounds. There may be exceptions to the rule, but only under extenuating circumstances and only with the approval of your case manager.

Such circumstances may include appointments re: medical, mental health, or addiction maintenance, legal appointments, or emergencies. Again, such circumstances must have verification by treatment team staff. If you have a concern about an obligation during this period, be sure to bring it to the attention of your case manager immediately so that efforts to problem solve can occur.
During this orientation period you will be orientated to the program and the staff. At this time, you will be seen by your case manager, the nurse, and the treatment team for purposes of assessment and Individual Service Plan (ISP) completion. Along with meeting with staff, there are certain criteria during orientation that require total participation. Such criteria include the attendance of in-house groups and assigned chores.

Before being promoted out of the orientation period, you must be following your ISP [including but not limited to submitting housing applications, completing all required testing, evaluations, classes/groups, and chores] as outlined by the treatment team. Individual case managers will make recommendations to the treatment team after assessment and review of progress. It is during this time that orientation end dates will be scheduled. Once all outlined criteria are met and you have fulfilled all orientation obligations, your case manager will release you from orientation. Both you and the front office will be notified by your case manager when your orientation period is lifted.

Additionally, you can be returned to orientation if the need for increased structure and support after a failure to work within the guidelines of the program necessitate it.

During the orientation period, you may receive visits from family and friends during visiting hours as described in the “Visitors” section of this handbook.

3. **Release of information (ROI)** - In order to ensure continuity of care, during your stay at Veteran’s Haven North, you will be expected to sign ROI’s allowing Veteran’s Haven North communication with your healthcare provider and any parties you want involved.

4. **Individual Service Plan Review (ISP)** - ISPs which include housing, addiction, employment, sustainable income, financial, medical, and psycho-social aspects, are reviewed minimally every 90 days. This review will be completed with your case manager. If you are found to be in compliance with your ISP, it will be amended to show your progress and establish new goals. If you are found to be non-compliant with any aspect of your ISP, you will be advised of deficiencies and your goals will be reviewed for revision. You could also be placed on a contract, which will stipulate a specific goal, and compliance date. Failure to meet the compliance date may result in discharge from the facility.

5. **Group participation** – As part of your initial ISP, requirements regarding group attendance are established. VHN provides in-house groups; these are readily posted on the main board by the fountain at the facility CORE. VHN provides transportation to some outside groups; these include AA, NA, GA as well as groups offered at Lyons VAMC. You are expected to follow the recommendations of your healthcare providers as they relate to group participation.

6. **Case management** - You are required to meet with your case manager weekly. You
are encouraged to meet with them as often as you need in order to better facilitate the implementation of your treatment plan. It is recommended you do this via scheduled appointment.

7. **Housing Search Logs**- These forms can be found with your case manager. They are required to be turned in to your case manager in accordance with the terms of your ISP. The amount of housing search contacts required will vary based on your treatment plan. Failure to turn these into your case manager may result in you being placed on contract.

8. **Bi-weekly AA/NA/GA Meeting Attendance Forms**- These forms can be found at the front office or with your case manager. They are required to be turned in to your case manager in accordance with the terms of your ISP. The amount of meetings and type of meetings will vary based on your treatment plan. Failure to turn these into your case manager may result in you being placed on contract.

9. **Unemployable**- If you are unemployable, your case managers will work with you on establishing permanent income. You should submit documentation to your case manager of all applications for benefits. Once permanent income has been established, the focus will be on savings and preparing to transition into permanent housing.

10. **Full time Work**- If you are able, you are expected to gain full time employment within 30 days of coming off of orientation. Full time is considered 35 hours per week or more. Working “under the table” is not considered employment and is not allowed. Job Search Forms are to be submitted to your case manager weekly, documenting your efforts to secure on the books employment. Failure to get employment, or failure to adequately seek employment as determined by the treatment team, may result in you being placed on contract. Your case managers are here to assist you in finding employment, they are not here to find work for you. Work schedules are to be submitted to your case manager and the front office.

11. **Job Search Forms**- You are required to turn these in weekly until you gain employment. The amount of searches/contacts required will vary depending on your ISP. At least half of the job search forms you turn in, must be, in-person attempts. The forms must be completely filled out and include the name and phone number of the contact person you spoke to when inquiring about a job.

12. **Education/ Technical**-
   a. Full time school- if you are planning to attend school, you must be enrolled within 30 days of coming off of orientation. Full time is considered 12 credits per semester. Technical schools also satisfy the school criteria. School schedules are to be submitted to your case manager.
   b. Work / School- You can also satisfy the work/school criteria by working part time and going to school part time. In order to do this you must be working at least 18 hours per week, and taking 6 credits per semester. Failure to maintain one or the other will place you in
the full time obligation as outlined in section 10.a. above.
c. The ultimate goal is the resolution of homelessness regardless of
the path taken. The treatment plan will be geared towards that end.

13. **Income/Savings** - During your stay at Veteran’s Haven North, you must secure
income. Documentation demonstrating income must be provided to your case
manager monthly via pay stubs or a current award letter. Additionally, you
must have a savings account and demonstrate through monthly bank statements
that you are accruing savings. Monthly statements must be submitted to your
case manager each month during your stay at Veteran’s Haven North. Failure
to turn in this documentation may result in you being placed on contract.

14. **Contract** - If you are found to be non-compliant with any part of the program,
you may be placed on contract. Contracts are designed to motivate you to
correct deficiencies in goal achievement. Examples of contracts may be:
   a. Housing contract - for failing to actively pursue permanent
      housing.
   b. Work contract - for failing to attain employment or
      satisfactory progress towards employment.
   c. Social - For deficiencies in social conduct in and around the facility
   d. Rules/Regulations- for repeated violations of facility rules
      and regulations.
   e. Chore - For failing to do assigned chores

If you are non-compliant, you will be referred to meet with the treatment team.
You would be placed on contract as a last resort. The treatment team can make
recommendation for a time-limited or ongoing contract. Failure to abide by the
stipulations in the contract may result in discharge from the facility.

**B. Contact Information**

1. You are encouraged to get a post office box at the local Glen Gardner Post Office.
   Information and forms are available thru the post office or thru your case manager.
2. If you elect to have your mail come to the facility, the mailing address at Veteran’s
   Haven North will be:

   (YOUR NAME)
c/o Veteran’s Haven North
   200 Sanatorium Rd,
   Suite101
   Glen Gardner, NJ 08826

   Mail is delivered to the facility by the Glen Gardner Post Office Monday
   through Saturday. Mail is sorted by facility staff and placed in your assigned
   mail box.
   a. Outgoing mail can be dropped off at the front office no later
      than 10:30 am and will be placed in the outgoing mailbox
Monday through Saturday. You must supply your own postage for mail. For medication packages, please refer to Section H re: Resident Self-Medication Administration Policy.

b. Once you are discharged, mail sent to the facility for you will be returned to the post office. Mail will not be held for anyone without administrative approval. Requests to hold mail, need to be signed, dated and submitted to the front office staff.

c. After your discharge it is your responsibility to contact all correspondents and inform them that your address is being changed so that your mail follows you. This is not to be attempted and cannot be effectuated thru the post office by a Change of Address Form.

3. Telephone- The telephone number for the facility is (908) 537-1999

   a. Personal cell phones: You are authorized to possess cell phones while staying at the facility. The responsibility for personal cell phones lies with you, not the facility.

   b. House phones: You are permitted to make in house phone calls using the facility phone from your unit in order to accomplish tasks related to your treatment plan. Personal phone calls are not permitted from the unit phones. Outgoing calls are only authorized between the hours of 7am and 6pm. In order to place an outgoing call, you must call the front office (x1964) for staff assistance.

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**Resident Phone Directory**

<table>
<thead>
<tr>
<th></th>
<th>MAIN NUMBER- (908) 537-1999</th>
<th>TOLL FREE- (877) 648-0091</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FRONT DESK - 1964</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Treatment Team</strong></td>
<td><strong>Residential Unit phones</strong></td>
<td></td>
</tr>
<tr>
<td>Jennifer Ege</td>
<td>1970 Unit 1 phone</td>
<td>1971</td>
</tr>
<tr>
<td>CLINICAL SUPERVISOR, NH3 Hallway Room 568</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jill Panico</td>
<td>1974 Unit 2 phone</td>
<td>1975</td>
</tr>
<tr>
<td>SUBSTANCE ABUSE COUNSELOR, NH1 Room 122</td>
<td></td>
<td></td>
</tr>
<tr>
<td>David Thompson</td>
<td>1972 Unit 3 phone</td>
<td>1976</td>
</tr>
<tr>
<td>COUNSELOR, NH2 Room 222</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intern Office</td>
<td>1995 Unit 4 phone</td>
<td>1977</td>
</tr>
<tr>
<td>NH2 Room 228</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Updated 04/2022
4. Computer usage

Every resident is furnished with access to a computer and the internet while residing at Veteran’s Haven North. The usage of the computer and internet is a privilege, not a right. You should utilize the computers on the wing on which you reside. Prior to using the state computer system, you must read, understand, and sign for a copy of the department’s computer use agreement. After initial signage, you will have to sign electronically to renew your account annually. Violation of any terms or conditions of the computer use agreements will result in your account getting suspended, or deleted. The department’s computer use agreement is located in Appendix 3 of this manual.

All residents are required to supply VHN with a functional email address. If you do not have an email account, your case manager will aid you in acquiring an email account. You should check your email regularly as this is often used to communicate employment, housing, or event information.

Web Cams are held at the front desk for resident use. You may request to borrow one at any time. You will be required to turn in your keys to the front office staff until you return the web cam.

C. Key Control

You will be issued a key to your individual room as well as an individual swipe card, a mailbox key, a closet key if applicable, and unit key, if applicable. The room key will allow you access to your room only. It is your responsibility to secure your personal items in your room; do not leave personal items unattended in common areas. It is your responsibility to lock the door of your room whenever you are not in your room. The swipe card will allow you access to the facility through the main entrance and the core entrance. The mailbox key will allow you access to your personal mailbox on the unit you live on. Veteran’s Haven North takes no responsibility for lost or stolen items of residents, regardless of whether the room was locked or not.
The Main Entrance Door and the Core Doors are locked at all times. To ensure security to the facility, only those with active swipe cards can enter in and out of the facility unaccompanied by staff. **Regardless of the time of day, doors to the facility are never to be “propped” open, regardless of the reason.** This is a key controlled facility which must remain secure at all times. Any time you leave the facility, you should have your keys with you so can regain entrance. If you are found propping the door open, you may lose your key privileges.

If you lose your keys and require replacements be made, you will be charged the cost of the key(s) being replaced.

<table>
<thead>
<tr>
<th>Key Type</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room key</td>
<td>$6.00</td>
</tr>
<tr>
<td>Swipe card</td>
<td>$5.00</td>
</tr>
<tr>
<td>Mailbox key</td>
<td>$3.00</td>
</tr>
</tbody>
</table>

**Lost keys must be reported immediately to the front office.**

D. **Identification**

Upon admission to Veteran’s Haven North, you will be issued a photo identification card/ swipe card. This card must be carried at all times and doubles as your access key to the facility.

E. **Signing In/Out**

1. You are required to sign in and out every time you exit the facility. The Sign In/Out Log is located by the front office. Regardless of the duration or destination of the trip, you need to sign out. Even if you leave with a staff member in a state vehicle or are completing a chore outside, you must still sign in and out. If you are on pass, but choose to spend your pass time in the building, you must still sign in and out of the building. When signing in or out you need to legibly print your name, the date, time of sign out or in, and destination, i.e.…work, school, pass, DMV etc. For the destination section, it is unacceptable to write a vague location such as “out”.

   You are not authorized to sign another resident in or out of the building; everyone must sign for themselves.

   The Sign In/Out Log book is where you check to have a meal saved for you.

   Repeated failure to sign in or out as instructed will result in sanctions from the facility.

2. If you are in the Grant and Per Diem [GPD] program, you are required to initial the GPD Daily Census Sign In Log for each night that you sleep in the facility. You should not sign the log for nights when you are on pass or are otherwise out of the facility for the night, i.e. AWOL or hospitalizations.
F. Visitors

All visitors will sign in and out in the Visitor Log Book at the front office when arriving and when departing the facility.

Visiting hours are set so as not to hamper any resident from doing his or her best to comply with their goals or those of other residents:

Monday-Thursday 4:30 pm-11:00 pm  
Friday 4:30 pm-1:00 am  
Saturday 11:00 am-1:00 am  
Sunday 11:00 am-11:00 pm

If you work a swing shift you may have your visiting hours adjusted. Prior arrangements must be made through the treatment team, who in turn will notify the front office of any arrangements made. All visitors will respect the rights, privacy, and property of other residents, employees and the State of New Jersey.

As this is an alcohol and drug free facility, all visitors must abide by the rules of the program. If a visitor is intoxicated or appears to be under the influence of drugs or alcohol, staff can deny the visitor access to the building and/or require that they leave.

Visitors must sign in and out for themselves. You are not authorized to sign a visitor in or out. Staff will not sign a visitor in or out for you. Your visitors will not be allowed in the building until they are accompanied by you. At no time, should your visitors be allowed to roam free without your escort.

Minors are authorized to visit. However, they are not permitted past the double doors to enter any resident living units. When you have a minor visit, they must be accompanied by you at all times. Acceptable areas for visitation are gym, dining room, library, fountain area, and chapel.

All visitors must enter and exit the facility through the front door.

Visitors are not permitted to spend the night.

As a general rule, residents are to use common areas on their own unit. When you have another resident visit you on your unit, they must be accompanied by you at all times they are on your unit. You are permitted to visit another resident in their room until curfew. At curfew you should not be in the room of another resident.

Curfew times have been established as:

    Sunday through Thursday - 11:00 pm – 5:00 am  
    Friday and Saturday- 1:00 am – 5:00 am

Former residents are not permitted to visit without the advanced approval of administration.
G. Addictions Policy

Veteran’s Haven North is drug and alcohol free. There is a zero tolerance policy for possession of drugs or alcohol in the facility.

It is expected that you will work in collaboration with the Treatment Team, your healthcare providers and the VA toward safeguarding your continued sobriety. This is a requirement for continued residency at Veteran’s Haven North. If you relapse, you will be returned to Orientation pending a meeting with your case manager and/or the Treatment Team. Thereafter, a recommendation will be made to the Administration regarding your enrollment in the program. Refusal to follow these recommendations could result in your discharge from the facility.

There are several methods we employ to ensure your sobriety while in the program:

1. Breathalyzer testing-
   a. When you present to the facility for admission you will be breathalyzed. Positive results will result in denial of admission.
   b. You are subject to breathalyzer testing at any time.
   c. You are subject to breathalyzer testing immediately upon your return to the facility regardless of the duration of your absence and regardless if you were with staff or not.
   d. If you refuse to submit to a breathalyzer, it will be considered a positive test. Staff will prepare an incident report noting the date, time, resident name and situation. This will trigger a treatment team and administrative response.
   e. If you cannot complete the long breathalyzer for a medical reason, you will be permitted to take the short breathalyzer after you have produced medical documentation verifying the need.
   f. If you have a positive breathalyzer, staff will monitor you to ensure that your BAL is trending downward. A reading of .125 or higher requires that staff activates 911 to ensure your safety and well-being.
   g. If you are found to be in possession of alcoholic beverages in the facility, you will be discharged in accordance with the involuntary discharge procedure.

2. Urine Drug Screening (UDS)-
   a. When you present to the facility for admission you will be tested for drugs. Positive results may result in denial of admission.
   b. You are subject to random, observed UDS at any time.
c. UDS will be done with an in-house kit and can be sent to a medical laboratory for confirmation.

d. All residents returning to the facility from being signed out on work, pass, store run, etc., are subject to a UDS.

e. If you refuse to submit to a UDS, it will be considered a positive test. Staff will prepare an incident report noting the date, time, resident name and situation. This will trigger a treatment team and administrative response.

f. The VHN nurse is a female. If you prefer to have a male observe your specimen collection, you will need to ask the nurse for a waiver (Urinalysis Observation Request). Please note: while a male staff will then observe the collection, if the nurse is on duty the nurse will remain in the collection room to ensure the chain of custody and fidelity of the specimen.

g. Once request for a UDS is made:

   i. You will remain in the area assigned and with requesting staff at all times until you provide the urine specimen.

   ii. You may be given water in order to facilitate the sample collection.

3. **Gambling**
   If you have a known gambling habit or suspected habit, you will be required to attend Gamblers Anonymous meetings as determined by your case manager. Veteran’s Haven North does not condone gambling in house, to include the purchase of lottery tickets.

4. You will be required to attend the specified number of AA, NA or GA meetings as determined by your case manager and recorded in your ISP. Failure to do so is a violation of your treatment plan and subjects you to sanctions from the facility.

   a. Bi-weekly AA/NA/GA Attendance Forms can be obtained through your case manager or the front office and are required to be turned in to the case managers biweekly.

   b. Veteran’s Haven North provides transportation to meetings at set times. Please refer to the front office for transportation schedule.

   c. If you would like to attend AA, NA, or GA meetings on other days, other times, and other locations, you are free to do so. However, transportation to such meetings must be provided by their own means.

5. For the coordination of services, you are required to disclose to your case
manager all health care providers and pharmacies that you are receiving services from. It is Veteran’s Haven North’s policy that, all residents sign release of information consent forms for all health care providers you use.

H. RESIDENT SELF-MEDICATION ADMINISTRATION POLICY

N. RESIDENT RESPONSIBILITIES

a. All medications, including supplements, treatments, prescriptions, and over the counter, must be disclosed to VHN staff. Additions/omissions/changes to their medication regime must be immediately disclosed to VHN staff. All new prescriptions should be disclosed at the Medication Room to ensure the VHN Nurse is informed of your medication regimen.

i. Controlled substances are not permitted on premises unless in the VHN Medication Room. Veterans returning to the facility with a new prescription of a controlled substance must disclose this to staff upon sign-in and immediately bring them to the Medication Room.

ii. Veterans are to secure all emergency medications in their personal possession, i.e. Naloxone (Narcan), rescue inhalers (for COPD and asthma), EpiPens, Glucose oral gel, Glucagon injectable, and Nitroglycerin sublingual.

iii. Veterans are to secure all non-controlled medications in their personal possession unless the treatment team deems a clinical need for them to be monitored from the Medication Room.

iv. For medication that VHN staff is securing, the following information must be disclosed and recorded on a Resident Medication Disclosure Sheet by the veteran resident with staff supervision:

- Name of Resident
- Name of Medication
- Dosage of Medication
- Fill Date
- Expiration date
- Administration Times for Medication
- Ordering Physician
- Total number of pills- which residents will count under staff supervision.

b. Veterans taking Methadone will be asked to additionally, with a permanent marker:

- Mark the prescription bottle caps with their initials [first letter of
first name, first letter of last name, and last letter of last name; John Doe = JDe).

- Largely mark the label with the dose date.

c. For veterans whose medications VHN holds, all prescribed medication must be turned into VHN staff, to be locked in the designated, secure medication room. A resident may not have any prescription medications in their possession unless approved by the Clinical Supervisor or Superintendent through the Nurse.

d. Medical Marijuana
  
i. Residents’ prescribed medical marijuana must immediately present their medical marijuana card to administration to be placed in their file.
  
ii. All legal, inhaled/smoked medical marijuana is only authorized in the designated smoking area outside our library; accessed from either the North Hall 2 or North Hall 3 hallways. Medical Marijuana will not be smoked in the residential unit courtyards. Lighters, matches, embers, butts, ends, etc will not be thrown into wastebaskets on the grounds, in flower beds, or any other area than the approved disposal container.
  
iii. Medical Marijuana must be stored in air tight containers to reduce smell and kept out of plain sight in their room. Absolutely no paraphernalia or marijuana-glorifying material may be kept in clear view in a resident’s room.
  
iv. Absolutely no sharing, selling, glorifying, discussing, or advocating the use of marijuana on VHN grounds with VHN residents or staff. The VHN program is focused on recovery, and veterans may be triggered by this behavior, leading to relapse. Medical marijuana is a private medical issue and should not be discussed with other residents.

e. It is the responsibility of the resident to take medications as prescribed.

f. It is the responsibility of the resident to self-administer medications under the supervision of staff unless doses are “to go.” In accordance with VA directions, Veterans taking Suboxone will be required to remain in view of staff after dosing for a period of time.

g. It is the responsibility of the resident to take their medications during the facility-established assigned medication times whenever possible.

h. It is the responsibility of the resident to log the number of pills taken and total left for each prescription.

i. It is the responsibility of the resident, working with staff, to accurately and completely fill out all forms for their medications.

j. During passes, it is permitted for residents to take appropriate dosages of
prescribed medication, prepared with staff; residents will document this on the respective MAR form and obtain appropriately labeled packages(s) for travel/pass doses of medications.

k. It is the responsibility of the resident to request Pass medications prior to the Pass date.

O. MAILED MEDICATIONS TO VHN

a. When a resident receives medication in the mail, their medications will be delivered to their mailboxes with a Medication Delivery Disclaimer attached to it. The disclaimer is as follows:

"You have received these medications in the mail. This is a reminder that any controlled substances need to be turned in to VHN staff nurse or front office staff in the nurse’s absence, and secured in the Medication Room for you to self-administer from there. If you are unsure about whether something is a controlled substance or not, please bring it to the front office and ask for assistance. Failure to turn in a narcotic or CDS to the medication room will result in your discharge from the facility."

b. For residents whose medications are being held in the Medication Room, when they receive medication in the mail, the medication will remain in its original package and be placed in the medication room for staff to process with the resident upon their next availability. When processed, staff will give the mailed medication package to the resident and ask them to open it in their presence. Staff will then witness the resident count the number of pills in each prescription bottle. The resident will then be supervised while they complete a Resident Medication Disclosure Sheet for each prescription container, including the number of pills counted.

P. RETURNING MEDICATION TO A RESIDENT/ RESIDENT DISCHARGE

a. When medications are returned to a resident under the approval of the Clinical Supervisor or Superintendent through the Nurse, the resident will need to complete the Resident Statement portion of each Self-Medication Countdown Sheet indicating they received the medication(s). If you are unsure about whether something is a controlled substance or not, please bring it to the front office and ask for assistance. Failure to turn in a narcotic or CDS to the Medication Room will result in your discharge from the facility.

b. A resident has the right to have possession of any/all of their medications upon request; HOWEVER, this request may be in violation of VHN policy and procedure, the resident consumer service agreement, and the resident’s Individual Service Plan. Should a resident make a request to have unapproved medications in their possession, the resident must first pack their room, turn in their swipe and keys, and sign the Voluntary Discharge
Form, as the expectation is they are leaving the program. Once the Voluntary Discharge Process is completed, the Resident Statement portion of each Self-Medication Countdown Sheet must be signed by the resident indicating they received the medication(s).

c. When a resident discharges from the VHN facility, their medications should be returned to their possession as they are physically leaving the building.

Q. MEDICATION DESTRUCTION

a. When a resident has been discharged and leaves medication behind OR when a resident has a supply of medications that is expired or has been discontinued, the Nurse will remove these medications from the back-up and/or the active medication cabinet(s). They will be placed in the designated drawer for discharge medications/medications pending destruction. They will be held for 30 days post discharge unless their destruction is explicitly requested.

b. Once destruction is requested, the Nurse and resident will reflect this on the Medication Destruction Form.

c. The nurse will have the medications destroyed under Veteran’s Haven North guidelines.

I. Chores

Chores are the responsibility of all veterans that live at this facility. Chores are routine housekeeping variety tasks assigned on a rotating basis to each veteran in order to ensure that cleanliness is optimized and maintenance levels are kept at a high standard. A resident chore manual has been developed that outlines each chore and the task, condition and standard required to successfully complete that chore. Please refer to Appendix 1 to see the chore manual. Chores are assigned as fairly and as equitably as possible. Several things to remember when concerned with chores:

1. Chores that typically take more time to complete, i.e. kitchen, latrine etc… are typically assigned to residents on orientation or unemployed. Chores are normally assigned commensurate with the hours

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that a resident is working. Residents working a full time job will receive chores that require less time to complete, while residents working part time will receive chores that are more time consuming.

2. **When a chore is completed, it is your responsibility to ensure a staff member signs off on your chore completion sheet for the current week, in the correct date slot.** The staff will also initial the clipboard in the front office that your chore was completed and checked, as long as it is done to standard. Chores that are not done to standard will need to be completed in accordance with the chore manual before credit is given. It is your responsibility to safeguard your weekly chore completion sheet and you get the required signatures. The chore completion sheet is for you, so that you have a record that you completed your chore on time. If there is any doubt as to whether or not you successfully completed chores in a given week, that sheet will be your proof. Please retain all of your chore completion sheets until you leave the facility.

3. The chore week begins on Monday and ends on Sunday. Completing your chore on Sunday, the last day of the chore week, is mandatory. Each resident must complete chores 5 out of 7 days of the week. The exception to this are chores #14 in the Dining Room, #25 Garbage Removal, and #33 Refrigerator & Freezer temperature checks, which must be completed 7 out of 7 days.

4. Residents that do not have the required number of chores completed for the preceding week will receive an Incomplete Chore Assignment letter, will not be granted pass for the upcoming weekend, and may be subject to sanctions.

5. Resident Chore Assignment forms will be placed in your mailbox the day prior to the chore week. This form will tell you what chore number is assigned to you. Please see the Resident Chore Manual beginning on page 41 for the details of your assignment.

6. Chore completion is a requirement of all residents’ assigned chores. Repeated failure to complete chores can be cause for sanctions to include denial of requested pass time, being placed on contract, or discharge from the facility.

7. Residents with physical limitations that prevent them from chore completion must provide a note from their medical provider documenting the specific limitations so that chores can be appropriately assigned or excused.

**J. Work Detail**

Periodically, and at the discretion of the Administration, there will be a weekly detail. Weekly detail is only for residents that are unemployed and/or on orientation. Weekly detail is used to complete tasks or maintenance around the facility that will not get completed during normal maintenance of the facility. Weekly detail will always fall on various days of the week depending on facility needs. Detail will typically be from
0800-1500. Friday’s detail will be from 0800-1200 in order to accommodate pass requests. Work detail, when called, is mandatory for all residents on orientation and or unemployed. Advance notice of 24 hours will be given for any work detail call. This notice will be posted on the information board inside the facility. Sign outs for any reason for a resident on orientation or unemployed, will not be authorized during the work detail period unless prior proof of another obligation exists.

K. Social Conduct

1. You are expected to behave in a socially acceptable manner at all times.

2. Items that have inappropriate logos, offensive symbols, pictures, or sayings, or can in any way be construed as offensive are not authorized to be displayed in common areas. Some examples include pornographic material, swastikas, etc.

3. You will refrain from raucous behavior or disturbances which may be annoyances to others.

4. Televisions and radios must be played softly so as those in resident rooms cannot be heard outside of your room and those in the common areas cannot be heard inside the resident rooms. Residents with hearing deficits may be required to purchase and use ear phones.

5. You will not possess any weapons while a resident of the facility. This includes knives, firearms, fireworks, or any other type of instrument that may cause injury or damage to persons or property. This applies to all visitors. Any weapons violation will result in discharge.

6. The use of profanity is highly discouraged, and is prohibited in the presence of staff and visitors.

7. Mistreatment on the basis of race, color, religion, age, sex (including pregnancy, gender identity and sexual orientation), national origin, disability, or genetic information will not be tolerated.

8. Fraternization:
   a. Physical or intimate relations between staff and residents are prohibited. Fraternization between staff and residents may result in the immediate removal of the resident from this facility. Fraternization is defined as, but is not limited to: sexual contact between staff and resident, social contact between staff and resident other than that scheduled by the facility and questions of a sexual or personal nature. This includes contact thru social media.
   b. Any type of financial transaction between residents is prohibited. This is further defined as the borrowing or lending of monies, regardless of amounts, buying or the lending, or selling of any goods, i.e. food.
electronics, vehicles, movies...etc.

c. Payment for services between staff and residents is prohibited. This is defined as, but is not limited to washing cars, shining shoes, working around staff member’s homes etc.

9. Appropriate attire is to be worn at all times while moving around the facility. You are not to go to and from the latrine for example, naked, in a bath towel, or in a robe. You are not to walk around the facility in pajamas. Clothing that has inappropriate logo’s or offensive pictures, symbols, sayings or can in any way be construed as offensive are not authorized to be worn. Residents are not to move around the facility in any state of undress or in bare feet.

L. Meals

Breakfast, lunch and dinner are provided for you in the kitchen and are served at the following times:

- Breakfast: 5:45 am to 7:00 am
- Lunch: 11:30 am to 12:30 pm
- Dinner: 4:30 pm-5:30 pm

1. Concerns regarding meals should be relayed to the food service supervisor or to your case manager if more readily available.

2. Dishes, flatware, salt and pepper shakers, sugar containers, utensils (other than plastic), are not to be removed from the kitchen for any reason.

3. Special dietary needs must be confirmed by the nurse, and backed up with the appropriate medical documentation.

4. Meals served during meal times must be consumed in the dining room except for special events. You may not package food from the serving line for later consumption.

5. The kitchen and dining room will be closed for one hour immediately after each meal for the purpose of cleaning. This is so the kitchen and dining room can be cleaned and prepped for the next meal.

6. Those who will not be in the facility during lunch times may request and pick up their bagged lunch in the morning of need. Lunches will not be saved from the serving line. If you feel and/or know that you will not be in the facility during this time, pick up a bagged lunch from food services.

7. If you are signed out of the facility for work, school or job hunting, you can have a dinner tray saved for that night. You must annotate on the sign out sheet at the time of sign out that you would like dinner saved. This meal will be prepared by staff and saved for 12 hours in the kitchen.
refrigerator. After 12 hours the meal will be discarded. Residents that sign up for a saved meal, but return during the actual meal, will be removed from the saved meal list.

8. Only employees are authorized to serve from the steam table.

9. The weekly menu is posted each week in the dining room, front bulletin boards, and on resident units.

10. Meal Substitutions are only available to those who have food allergies or for those who cannot eat the meal due to religious beliefs.

11. At the end of each meal period, there may be excess food. That determination will be made by the head cook or supervisor on duty. Excess food, which will not be stored, may be offered to veterans at the very end of the meal. These offerings will be on a first come, first served basis, and will only be warrant one extra serving per veteran.

M. Laundry

Laundry machines are provided on all units so that residents can wash personal clothing. The assumption is made that every resident that comes through these doors knows how to use the laundry machines. If you do not, seek assistance from the staff in order to learn how to safely operate the machinery and to avoid damaging it. Instructions for the machines are posted in each laundry room. Several things to remember when using the laundry rooms:

1. You are to clean up your mess after you are done using the machines. This includes:
   a. Cleaning up any spilled detergent, bleach, softener etc. …
   b. Checking the machines to ensure no pens, change, lighters or loose objects are in them
   c. Cleaning out the lint traps from each dryer after use.
   d. Disposing of your trash.
   e. Making sure the lights are out when you leave the laundry room.
   f. Running a sanitizing cycle following the cleaning of heavily soiled items; see front desk for assistance/advice as needed.

2. Personal laundry will be done weekly. Rooms that have an excess of dirty clothes being stock piled will be referred to the case manager.

3. Wash your bed sheets once a week with your personal laundry. You will get one set of sheets during your stay at this facility. The onus is on you to keep them clean. A resident may at any time, purchase sheets for themselves out of their own pocket.

4. You may only utilize the laundry facilities on the residential unit you live
on. While you may utilize the laundry facilities 24/7, residents must be courteous to their peers in reference to noise levels when using facilities at any given time.

5. Do not overload washer and dryers.

N. Smoking

All state facilities, by law, are smoke free. There is no smoking at any time in this facility or its’ vehicles. Any resident found to be in violation of the smoking policy will be subject to sanctions from the facility.

Note: Refer to the Medical Marijuana section of this document for information re: same.

1. Smoking and vaping is only authorized in designated smoking areas. This includes but is not limited to cigarettes, cigars, electronic cigarettes, and etc.

2. Lighters, matches, cigarettes, embers, and other combustible materials will not be thrown into wastebaskets. These items must be disposed of in the receptacles provided at the designated smoking areas. Smoking and receptacles should occur

3. Cigarette butts, cigar ends, pipe tobacco, chewing tobacco are not to be thrown on the grounds, in the flower beds or any other area other than the approved disposal containers.

4. As currently constructed, the only authorized smoking areas are the courtyards attached to each unit. You may only use the smoking area on the residential unit you live on.

5. The front entry to the building is NOT a designated smoking area.

6. Smoking in the facility will result in automatic discharge.

7. All staff, visitors and guests are expected to abide by the same smoking rules and regulations as residents.

O. Fire Safety

Fire safety is the responsibility of everyone that lives and works here. Every resident, upon admission to the facility should make themselves familiar with all fire exits. The fire escape plan is posted in every hallway of the facility, and should be followed should there be a need to evacuate the building. Please refer to Appendix 4 for a map of the facility’s core. Several things to remember for fire safety:

1. When the alarm sounds you are to exit the building as quickly as possible through the nearest emergency exit.
2. Every resident is required to respond to any fire alarm that sounds in the building regardless of what you are doing, or are in the middle of. If the fire alarm sounds, you are to exit the facility as fast as possible and assemble at one of two rally points:

   a. Residential Court Yards (Secondary Safe Zone)
      Residents and visitors may proceed to the Secondary Safe Zone if they are in residential units or if they are unable to exit the facility from the main doors. The Secondary Safe Zone for Units 1, 2, 3 and 4 are the fenced Courtyard areas outside of each unit.
      When in the Secondary Safe Zone, evacuees must go to the back end of the court yard away from the building. There will be a locked fence door that exits out to the parking lots. As protocol, a staff member will then unlock courtyard gates where evacuees will then proceed to the Primary Safe Zone (the School House) and wait for further instructions.

   b. The school house (Primary Safe Zone)
      There are four (4) exits off each of the Four (4) Residential Units with the core of the building containing several marked exits. All residents, visitors and staff should evacuate the Fire Zone to the designated Primary Safe Zone and wait for further instructions. The Primary Safe Zone for North Hall is Building #6, Schoolhouse. This is the main rally point.

3. You are to follow the instructions from staff.

4. No one will be allowed back into the building until the Supervisor on duty has an accountability of all residents and has been given an all clear by the fire official on site, or the drill has concluded.

5. Emergency fire exits are not to be used for general exit purposes.

6. There will be a minimum of one fire drill per month at the facility. The fire drill can occur at any time, and on any day.

7. There is no smoking at the school house.

8. Residents are responsible for self-evacuation from the facility. Any resident found to not be responding to the fire drills will be given a written warning for the first infraction. Failure to respond to a second drill may result in sanctions from the facility.

P. Soliciting

No resident, employee, visitor, or outside vendor/person is permitted to solicit or sell merchandise or services for any reason without the specific approval of the
Superintendent or his designee. This includes but is not limited to: subscriptions, fundraisers, crafts, beauty or hygiene products, raffle tickets, 50/50 tickets, candy, drinks or any other good or service.

**Q. Advanced Directives/Power of Attorney**

It is recommended that all residents have an advanced directive for health care. It is your responsibility to provide Veteran’s Haven North with copies of these documentations.

Sample forms are available through the treatment team:

1. **Combined Directive** - gives both written instructions and designates a health care representative, (NOT an employee of the facility), to ensure that your instructions for continued health care are carried out. This is a single document by which you select a health care representative and provide that person with a statement of your medical treatment preferences.

2. **Proxy Directive** - designates a person, (NOT an employee of the facility); you trust and give that individual the legal authority to make decisions if you are unable to do so, on your behalf. This person is also known as your health care representative and will serve as your stand in for you in discussion with your physician and others responsible for your care. This is also known as “Durable Power of Attorney.”

3. **Financial Power of Attorney** - designates and appoints an individual (not an employee of the facility), to handle your financial transactions, as defined by you, and on your behalf were you not able to.

4. **Do Not Resuscitate (DNR)** – indicates an individual’s wishes that no resuscitation attempts will be made at time of death. It is understood that this is a uniquely personal individual decision. Other treatments will be decided upon with your physician according to medical necessity and your wishes; this may be indicated in an advanced care directive. A DNR contained within an Advanced Directive (Living Will) does not necessarily become operative in an emergency setting, such as when vital signs cease and there is not enough time or knowledge to ascertain your wishes, prognosis, and clinical condition. A physician must witness, sign, and date a DNR order along with the individual to implement these wishes in such an eventuality. **ONLY A DNR ORDER SIGNED BY THE INDIVIDUAL AND A PHYSICIAN OR ADVANCED PRACTICE NURSE WILL STOP CPR IN ALL SETTINGS.** Copies of DNR templates are available from the treatment team. If you choose to implement a DNR order, please provide VHN with a valid copy and keep photocopies for yourself to assure that your wishes are honored.

**R. Resident Rooms**
You are provided basic room furnishings by the facility. These furnishings are the property of the State of New Jersey and are not to be removed, defaced, or broken. Your room will be inventoried upon your admission to this facility, and it will also be inventoried upon your discharge from the facility. Periodically, throughout your stay, the room will be inspected by a member of the human services staff. Room inspections will be conducted at a minimum, twice monthly, but may be inspected at any time by a member of the human services staff. The human services staff is not authorized to go into your drawers, closets or through your belongings. Their inspection is for overall cleanliness, and room inventory. The Superintendent and Assistant Superintendent or their designee(s) are authorized to inspect and check (search) all areas and objects in your room as a health and welfare measure to inspect for contraband or other prohibited items. These health and welfare inspections can occur at any time. All residents that live in Veteran’s Haven North understand and agree that:

1. Room cleanliness and order are your responsibility. The facility will supply all of the necessary supplies to ensure the room can be cleaned; you should only be using these supplies. Cleaning supplies are to be returned to the human services staff when finished cleaning rooms, or completing chores.

2. Residents that fail room inspection are subject to sanctions to include, forfeiture of pass privileges, and or discharge from the facility.

3. Hoarding is defined as “the accumulation of materials and goods for preservation, future use.” Residents that are believed to be hoarding will be given the opportunity to “trim down” the excess. Failure to abide by this directive could result in sanctions from the facility.

4. No changes are to be made to any room without the approval of the Superintendent or his designee. This includes but is not limited to painting, carpeting, shelving, lighting, plumbing, or attaching anything to any wall, drilling holes or any other structural change.

5. Refrigerators will be supplied for veterans that have a medical need. Those refrigerators must be plugged into the red outlets provided in their rooms. Those that do not have a medical need may still purchase their own small refrigerator for their room. It must be kept clean and neat at all times.

6. Residents are not authorized to keep appliances of any kind, except for small refrigerators, in their rooms. This includes but is not limited to, coffee makers, microwave ovens, hot plates, irons, electric frying pans, electric can openers, toaster ovens, incense, oil burners, plug-ins, warming plates, and etc. Such appliances must be labeled and placed in VHN storage until discharge. If appliances are found in your room they will be confiscated and returned to you upon your discharge from the facility.
7. You are authorized to keep a television or other electronic devices, DVD players, computers etc. in your room. They will not be supplied to you, and you understand that if you bring any electronic devices into the facility, you assume responsibility for them.

8. Extension cords and outlet multipliers are not authorized for use. The only cord permitted in any resident room is a power strip or surge protector. Any other cord or multiplier will be confiscated as they violate state fire codes.

9. Perishable food (food meant to be stored cold), cannot be kept in the resident room unless it is stored in a refrigerator. Nonperishable food, cookies, crackers, chips etc…must be stored in air tight containers. It is your responsibility to purchase your own containers.

10. The smoke detectors in each room are for your safety. They are not to be tampered with or removed.

11. The doors to the resident rooms should not be obstructed at any time for any reason. This includes hanging curtains, flags or any other obstruction from the door or frame.

12. TV/radio/music volume should be kept low enough so that it cannot be heard outside of the room. Residents that have hearing deficits may be required to purchase headphones, so as not to disturb other residents in the facility.

13. Lights, TV’s, radios, computers should not be left on when you are not in your room. When you leave your room, these items should be powered down so as to conserve electricity.

14. The furniture, lamp, and alarm clock that is supplied to your room are to remain in your room. If your room has two sets of furniture, you are only permitted to use one set. When you are assigned your room, all items are inventoried. They will also be inventoried prior to you leaving. You may, with the permission of the Assistant Superintendent or Superintendent, add furniture to your room. Furniture or electronics found in the room without permission will be removed.

15. Do not leave your room unlocked. This facility, department, or the State is not responsible for any theft of your belongings. Do not leave your door open for anyone, or lend anyone your key.

S. Rent

Rent is calculated in accordance with NJAC. All residents that are working or receiving money from any source are required to pay rent. At the time of admission and on the fifth day of each month thereafter, the computation of the monthly rental fee is
calculated and due one week later. The calculation shall be determined by review of pay stubs, award letters from the U.S. Dept. of VA, and the social security administration. Income from all sources is to be disclosed and used in the calculations.

1. Pay stubs will be turned in to the appropriate case manager weekly, or bi-weekly depending on pay days. If residents are unable to remit pay stubs for any reason, they should immediately see their case manager.

2. Residents will pay 30% of their adjusted net income as rent. Adjusted net income is the take home amount on your paystub, less any court ordered fines or payments, and less $100 deduction for personal needs. The rent amount for any resident will not exceed $300.00 per month.
   
   Example #1: John Doe receives $1000/month net income. His deductions are: $100/month in child support and $100/month for personal needs. As such, his adjusted net income would be $800/month. Mr. Doe’s rent responsibility would be 30% of $800, or $240/month.
   
   Example #2: Jane Doe receives $2700/month net income. Her deductions are $200/month in legal fines and $100/month for personal needs. As such, her adjusted net income would be $2400/month. Since 30% of $2400 is greater than $300, Ms. Doe’s rent responsibility is $300/month.

3. If a new admission arrives after the first of the month, their first month rent will be prorated to $10 per each day of the first month of residency.

4. Failure to submit paystubs or income verification will result in you being charged the maximum amount. If a resident is able to submit proof of income/deductions after the rent has been billed, adjustment may be made.

5. The only acceptable form of payment for rent is a money order for the total amount due, made payable to “The State of NJ.” The resident should also put his/her name and room number on the money order. Receipts will be issued for each payment made. It is the resident’s responsibility to maintain all records of payments made. No other form of payment is accepted.

6. Failure to pay rent due in a timely manner will result in discharge from the facility for non-compliance.

7. At the time of discharge, there will not be any reimbursement to the resident for any paid rental fees.

8. If a resident discharges from the facility with past due rent balances, the facility may require balances be paid before consideration for any readmission.

T. Financial Responsibilities of Residents
As the ultimate goal is for you to secure and maintain stable, permanent housing upon leaving the facility, you are encouraged to develop a budget and savings plan that prioritizes payment for housing. While at the facility, aside from your rent responsibility there are no additional costs for electricity, food, laundry, water, etc.

However, you are responsible for all financial obligations you incur for services not provided by the facility. This includes but is not limited to:

1. Transportation costs
2. Medical appointments
3. Hospitalization
4. Specialized services, programs, treatments or training
5. Adaptive equipment
6. Diagnostic services
7. Other outside services as requested by the resident or on your behalf and deductible fees not covered by medical insurance.
8. Health care costs
9. Personal preference food/drink items

Residents are prohibited from borrowing or lending, money, cigarettes or other items amongst themselves. “Neither a borrower nor a lender be.” Residents are discouraged from rendering paid services to other residents. These issues often lead to disputes and conflict in the house. Veterans Haven Staff cannot and will not intervene in these personal matters between residents.

All personal property of the resident is the responsibility of the resident. The facility shall not be responsible and shall not reimburse a resident for loss or damage of personal items.

U. Transportation

1. Personal Vehicles-

Residents are permitted to maintain personal vehicles on State property. In order for the vehicle to be parked on state property, it must be registered with the state and insured. A copy of the registration, insurance card and documentation of handicap placard (if applicable) must be forwarded to the records room and will be kept on file in the office.

   a. All resident vehicles must have passed NJ state inspection and be road worthy. If the vehicle’s inspection, registration or insurance lapse, the vehicle must be removed from state property within 48 hours.

   b. Residents are only authorized to park in designated parking areas for residents.

   c. In the case of a snow emergency, parking may be changed until the
parking lot is cleared. Residents are responsible for clearing their own vehicle off after a snow emergency.

d. Residents on orientation are not permitted to leave the facility in their vehicle OR the vehicles of other residents during their orientation period without permission from the case manager.

e. All personal vehicles that are parked on state property are subject to search by the proper authorities at any time.

f. Residents must remove personal vehicles from state property upon discharge from the program. Vehicles abandoned after discharge are treated the same as other personal effects left behind. If the vehicle remains abandoned on property 30 days after discharge, the vehicle will be towed at the owner’s expense.

2. **Facility Vehicles**-

Veteran’s Haven North maintains a fleet of vehicles to use in the implementation of the facility mission. These vehicles are used at the discretion of administration. Facility vehicles are used for the following purposes:

a. To transport residents to and from the VA for appointments-

Transportation times vary according to the best needs of the facility, and may have you arriving for your appointment several hours early if there are residents that have appointments before yours. Please check with the front office periodically for scheduled times.

i. Priority seating are for those with scheduled VA appointments, then walk ins, and lastly for CWT or ITP.

ii. All residents who need transportation to the VA will need to sign up. Seats are limited for each run time. Therefore, it is your responsibility to sign up for an appropriate time that ensures that you will be able to make your appointment.

iii. You may not sign up for more than one run during a transportation block. If you are found to be signed up for both runs, you will be removed from both runs.

iv. If you miss your transportation time, you are not authorized to take the next run unless there are seats available on the sign-up sheet.

Example of Sign-Up sheet ➔

Write your full name, room #, destination, and
reason for using the transportation.

b. Social Security/ DMV/ Office of Vital Statistic runs- Will be scheduled a month in advance and will be published on the monthly calendar board in the Atrium. Signups are located at the front office.

c. Bus stop/Train station runs- There are scheduled transportation times however, it will vary according to the best needs of the facility. Please check the front office for times.

d. Recreational Trips- transportation is provided on the weekends to nearby areas of interest. Times and signup sheets are located at the front office and are subject to change. If no one signs up for the trip, then the run is cancelled.
   i. Transportation will leave promptly.
   ii. Residents on orientation cannot participate in the runs unless authorized by the treatment team.

e. Alcohol Anonymous (AA), Narcotics Anonymous (NA), Gamblers Anonymous (GA) Meetings- Veteran’s Haven North will provide transportation on set days and times. Please see the front office for the transportation schedule for these meetings.
   i. Those seeking transportation must sign up daily for each trip. Signup sheets will be located at the front office.
   ii. Please note that times for transportation are subject to change.

f. Outside events- The vehicles are often used for outside events that are set up for the residents. These events include but are not limited to, parties, fishing trips, sporting events, job fairs, trainings etc….

   i. Transportation will leave promptly.
   ii. Residents on orientation cannot participate in the runs unless authorized by the treatment team.

g. Instructions of the staff must be followed at all times before, during and after the operation of the vehicle. Failure to abide by
Social Conduct expectations listed previously in Section K applies to VHN vehicle use and can result in transportation privileges being suspended or revoked.

Any other use of the state vehicles must be approved by the Superintendent or his designee. Vehicles are not used to transport residents to their jobs, or on pass. The vehicles are not authorized to make “pit” stops along the way from one authorized destination to another.

Nonresidents or visitors are not authorized to ride in the state vehicles unless authorized in advance by the Superintendent or his designee. At no time will a resident be authorized to operate a state vehicle. As in all state vehicles, there is no smoking, and seat belts must be worn at all times.

3. Driving on Grounds

When driving on grounds and/or the surrounding area, be mindful of all wildlife that may cross roads. Obey all posted speed limits and traffic regulations and rules that govern motor vehicle use in the state.

V. Overnight Pass

1. Residents can request ISP goal-related, overnight passes upon completion of their Orientation Period.

   a. Pass request forms are available on request from the front office.

   b. Passes are no more than twice a month. Only one pass per week is allowed for each resident. The pass week begins on Monday and ends on Sunday.

   c. Normal pass parameters are Friday 12:00pm to Sunday 11:00pm. Pass request forms must be completed and turned in to the front desk no later than 3:00 pm the Tuesday prior to the weekend. Failure to abide to the time parameters set forth may result in the denial of your pass.

   d. Normal pass approvals/disapprovals will be published by 3:00pm Thursday of the pass week. It is your responsibility to ensure your pass is approved prior to leaving. Passes that are disapproved will be returned to the Veteran with a reason as to why.

   e. Passes outside the normal parameters are permissible for verified appointments and/or employment schedule conflicts. These pass requests must be completed and turned in to the front desk no later than one week prior to the days requested. Meaning, if the
pass is for Wednesday – Friday, the request must be submitted by the 3:00 pm the Wednesday prior.

f. Passes outside of normal parameters will be published by 3:00 pm the day prior to the pass departure date. It is your responsibility to ensure your pass is approved prior to leaving. Passes that are disapproved will be returned to the Veteran with a reason as to why.

g. Pass requests longer than 48 hours, must be approved in advance by the Superintendent or his designee.

h. If Resident is on parole, Veteran’s Haven North must confirm the resident has parole approval for an overnight pass request before issuing a decision.

i. Residents that fail to return from pass on the designated return date and time will be placed in an AWOL status. Residents that are AWOL for 24 hours are subject to discharge from the facility.

j. Residents that return from pass after curfew will be required to submit a urine sample.

k. Pass is a privilege, and may be revoked or forfeited at any time by the Superintendent or his designee for abuse of the pass system, or violations of house rules, regulations, policies or procedures. If a pass is denied or pass privileges revoked, it will be explained in writing to you as to why.

W. Discharges

Admission to this facility is voluntary. As a resident of Veteran’s Haven North, you have the right to discharge yourself, with proper notification at any time to the facility.

Residents may be involuntarily discharged from the facility for failure to comply with the rules and regulations or for failure to follow the prescribed treatment plan or contract.

Residents can also be discharged involuntarily from the facility by the Superintendent for the following offenses:

1. Drug/Alcohol possession
2. Failing sobriety tests [breathalyzer or urine drug screen].
3. Possession of a weapon (firearms, knives, etc….)
4. Threats against residents or staff.
5. Verbal, mental or physical abuse of staff or residents.
6. Acts which result in arrest, incarceration, and or conviction of a felony.
7. Inability of the facility to meet the medical, psychosocial or safety needs of the resident.
8. Intentional/Accidental setting of fire.
9. Self-abusive behavior
10. Destruction of property.
11. Smoking in the facility.
12. Unauthorized absence or AWOL status.
   a. Repeated instances of AWOL or unauthorized absences will result in discharge from the facility.
   b. Residents in the transitional housing program who are AWOL for 24 hours will be subject to discharge from the facility.
13. Lewd or lascivious behavior.
14. Gambling
15. Suicidal tendencies/attempts.
16. Repetitive failure to abide by program rules and regulations.
17. Failure to follow treatment plan or terms of a contract.
18. Non-payment of rent

Residents being involuntarily discharged will be notified in writing within minimally 24 hours of the discharge, when applicable. Residents who receive this notification may appeal their discharge from the facility pursuant to NJAC 5A:8-4.1.

Residents involuntarily discharged may reapply to the facility no sooner than 6 months after discharge unless waived by the Superintendent.

Residents voluntarily discharged from the facility may reapply for admission 60 days after the latest discharge date.

When residents are discharged, they must remove all of their belongings and clean their room prior to turning in their keys and signing out for the last time. When possible, Veterans Haven North may store a limited number of belongings for up to 30 days for a veteran. Belongings not claimed at the end of 30 days from discharge will be removed from the facility.

When residents are discharged due to unauthorized absence or an AWOL status, their belongings will be packed and stored for 30 days from the discharge date. Belongings not claimed at the end of 30 days will be removed from the facility.

X. Resident’s Rights

Each resident is entitled to the following:

1. To participate in the planning of his/her own treatment plan.
2. To be free from physical and mental abuse.
3. To manage his/her own finances or have the responsibility delegated to an assigned guardian with power or attorney.
4. To live in a safe, decent and clean conditions in a facility that does not admit more residents than it can safely accommodate.
5. To be treated with courtesy, consideration and respect.
6. To wear his or her own clothing.
7. To keep his or her personal property, unless this would be unsafe, impractical, or an infringement on the rights of other residents. The facility will take precautions to ensure that the resident’s personal possessions can be secured from theft or loss.
8. To have physical privacy. The resident will be allowed to maintain the privacy of his or her own body. Residents may visit with their spouse or significant other in their rooms. Visits will not interfere with residents programs and services. Spouses, significant others or visitors suspected of bringing contraband into the facility will be evicted and denied further access to Veteran’s Haven North.
9. To confidential treatment of information about the resident. Information in the resident’s records shall not be released to anyone outside or inside the facility unless there is a need to know, and without the resident’s approval.
10. To have access to a telephone without anyone deliberately listening to their conversation.
11. To be responsible for their own wakeup.
12. To attend outside religious services at his/her own expense.
13. To participate in all aspects of the program (meals, recreation, social activities, etc.) without being subjected to discrimination based on race, color, religion, age, sex (including pregnancy, gender identity and sexual orientation), national origin, disability, or genetic information.
14. To discharge him/herself from the facility at any time by presenting a release signed by the resident.
15. To retain and exercise all the constitutional, civil, and legal rights to which the resident is entitled by law. The facility will encourage and help each resident to exercise these rights.
16. To register to vote.
17. To voice complaints and concerns without fear of threat or punishment. Each resident is entitled to present his or her grievances to the facility administrator and staff, to government agencies or others without fear or interference, discharge or reprisal.
18. To be informed of all rules and regulations, policies and procedures of the facility, as it pertains to the resident and his/her stay at the facility.
   a. Refer to Appendix 2- Veteran’s Haven North’s Privacy Notice
   b. Updated Resident Handbook can be found on Veteran’s Haven North’s website.

http://www.nj.gov/military/veteranshavennorth/forms.html

NJ State Office of the Ombudsman for the Institutionalized Elderly 240 W. State St.
P.O. Box 807 Trenton, NJ 08625
1-877-582-6995

Hunterdon County Welfare Agency
6 Gauntt Pl, P.O. Box 2900
Y. Veteran Council: Resident Liaison and Wing Representative

The resident population will elect, from amongst themselves, a resident liaison and five wing representatives [one from each of the N1, N2, N3, N4 and Ladies Wings] to represent in matters concerning the population.

1. The resident liaison must be:
   a. A senior resident with at least 6 months of residency at the facility.
   b. Either employed full time, in school full time, or a part time combination of both.
   c. Abiding by all of the rules and regulations of the facility.
   d. Abiding by the terms of their treatment plan.

2. The wing representatives must be:
   a. Senior residents with at least 6 months of residency at the facility.
   b. Abiding by all of the rules and regulations of the facility.
   c. Abiding by the terms of their treatment plan.

3. The resident liaison and wing representatives will act in that capacity until their discharge unless removed:
   a. For a violation or facility rules, regulations, policy or procedure.
   b. By a vote of the resident population
   c. Due to voluntary resignation

4. The resident liaison and wing representatives meet with administration on behalf of the resident population with concerns of the residents. These individuals are often part of policy and procedure development and/or change.

5. Minutes of the Veteran Council Meetings will be posted on the unit bulletin boards and will be emailed.

Z. House Meetings

The House meeting is generally held at least once a month and announced in advance. Attendance at these meetings is required of all Residents, unless they have a demonstrated work or healthcare appointment conflict. This meeting is a way for administration to put out information to the house, and to receive information as well.
The Veteran Council [Resident Liaison and Wing Representatives] are introduced and able to present agenda items. New policies and procedures are discussed here, and information that is critical to the operational effectiveness of the facility is disseminated. Resident birthdays are also celebrated.

This is your time to speak to the administration and voice any concerns, questions or comments that you may have that effect the community. Individual situations or concerns are best addressed privately.

Minutes of the House Meetings will be posted on the unit bulletin boards and will be emailed.

**AA. Bulletin Boards**

Bulletin boards are located throughout the facility. They contain information available about opportunities and events. Examples include:

1. Job opportunities
2. Educational opportunities
3. VA benefits opportunities
4. Social opportunities
5. Health/Benefits opportunities
6. Social Events

It is highly recommended that each resident familiarize themselves with their location, and check the boards frequently for updates.

**BB. Library**

Veteran’s Haven North offers a library for residents. It was created with the intention of providing free access to reading and viewing material, with the altruistic goal of educational enlightenment and the better quality of life for our residents. Residents may borrow reading and viewing materials by signing out material on the library’s registry then, signing in materials on return. Everyone must abide by library rules.

**Library Rules**

1. The library is a quiet zone. Be respectful of others. Silence your cell phones and etc.…
2. Do not write in or mark any library material.
3. No food or drinks.
4. Minors must be supervised at all times.
5. All library material must be signed in/out using the book register.
6. VHN is not responsible for items left behind.
7. Books must be returned in 2 weeks. DVDs must be returned in 1 week.

**CC. Game Rooms**
Veteran’s Haven North offers four game rooms equipped with a variety of leisure activities for our residents. The game rooms are located on all residential units. Everyone must abide to game room rules.

### Game Room Rules

1. No food or drinks.
2. VHN is not responsible for items left behind.
3. All items in the game rooms should be maintained in the same manner as they were issued.
4. Residents are responsible for the cleanliness of the game rooms.
5. All game room items are property of the State of New Jersey.

### DD. Gymnasium

Veteran’s Haven North is equipped with a state of the art gymnasium for your use. Residents may use the gymnasium at their leisure and must abide by gym rules. Every resident, visitor, guest or staff member who uses the fitness equipment does so at their own risk. It is strongly suggested and encouraged that you consult your physician before you begin any exercise regimen.

### Gym Rules

1. The use of all equipment and machines is at your own risk.
2. Wipe down all equipment with wipes provided after use; Sani wipes are provided.
3. Only sneakers are to be worn in the gym. No flip flops or sandals.
4. No food is permitted in the gym.
5. Keys to the treadmill are available at the front desk. You must turn in your ID/Swipe card in exchange for use of the treadmill key.
6. DO NOT leave treadmills in the inclined position when you are done. The incline must be lowered to zero after use.
7. DO NOT hit the speed bag or heavy bag without training gloves. Training gloves are available at the front desk. You must turn in your ID/Swipe card in exchange for use of the training gloves. Glove sizes are S, M, L and XL.
8. DO NOT place dumbbells on benches or seats.
9. Weights and benches are not to be used off of the black mats.
10. DO NOT add weights, plates, or cables to any of the weight stacks in order to increase resistance.
11. The gym TV is in place for those who wish to work out. Other devices are prohibited from being connected to it.
12. Please limit treadmill use to 30 minutes if others are waiting.
13. Appropriate attire must be worn in the gyms at all times.
14. DO NOT drop dumbbells or let weight stacks slam down while using.
15. Return all weights to racks after use.
16. DO NOT prop open any of the Gymnasium doors.

### EE. Use of Property/Interaction with Wildlife
Veteran’s Haven North is located on top of a scenic mountain in Glen Gardner, New Jersey. Due to the location, there is an array of wildlife. Veteran’s Haven North takes pride in our natural surroundings. Though the animals here such as deer and turkeys are used to human contact, Veteran’s Haven North stresses to everyone that these animals are wild and their behaviors are unpredictable. It is at the individual’s own risk for interacting with any of the wildlife on grounds.

You are all encouraged to take advantage of the surroundings and walk the property for its therapeutic and potentially cathartic value. Only the property that immediately surrounds our buildings is under our purview. The rest of the State property is under the purview and management of the Treasury Department, to include the grounds and all of the buildings.

Treasury has been kind enough to allow our residents use of the roads on property to walk and commune with nature so to speak. However, you are not authorized to approach, enter, or attempt to gain entry at any time to any of the buildings.

When moving outside of the facility, residents should always have their VHN ID card on them. If you are stopped on property by a state employee or security guard, you are required to show your ID card. Failure to identify yourself when asked by a member of the security team or state employee, or fleeing when asked for ID, will lead to sanctions against you to include possible discharge.

**FF. Pets/Emotional Support Animals/Service Animals**

1. **Pets/Emotional Support Animals:**
   No pets and/or emotional support animals of any kind are authorized in this state facility. Personal pets and/or emotional support animals are not to be confused with Service Animals.

2. **Service Animals:**
   Veterans Haven North is a transitional housing facility, and as state-provided housing, is subject to the Fair Housing Act, Americans with Disabilities Act, and the NJ Law Against Discrimination. A service animal alone would not prevent a veteran from participating in the program. Accordingly, the Department must permit veterans to be admitted and possess/maintain service animals with the following caveats.
   A. A service animal must be a dog, and ideally be certified.
   B. If not readily apparent, we may ask what tasks the service animal is trained to provide.
   C. We can require documentation that the dog be vaccinated in accordance with local and state laws (re: rabies) as a condition of admission and registered in Glen Gardener as a condition of continued residency.
D. A service animal may be removed from the facility if not housebroken or if deemed “out of control” of the owner.

E. Veterans Haven North is not required to provide any care for the animal. We cannot and will not walk the animal, feed the animal, check in on the animal, etc. Those are all responsibilities of the owner.

F. Accommodations will be made for veterans with service animals, and must be reasonable. Reasonable accommodations could include moving rooms if another resident is allergic, allowing a veteran to walk the animal outside past curfew if needed, etc.

G. We must allow a service animal in any public space, but not in areas such as the kitchen or in offices. Individual staff may ask a veteran to leave their dog in their room if uncomfortable with or allergic to the dog.

H. The veteran is responsible for the dog at all times, and assumes all responsibility for the behavior of the animal. By accepting an admission to Veteran’s Haven North with a service animal, the veteran agrees to not hold Veteran’s Haven North, the NJ Dept. of Military of Veterans Affairs, the Dept. of Veteran’s Affairs, or any other agency responsible for the behavior of the service animal.

GG. Contraband/Prohibited Items

Under Veteran’s Haven North, “Contraband” means to have possessions of any item or material that is unlawful to possess or use, that has been stolen, or that has the potential to pose a danger to the health or safety of the residents or others under the circumstances that exist in living units, work areas, program spaces, dining areas, or recreational facilities to which residents have supervised or unsupervised access. Due to the possible threat to health and safety, residents may not possess such items as, but not limited to:

1. Controlled dangerous substances including alcohol in any form, intoxicants, and drug paraphernalia associated with their use
2. Fire arms or explosives
3. Knives, blades, or weapons of any kind

Those who have contraband in the facility will have items confiscated at any time by VHN staff. Lawful contraband minus alcohol will be stored in a locked area and can be claimed when discharged from the facility. It is up to the resident to collect their contraband items upon discharge. VHN will hold personal items up to 30 days after discharge. After that timeframe, items will be disposed of.

HH. Housekeeping Closets on Units/Trash Receptacles

All Unit Housekeeping Closets contain the following items:

1. Housekeeping Cart
2. Mop Buckets
3. Wet Mops
4. Dry Mops
5. Broom
6. Dust pan
7. Shower Scrub Brush
8. Trash Receptacle
9. Recycling Receptacle

Other cleaning equipment, chemicals and supplies must be requested from staff and returned immediately after use.

The recycling receptacle for the unit is in the Housekeeping closet. All recycling placed in the Recycling receptacle should be thrown in loosely.

The main trash receptacle for the unit is also in the Housekeeping closet. All trash placed in the trash receptacle should be bagged rather than thrown in loosely. The only other authorized trash receptacles on units are in the Laundry Room and Kitchenette. Trash bags and trash receptacles are not authorized in any other common areas.

II. Unit Kitchenettes

The Kitchenette Area in each unit is a privilege to those who reside on that unit as a group. As a group, the responsibility of all is to ensure that this area is clean and free of clutter. This is accomplished by individually following the kitchen rules.

**Unit Kitchenette Rules:**

1. VHN Dishes & Utensils **ARE NOT** to be removed from the dining room area.
2. Label all of your belongings such as but not limited to dishes, cups, pots, pans, silverware, and utensils. VHN is not responsible for lost, misplaced, or stolen items.
3. All residents are responsible for their own dishes. Keep your kitchen clean. Residents assigned to the Unit Kitchen chore are only responsible for what is outlined in most current Chore Manual.
4. All food products must be covered and labeled. The label must include your name, date placed in fridge, and what it is. Items not properly labeled and/or covered must be thrown out. Residents should only utilize things in the kitchen that belong to them.
5. The kitchenette refrigerator must be kept clean by those who are using it. All shelves and cubbies must be free of debris and/or spills.
6. The use of knives is prohibited in the unit kitchenettes. Knives are contraband. During random inspections, any knife found in the area will be confiscated.
7. Microwaves must be monitored at all times when in use.
8. You may only utilize the kitchenette on the residential unit you live on.
Use of the kitchenette is a privilege and may be forfeited at any time by the Superintendent or his designee for abuse of this area.

JJ. Computer Rooms

The Computer Room in each unit is a privilege to those who reside on that unit as a group. As a group, the responsibility of all is to ensure that this area is clean, free of clutter, and all computer room rules are followed.

**Computer Room Rules**

1. No food or drinks.
2. No raucous behavior.
3. No malicious destruction of facility property.
   a. User account will not be created until the Computer Resources Acceptable Use Policy Agreement is signed.
   b. Computer Resources Acceptable Use Agreement Policy is given at time of admission for review and signature.
   c. Failure to sign or adhere to the policy will cause the revocation of computer privileges.
5. No printing in excess. Only documents relevant to program goal attainment are acceptable for printing (school, work, housing, legal, financial, health-related, etc.). Failure to abide will cause for printing privileges to cease on the unit for all.
6. VHN is not responsible for items left behind in computer rooms.
7. Any electronic documents or files are not to be stored on the hard drives of any computer.
8. VHN computer usage is limited to 30 minute sessions when other people are waiting.
9. Computers are not to be moved to other work areas by residents.
10. You are not authorized to fix computers or printers. If there are any problems with a VHN computer, you must alert the front desk.
11. You are not authorized to unplug network wires from computers to personal devices.
12. You are not authorized to plug personal devices such as phones or computers to VHN desktop computers or internet ports.
13. You may only utilize the computer lab on the residential unit you live on.
14. You may not close computer room doors, disallowing others to enter the space while you are using it, without advance administrative approval.

KK. Curfew
Due to the nature of this facility, and the security requirements it is necessary to have a curfew in place that all residents must abide by. All residents, regardless of what phase they are in will abide by the curfews for the facility. Curfew times have been established as:

- Sunday through Thursday: 11:00 pm – 5:00 am
- Friday and Saturday: 1:00 am – 5:00 am

1. Residents may not leave the facility during curfew hours. Those who leave at these times will be considered AWOL unless there was a preapproved curfew adjustment.

2. Residents that will arrive past curfew have the responsibility of calling the facility and letting the staff know of their intentions. Residents out past curfew without permission will be considered AWOL, regardless of whether or not the facility was notified of the late return. A call to the facility does not constitute permission to be late; it merely serves as notice that you will be late.

3. Residents that work or attend school in the evenings or nights will have their curfew adjusted accordingly by request. It is your responsibility to submit schedules to your case manager for a curfew adjustment ahead of time. A current work schedule or school schedule must be provided to the case manager weekly to uphold the curfew adjustment.

4. Residents that are listed as AWOL will be given a urinalysis and Breathalyzer immediately upon their return to the facility.

5. Repeated instances of AWOL will result in discharge from the facility.

6. Any resident AWOL for more than 24 hours who hasn’t made contact with the facility is subject to discharge from the facility.

7. A missing person report will be filed on any resident AWOL for more than 24 hours who hasn’t made contact with the facility.

**LL. Bicycle Rack**

There is a bicycle rack located in the outside entrance of the facility. It is the responsibility of all who utilize this rack to secure their bicycles. Veteran’s Haven North is not responsible for lost, theft, or damages to the bicycle and personal property when utilizing this bicycle rack. Bicycles are not to be secured elsewhere on premises or in common areas of the building. If in the building, bicycles must be kept in the resident’s room.

**MM. Updates to Resident Handbook**

As a living document, the Resident Handbook is subject to change as the needs of the
residents, staff and facility dictate. Failure to abide by the policies and procedures outlined herein can be cause for sanctions to include denial of requested pass time, being placed on contract or discharge from the facility.

To access the most recent Resident Handbook, please visit Veteran’s Haven North’s Website and follow the directions below.

Website Address:

https://www.nj.gov/military/veterans/services/vetshavennorth/

Directions:
1. Open Internet Explorer and copy above website address into address window. When VHN website opens, scroll down and click on “Resident Handbook”
Resident’s Chore Manual

Veteran’s Haven North
4/2022
General Rules

1. Chores are to be completed 5 out of 7 days for the assigned week, except for chore #14 in the Dining Room, #25 Garbage Removal and #33 Refrigerator & Freezer temperature checks which are to be completed 7 out of 7 days. Completing your chore on Sunday, the last day of the chore week, is mandatory.

2. Immediately upon completion of your chore, you must ask a staff member to inspect and sign off on your Chore Assignment form confirming your chore was completed to the standard as specified. The Chore Assignment form is for your protection, and must be signed each time your chore is completed to ensure that you receive credit for completing your chore.

3. You are encouraged to save all of your Chore Assignment Forms during your stay at VHN as you may be asked to prove compliance and these forms will serve as that proof.

4. Failure to get your Chore Assignment form signed could result in receiving an “incomplete” week. The consequences of receiving an “incomplete” week are having an Incomplete Chore Assignment letter placed in your file and if applicable your Pass Request being denied. If you accumulate 3 or more “incomplete” weeks during your stay at VHN you could be subject to sanctions, up to and including denial of participation in outside events, being placed on contract, and other possible sanctions.

5. All cleaners, detergents and chemicals used are to stay only in the containers provided by VHN staff.

6. Chemicals are not authorized to be mixed or combined for any reason, neither straight nor diluted in water.

7. **Standing water cannot be left on the floors from the Main Entrance into the CORE and down to the Residential Wing entrances. For this reason we ask that you only spot clean these areas as directed in this manual.**

8. **Cleaners or detergents are not to be used on floors that are waxed. Waxed floors are only mopped with cool, clean water.**

9. Immediately after mopping any floor in the facility, a “wet floor” sign should be placed in the area where the floors are wet. Once floors are dry, the signs should be put away.

10. Always wring out mops and empty mop buckets after use.
Veteran’s Haven North
Common Tasks Chore Sheet
Resident’s Chores-Chore #1

Task:

Clean the unit windows, furniture, and tables in the television seating area of unit

ETTC:

20 minutes per unit

Materials needed:

- Vinyl cleaner/protectant (Sundays Only)
- Furniture polish (Sundays Only)
- Microfiber cleaning cloth (Sundays Only)
- Glass Cleaner
- Paper cleaning cloths
- Gloves

Condition:

1. See staff for cleaning supplies.
2. Put on gloves.
3. Spray windows in day area, end of hallways, entrance doors inside and out w/ glass cleaner. Wipe dry w/ paper cleaning cloth.
4. Spray microfiber cleaning cloth w/ vinyl cleaner. Wipe vinyl furniture w/ cleaning cloth (Sundays only)
5. Spray cleaning cloth w/ furniture polish. Wipe wood veneer armrests and wood tables w/ cleaning cloth (Sundays only)
6. Return all cleaning supplies to staff.

Standard:

1. Windows in common area and end of hallways are free from smudges and debris.
2. Chairs are clean and free from debris.
3. Tables are clean and free from debris.
4. Supply of disinfecting wipes remains near the seating area.
Veteran’s Haven North
Common Tasks Chore Sheet
Resident’s Chores- Chore #2

Task:

Clean the laundry room

ETTC:

10 minutes per laundry room

Materials:

- Disinfecting wipes
- Mop
- Mop bucket, (water only)
- Dust mop
- Dust pan
- Wet floor sign
- Small Trash Bag
- Gloves

Condition:

1. See staff for supplies.
2. Put on gloves.
3. Wipe the washer and dryer handheld surfaces w/ disinfecting wipe.
4. Open washer and dryer doors and wipe door jams w/ disinfecting wipe.
5. Wipe the table w/ disinfecting wipe.
6. Empty lint trap.
7. Check pipes behind washer for leaks, report to staff if any are found.
8. Clean the floor w/ dust mop, including between machines and wall.
9. Empty trash receptacle if present, replace with new bag, place bag with trash in Housekeeping Closet trash receptacle.
11. **Fill mop bucket with water only**, mop entire floor.
12. Remove wet floor sign when the floor is dry.
13. Return cleaning supplies to staff
14. Empty mop bucket, return to housekeeping closet.
Standard:

1. Washer, dryer and table are disinfected.
2. Washer is checked for leaks.
3. Floor is clean and free from debris.
4. Trash receptacle is empty.
5. Supply of disinfecting wipes remains on the laundry room table.
Veteran’s Haven North
Common Tasks Chore Sheet
Resident’s Chores- Chore #3

Task:
Clean shower room on unit

ETTC:
20 minutes per shower room

Materials needed:
- Bathroom Cleaner
- Disinfecting wipes
- Mop bucket
- Mop, yellow cleaning pod
- Cleaning cloths
- Gloves

Condition:
1. See staff for cleaning supplies.
2. Put on gloves.
3. Spray fixtures, benches, walls, handrails and curtain with bathroom cleaner, let stand for 10 min.
4. Wipe all areas w/ cleaning cloths, rinse.
5. Mop entire floor.
6. Wipe handheld surfaces w/ disinfecting wipes.
7. Remove any trash.
8. Return cleaning supplies to staff.
9. Empty mop bucket, return to Housekeeping Closet.

Standard:
1. Shower room is disinfected and free from debris.
2. Supply of disinfecting wipes remains in the shower room.
Task:

Lawn care in the unit courtyard

ETTC:

45 minutes to 1 hour per unit

Materials needed:

- Lawn Mower
- Weed Whacker
- Closed toe shoes
- Long pants
- Goggles
- Ear plugs

Condition:

1. See staff to access lawn care supplies, transport to unit courtyard. (Lawn care supplies must remain outdoors at all times.)
2. Move tables off lawn.
3. Mow the lawn.
4. Weed Whack all sidewalk edges, including side fire exit areas.
5. Return all tables back to lawn.
6. Return all lawn care supplies to staff.

Standard:

1. Lawn is evenly cut.
2. All edges are maintained.
3. The tables are returned to lawn.
Veteran’s Haven North
Common Tasks Chore Sheet
Resident’s Chores- Chore #5

Task:
Clean the court yard

ETTC:
10 minutes per unit

Materials needed:
- Disinfectant
- Broom
- Cleaning cloths
- Garbage bag
- Gloves

Conditions:
1. See staff for cleaning supplies.
2. Put on gloves.
3. Sweep side walk free from grass and debris.
4. Spray tables and chairs w/ disinfectant. Wipe dry w/ cleaning cloths.
5. Empty cigarette container into garbage bag. Pick up all cigarette butts and debris from surrounding area.
6. Remove all garbage from court yard, place trash bag in Housekeeping Closet trash receptacle.
7. Return all cleaning supplies to staff.

Standard:
1. Sidewalks are clean.
2. Tables are disinfected.
3. All cigarette butts are removed from court yard.
4. The courtyard is clean and free from debris.
Veteran’s Haven North
Common Tasks Chore Sheet Resident’s
Chores-Chore #6

Task:

Clean the kitchenette on unit

ETTC:

20 minutes per unit

Materials needed:

- Food safe disinfecting wipes
- Mop bucket, (water only)
- Mop
- Cleaning cloths
- Dust Mop
- Replacement trash bag, paper towel and soap dispenser supplies (if needed)
- Wet floor signs
- Gloves

Conditions:

1. See all staff for cleaning supplies.
2. Put on gloves.
3. Wipe counters and handles w/ disinfecting wipes.
4. Wipe microwave w/ disinfecting wipes.
5. Wipe sink faucet/bowl w/ disinfecting wipes.
6. Wipe rubber seal inside the refrigerator door with disinfecting wipe. Wipe up any spills and remove debris.
7. Refill paper towel and soap dispenser if needed.
8. Ensure the kitchenette is free from VHN condiments.
9. Clean the floor w/ dust mop.
10. Empty trash receptacle if needed, replace with a new bag, and take trash to Housekeeping Closet trash receptacle.
11. Wipe trash can lid with disinfecting wipes.
12. Put up wet floor sign.
13. **Fill mop bucket with water only.**
14. Mop the floor.
15. Remove sign when floor is dry.
16. Return cleaning supplies to staff.
17. Empty mop bucket, return to Housekeeping Closet.

**Standard:**

1. The counter, handles, sink, microwave are disinfected and free from debris.
2. The soap and paper towel dispensers are filled.
3. Trash can is emptied if needed w/ replacement bag installed
4. Trash can lid is disinfected and free from debris.
5. The floor is clean and free from debris.
6. The refrigerator is disinfected and free from debris.
7. Supply of food safe disinfecting wipes remains on the counter.
8. Report issues of uncleanliness to the front office staff immediately.
Task:

Clean hallways on unit

ETTC:

30 minutes per unit

Materials needed:

- Wet floor sign
- Mop
- Mop bucket, (water only)
- Dust mop
- Gloves

Conditions:

1. See all staff for cleaning supplies.
2. Put on gloves.
3. Clean floor w/ dust mop.
4. Put up wet floor signs.
5. **Fill mop bucket w/ water only.**
6. Mop only half of the hallway at a time; always leaving one side of the walkway dry.
7. Remove signs when floor is dry.
8. Return cleaning supplies to staff
9. Empty mop bucket, return to housekeeping closet.

Standard:

1. The unit hallways are clean and free from debris.
Task:

Clean floors from unit entrance doors up to television seating area, including reception area.

ETTC:

30 minutes per unit

Materials needed:

- Gloves
- Wet mop signs
- Mop
- Mop bucket
- Dust mop
- Vacuum

Conditions:

1. See staff for cleaning supplies.
2. Put on gloves.
3. Vacuum rug by courtyard door.
4. Clean entire floor w/ dust mop, including behind/ under table and chairs.
5. Use dust pan to pick up debris.
6. Put up wet floor signs.
7. **Fill mop bucket w/ water only.**
8. Mop only half of the walk area at a time; always leaving one side of the walk area dry.
9. Remove signs when floor is dry.
10. Return cleaning supplies to staff
11. Empty mop bucket, return to housekeeping closet.

Standard:

1. The floor of the common area should be clean and free from debris.
Task:

Clean the computer room

ETTC:

15 minutes per computer room

Materials needed:

- Vacuum
- Disinfecting wipes
- Window cleaner
- Cleaning cloths
- Gloves

Condition:

1. See staff for cleaning supplies.
2. Put on gloves.
4. Wipe computer keyboards, mice, and surrounding work surfaces with disinfecting wipes.
5. Vacuum all carpeted surfaces.
6. Return all cleaning supplies to staff.

Standard:

1. Windows are free from smudges and debris.
2. Keyboards, mice and work surfaces are disinfected, free from dust and debris.
3. Floor is clean and free from debris.
4. Supply of disinfecting wipes remains in the computer room.
Task:

Cleaning the unit game room

ETTC:

15 minutes per activity/game room

Materials needed:

- Vacuum
- Furniture polish
- Window cleaner
- Cleaning cloths
- Disinfectant
- Gloves

Condition:

1. See staff for cleaning supplies.
2. Put on gloves.
3. Spray windows and frames w/ glass cleaner. Wipe dry w/ cleaning cloth.
4. Spray wood surfaces w/ furniture polish. Wipe dry w/ cleaning cloth.
5. Wipe tables, chairs, and handheld surfaces w/ disinfecting wipes.
6. Vacuum all carpeted surfaces.
7. Return supplies to staff.

Standard:

1. Tables and chairs are disinfected and free from debris.
2. Windows are free from smudges and debris.
3. Carpet is clean and free from debris.
4. Handheld surfaces are disinfected.
5. Supply of disinfecting wipes remains in the game room.
Task:
Sanitize all door handles and television remote controls on assigned unit.

ETTC:
15 minutes per unit

Materials needed:
- Disinfecting wipes
- Gloves

Condition:
1. See staff for cleaning supplies.
2. Put on gloves.
3. Wipe all door handle surfaces in hallways and common areas w/ disinfecting wipes.
4. Wipe TV remote controls w/ disinfecting wipes.
5. Return cleaning supplies to staff.

Standard:
1. All door handles and television remote controls on unit are disinfected.
Veteran’s Haven North  
Common Tasks Chore Sheet  
Resident’s Chores- Chore #12

Task:

Clean the Women’s Lounge

ETTC:

20 minutes

Materials needed:

- Food safe disinfecting wipes
- Vinyl Cleaner
- Microfiber towel
- Vacuum
- Cleaning cloths
- Dust Mop
- Replacement trash bag, paper towel and soap dispenser supplies (if needed)
- Gloves

Conditions:

1. See all staff for cleaning supplies.
2. Put on gloves.
3. Wipe counter w/ disinfecting wipe.
4. Wipe microwave w/ disinfecting wipe.
5. Wipe sink faucet/bowl w/ disinfecting wipe.
6. Wipe rubber seal inside the refrigerator door w/ disinfecting wipe.
7. Wipe up any spills and remove debris.
8. Refill paper towel and soap dispenser if needed.
9. Ensure the lounge is free from VHN condiments.
10. Vacuum the floor.
11. Empty trash receptacle if needed, replace with a new bag, and take trash to Housekeeping Closet trash receptacle.
12. Wipe trash can lid w/ disinfecting wipe.
13. Return cleaning supplies to staff.

**Standard:**

3. The counter, sink, microwave and refrigerator are disinfected and free from debris.
4. The soap and paper towel dispensers are filled.
5. Trash can is emptied if needed w/ replacement bag installed.
6. Trash can lid is disinfected and free from debris.
7. The floor is clean and free from debris.
8. Supply of food safe disinfecting wipes remains on the counter.
9. Report issues of uncleanliness to the front office staff immediately.
**Task:**

Clean men/women’s bathrooms in North 2 hallway

**ETTC:**

20 minutes

**Materials needed:**

- Disinfecting wipes
- Glass cleaner
- Cleansing cloth
- Mop
- Mop Bucket
- Broom
- Dust pan
- Toilet bowl brush
- Blue toilet bowl cleaning pod
- Replacement paper towel, toilet paper, and trash bags
- Wet floor signs
- Gloves

**Condition:**

1. See staff for cleaning supplies.
2. Put on gloves.
3. Wipe all bathroom hand held surfaces, including sink, faucets, handles, mirror frame, and paper towel dispenser w/ disinfecting wipes.
5. Wipe toilet bowl seat w/ disinfecting wipes.
6. Sweep entire floor. Use dust pan to remove debris.
7. Empty trash receptacle. Replace w/ new bag.
8. Put up wet floor signs.

9. Fill mop bucket w/ water only.
10. Mop entire floor.
11. Remove signs when floor is dry.
12. Return cleaning supplies to staff
13. Empty mop bucket, return to housekeeping closet.
14. Stock bathroom w/ paper towel and toilet paper supplies as needed.

**Standard:**

1. Mirrors and stainless steel components are disinfected, free from debris and smudge free.
2. Toilets and sinks are disinfected and free from debris.
3. Floor is clean and free from debris.
Task:

Clean food service area and main dining area after meals

ETTC:

1 hour beginning at 7:00AM, 12:30PM, and 5:30PM

Materials needed:

- Gloves
- Hairnet
- Beard net (if applicable)
- Cleaning cloth
- Spray bottle w/ soap solution
- Broom
- Dust pan
- Mop
- Mop bucket
- Floor cleaner
- Wet floor signs
- Garbage bags
- Stainless steel scrub pad
- Stainless steel cleaner
- Small bucket
- Spray bottle w/ bleach solution
- Glass cleaner
Condition:
Part 1

1. See staff for initial in-service, for any assistance needed, and for hair net (beard net if applicable).
2. Put on hair net/beard net.
3. Put on gloves.
4. Bring cart filled w/dirty dishes and silverware from dining room to dish room.
5. Bring dirty dishes and serving utensils from service area to the dish room.
7. Put away items in cold table.
8. Turn off steam table using knobs under the counter.
9. Drain the wells using the valve under the counter on the right hand side.
10. Spray the wells w/bleach solution.
11. Use stainless steel scrub pad to loosen debris.
12. Wipe out wells w/cleaning cloth to remove debris.
13. Fill small bucket w/hot water and poor into wells to rinse.
14. Close valve under the counter on the right hand side before refilling.
15. Use small bucket to refill wells w/3 inches of water.
16. Turn on the well on to the highest setting (10).
17. Take drain covers off of the cold table and coffee machine. Run them through the dishwasher.
18. Turn off cold table. Switch is under the counter on the left.
19. Fill the small bucket w/warm water. Use it to melt any ice in the cold table.
20. Spray the cold table w/bleach solution. Wipe dry w/cleaning cloth.
21. Turn on cold table. Switch is under the counter on the left.
22. Spray coffee machine and entire counter w/bleach solution. Wipe dry w/cleaning cloth.
23. Spray glass cleaner on sneeze guard. Wipe dry w/cleaning cloth.
24. Spray stainless steel cleaner on all steel surfaces. Polish w/cleaning cloth.
25. Empty trash receptacles. Take trash to the garbage room (see staff for assistance).
26. Replace receptacle w/new bag.
27. Sweep floor. Use dust pan to remove debris.
28. Put up wet floor signs.
29. Mop floor of serving area.
30. Remove signs when floor is dry.

Part 2

1. See staff for assistance if needed.
2. Put on gloves.
3. Spray wall behind cart w/soap solution. Wipe w/cleaning cloth.
4. Empty trash receptacle. Take trash to garbage room (see staff for assistance). Replace receptacle w/new bag.
5. Spray tables and chairs with soap solution. Wipe w/cleaning cloth.
6. Sweep the entire dining room floor. Use dust pan to remove debris.
7. Put up wet floor signs.
8. Mop entire floor.
9. Remove signs when floor is dry.
10. Return cleaning supplies to staff and empty mop bucket.

**Standard:**

**Part 1**

1. All dirty, pots, pans and serving utensils are brought to the dish room.
2. Cart containing dirty dishes and silverware is brought to dish room.
3. Serving area is clean and free from debris.
4. Steam table is clean and filled w/ water.
5. Cold table and coffee machine are clean and free from debris.
6. Floor is clean and free from debris.

**Part 2**

1. Trash is emptied.
2. Floors, tables and chairs are clean and free from debris.
Task:

Clean hallway, from fountain to unit entrance.

NOTE: This floor CANNOT be cleaned with bleach or chemicals. Use only water or neutral cleaner spray bottle provided by Human Services staff.

NOTE: This floor CANNOT have excess standing water left on it. Areas cleaned must be dried promptly.

ETTC:

20 minutes

Materials needed:

- Dust mop
- Dust pan
- Gloves
- Wet floor sign
- Mop, water only
- Mop bucket
- Water or Neutral Cleaner Spray Bottle
- Cleaning cloth/dry mop

Condition:

1. See staff on unit for cleaning supplies.
2. Sweep hallways with dust mop to remove debris.
3. Place wet floor sign.
4. Use water or neutral cleaner spray ONLY to SPOT CLEAN stains on the floor.
5. With wet floor sign, fan dry the water from the floor.
6. Use cleaning cloth or dry mop to remove excess moisture
7. Return cleaning supplies to staff
8. Empty mop bucket, return to housekeeping closet.

Standard:

1. Hallway entrance is clean and free from debris.
Task:
Clean the atrium (fountain area)

NOTE: This floor CANNOT be cleaned with bleach or caustic chemicals. Use only water or neutral cleaner spray bottle provided by Human Services staff.

NOTE: This floor CANNOT have excess standing water left on it. Areas cleaned must be dried promptly.

ETTC:
25 minutes

Material’s needed:

- Gloves
- Wet mop signs
- Dust mop
- Dust pan
- Mop, water only
- Mop bucket
- Water or Neutral Cleaner Spray Bottle
- Glass cleaner
- Cleaning cloth
- Dry mop

Condition:

1. See staff for cleaning supplies.
2. Check windows of dining room for smudges and debris.
3. Spray w/ glass cleaner and wipe dry w/ cleaning cloth, as needed.
4. Sweep entire area with dust mop to remove debris.
5. Place wet floor sign.
6. **Use water or neutral cleaner spray bottle ONLY to SPOT CLEAN** stains on the floor.
7. With wet floor sign, fan dry the water from the floor.
8. Use cleaning cloth or dry mop to remove excess moisture.
9. Remove signs when floor is dry.
10. Return cleaning supplies to staff
11. Empty mop bucket, return to housekeeping closet.
**Standard:**

1. Atrium is clean and free from debris.
2. Dining room windows are free from smudges and debris.
Task:

Clean guest bathroom in front entrance area

ETTC:

15 minutes

Materials needed:

- Disinfecting wipes
- Glass cleaner
- Cleansing cloth
- Mop
- Yellow cleaning pod
- Mop Bucket
- Broom
- Dust pan
- Toilet bowl brush
- Blue toilet bowl cleaning pod
- Replacement paper towel, toilet paper, and trash bags
- Wet floor signs
- Gloves

Condition:

1. See staff for cleaning supplies.
2. Put on gloves.
3. Wipe all bathroom hand held surfaces, including sink, faucets, handles, mirror frame, and paper towel dispenser w/ disinfecting wipes.
4. Stock bathroom w/ paper towel and toilet paper supplies as needed.
5. Wipe toilet bowl seat w/ disinfecting wipe.
6. Sweep entire floor. Use dust pan to remove debris.
7. Empty trash receptacle. Replace w/ new bag.
8. Put up wet floor signs.
9. Fill mop bucket w/ water and cleaning pod.
10. Mop entire floor.
11. Remove signs when floor is dry.
12. Return cleaning supplies to staff
13. Empty mop bucket, return to housekeeping closet.

**Standard:**

10. Mirrors and stainless steel components are disinfected, free from debris and smudge free.
11. Toilets and sinks are disinfected and free from debris.
12. Floor is clean and free from debris.
13. Bathroom is stocked w/ paper supplies.
Veteran’s Haven North
Common Tasks Chore Sheet
Resident’s Chores- Chore #18

Task:

Clean the gym floor and equipment
(Half of floor assigned to two veterans each, to be cleaned the first and last day of chore week only, equipment sanitized on all days)

ETTC:

15-45 min

Materials needed:

- Mop, (water only)
- Mop bucket
- Dust mop
- Sanitizing Wipes
- Gloves

Condition:

1. See staff for supplies.
2. Put on gloves.
3. Clean assigned half of floor w/ dust mop first and last day of chore week.
4. Put up wet floor signs.
5. **Fill mop bucket with water only**, mop assigned half of floor first and last day of chore week.
6. Remove wet floor signs when floor is dry.
7. Wipe all gym equipment surfaces with sanitizing wipes.
8. Return cleaning supplies to staff
9. Empty mop bucket, return to housekeeping closet.

Standard:

1. Gym floor is clean and free from debris.
2. Gym equipment is sanitized.
Veteran’s Haven North  
Common Tasks Chore Sheet  
Resident’s Chores- Chore #19

Task:

Clean the chapel

ETTC:

10 minutes

Materials needed:

• Vacuum  
• Furniture cleaner  
• Cleaning cloth  
• Disinfecting wipes  
• Gloves

Condition:

1. See staff for cleaning supplies.  
2. Put on gloves.  
3. Spray cleaning cloth w/ cleaner. Wipe down chair surfaces and podium.  
4. Wipe handheld surfaces w/ disinfecting wipes.  
5. Vacuum entire floor.  
6. Return supplies to staff.

Standard:

1. Chapel chairs, podium and handles are disinfected and free from debris.  
2. Floor is clean and free from debris
Task:

Clean the library

ETTC:

20 minutes

Materials needed:

- Dust mop
- Mop
- Mop bucket, water only
- Furniture polish
- Cleaning cloth
- Disinfecting wipes
- Wet floor signs
- Gloves

Condition:

1. See staff for cleaning supplies.
2. Put on gloves.
3. Spray furniture polish on cleaning cloth. Wipe all wood surfaces.
4. Dust shelves w/ cleaning cloth.
5. Wipe all handheld surfaces with disinfecting wipes.
6. Clean floor w/ dust mop.
7. Put up wet floor signs.
8. **Fill mop bucket w/ water only.**
9. Mop entire floor.
10. Remove signs when floor is dry.
11. Return cleaning supplies to staff.
12. Empty mop bucket, return to housekeeping closet.
**Standard:**

1. All chair and shelving surfaces are clean and free from debris.
2. Handheld surfaces are disinfected.
3. Floor is clean and free from debris.
Task:

Clean floor in facility front entrance and foyer

NOTE: This floor CANNOT be cleaned with bleach or chemicals. Use only water or neutral cleaner spray bottle provided by Human Services staff.

NOTE: This floor CANNOT have excess standing water left on it. Areas cleaned must be dried promptly.

ETTC:

20 minutes

Materials needed:

- Gloves
- Dust Mop
- Dust Pan
- Vacuum
- Wet mop signs
- Mop Bucket
- Mop, water only
- Water or Neutral Cleaner Spray Bottle
- Cleaning cloth
- Dry mop

Condition:

1. See staff for cleaning supplies.
2. Put on gloves.
4. Sweep lobby and foyer w/ dry mop to remove debris.
5. Use dust pan to remove debris.
6. Place wet floor sign.
7. Use water or neutral cleaner spray bottle ONLY to SPOT CLEAN stains on the floor.
8. With wet floor sign, fan dry the water from the floor.
9. Use cleaning cloth or dry mop to remove excess moisture.
10. Remove signs when floor is dry.
11. Return cleaning supplies to staff.
12. Empty mop bucket, return to housekeeping closet.

**Standard:**

1. Carpet is clean and free from debris
2. Floor is clean and free from debris.
Veteran’s Haven North
Common Tasks Chore Sheet
Resident’s Chores- Chore #22

Task:

Clean outside facility front entrance

ETTC:

20 minutes

Materials needed:

- Heavy Duty Broom
- Disinfecting wipes
- Glass Cleaner
- Cleaning Cloth
- Gloves
- Vacuum

Condition:

1. See staff for cleaning supplies.
2. Put on gloves.
3. Wipe inside phone booth and phone handset, and door handle w/ disinfecting wipes.
4. Spray glass cleaner on cleaning cloth. Wipe down front entrance door windows.
5. Sweep walkway to remove debris as needed.
6. Vacuum carpets.
7. Return supplies to staff.

Standard:

1. Front walkways are free from debris.
2. Phone booth clean and door handle are sanitized and free from debris.
3. Front entrance door windows are clean and free from debris.
Veteran’s Haven North
Common Tasks Chore Sheet
Resident’s Chores- Chore #23

Task:

Clean the windows, pictures, furniture & handheld surfaces in facility front entrance and foyer area

ETTC:

30 Minutes

Materials needed:

- Furniture polish
- Glass cleaner
- Cleaning cloths
- Disinfecting wipes
- Gloves

Condition:

1. See staff for cleaning supplies.
2. Put on gloves.
3. Spray windows inside lobby and foyer area, including door windows w/ glass cleaner. Wipe dry w/ cleaning cloth.
4. Spray cleaning cloth w/ furniture polish and wipe down furniture (Sundays only).
5. Dust and if needed, straighten/level pictures.
6. Wipe all handheld surfaces in front entrance & foyer w/ disinfecting wipes.
7. Return all cleaning supplies to staff.

Standard:

1. Windows are free from smudges and debris.
2. Chairs are polished and free from debris.
3. Pictures on the walls are clean and level.
4. Handheld surfaces are disinfected.
Task:

Clean the house keeping closet on unit

ETTC:

10 minutes

Materials needed:

- Disinfecting wipes
- Bathroom cleaner
- Cleaning cloths
- Broom
- Dust pan
- Mop, (water only)
- Mop bucket
- Wet floor signs
- Gloves

Condition:

1. See staff for cleaning supplies.
2. Put on gloves.
3. Clean sink w/ bathroom cleaner cleansing cloth. Let stand for 10 minutes. Rinse.
4. Wipe all handheld surfaces including, facets, handles and shelves w/ disinfecting wipes.
5. Wipe walls with disinfecting wipes to remove drips and stains.
6. Sweep entire floor. Use dust pan to remove debris.
7. Put up wet floor signs.
8. Fill mop bucket w/ water only.
9. Mop entire floor.
10. Remove signs when floor is dry.
11. Return all cleaning supplies.
**Standard:**

1. All handheld surfaces including facets, handles and shelves are disinfected and free from debris.
2. Floor is clean and free from debris.
3. Walls are wiped clean and free from debris.
Veteran’s Haven North
Common Tasks Chore Sheet
Resident’s Chores- Chore #25

Task:
Empty Housekeeping Closet trash receptacle on your unit daily (7 out of 7 days).

ETTC:
10 minutes

Materials needed:
- Large Trash Bag
- Gloves

Condition:
1. See staff for supplies.
2. Put on gloves.
3. Collect trash receptacle in Housekeeping Closet on your unit.
4. Ask for staff assistance to access dumpster.
5. Empty contents of trash receptacle into dumpster.
6. Replace trash bag in trash receptacle.
7. Return the trash receptacle to the unit Housekeeping Closet.

Standard:
1. All trash must be empty from unit Housekeeping Closet trash receptacle.
2. Trash receptacle is returned to unit Housekeeping Closet.
3. Trash bags in trash receptacle replaced.
Veteran’s Haven North
Common Tasks Chore Sheet
Resident’s Chores - Chore #26

Task:

Clean board room #514, (NH4 hallway)

ETTC:

15 minutes

Materials needed:

- Gloves
- Paper cleaning cloth
- Vacuum
- Furniture polish (Sundays Only)
- Vinyl cleaner (Sundays Only)
- Glass cleaner

Condition:

1. See staff for cleaning supplies.
2. Put on gloves.
3. Spray furniture polish on cleaning cloth, polish wood (Sundays only).
4. Spray glass cleaner on cleaning cloth.
5. Wipe table top with cleaning cloths until streak and smudge free.
6. Spray vinyl cleaner on cleaning cloth, wipe chair surfaces. (Sundays only).
7. Vacuum carpet.
8. Return cleaning supplies to staff.

Standard:

1. Table and chairs are disinfected, free debris, smudges and streaks.
2. Carpet is clean and free from debris.
Task:

Clean reception area surfaces on unit (area near phone).

ETTC:

15 minutes per unit

Materials needed:

- Gloves
- Cleaning Cloths
- Disinfecting Wipes
- Furniture polish
- Glass cleaner

Conditions:

1. See staff for cleaning supplies.
2. Put on gloves
3. Wipe counter, handles, phone, table and chairs w/ disinfecting wipes.
4. Clean table and chairs with furniture polish (Sundays only).
5. Clean glass partition wall with glass cleaner.
6. Return cleaning supplies to staff

Standard:

1. Counter, handles, table, and phone are disinfected and free from debris.
2. Glass partition is clean, free from smudges and debris.
3. Supply of disinfecting wipes remains by phone.
Veteran’s Haven North
Common Tasks Chore Sheet
Resident’s Chores- Chore #28

Task:
VHN Police Call

ETTC:
30 minutes

Materials needed:

- Garbage bags
- Gloves

Condition:

1. See staff for cleaning supplies.
2. Put on gloves.
3. Walk around facility grounds and pick up garbage and debris including but not limited to cigarette butts.
4. Facility grounds include Main Entrance walkways, all VHN parking lots, School House and surround lawn areas.
5. Empty garbage in front of Main Entrance.

Standard:

2. Facility grounds are free from debris.
3. Garbage can empty w/ new bag installed.
Task:

Clean handrails in hallways, units 2 and 4

ETTC:

15 minutes

Material’s needed:

- Gloves
- Disinfecting wipes

Condition:

1. See staff for supplies.
2. Wipe handrails surfaces w/ disinfecting wipes.
3. Discard all garbage and debris found inside handrail.

Standard:

1. Handrail surfaces are disinfected and free from debris.
Task:

Clean conference room# 329, NH3.

ETTC:

20 minutes

Materials needed:

- Wet floor sign
- Mop
- Mop bucket, (water only)
- Dust mop
- Dust pan
- Gloves
- Disinfecting wipes

Conditions:

1. See staff for cleaning supplies.
2. Put on gloves
3. Wipe table top, chairs, handles with disinfecting wipes.
4. Clean entire floor w/ dust mop.
5. Use dust pan to pick up debris.
6. Put up wet floor sign.
7. **Fill mop bucket w/ water only.**
8. Mop entire floor.
9. Remove signs when floor is dry.
10. Return cleaning supplies to staff
11. Empty mop bucket, return to housekeeping closet.

Standard:

1. Table top, chairs, and handles are disinfected and free from debris.
2. Floor is clean and free from debris.
3. Supply of disinfecting wipes remains in conference room.
Veteran’s Haven North
Common Tasks Chore Sheet Resident’s
Chores - Chore #32

Task:

Daily (7 out of 7 days) monitoring and logging of freezer and refrigerator temperatures of assigned residential area.

- NH 1
- NH 2
- NH 3
- NH 4
- Female Lounge

ETTC:

3 minutes per unit if assigned individually, 15 minutes total if assigned collectively.

Materials needed:

- Pen
- Log sheet

Conditions:

1. Locate thermometer in the assigned freezer.
2. Note temperature in freezer.
3. Locate thermometer in the assigned refrigerator.
4. Note temperature in refrigerator.
5. See front office staff for corresponding temperature log sheet.
6. Log temperature in the appropriate space on log sheet.

Standard:

1. The temperature readings are documented accurately and legibly each day.
2. Temperature parameters for the freezer are 0-32 degrees Fahrenheit.
3. Temperature parameters for the refrigerator are 33-40 degrees Fahrenheit.
4. Temperatures found outside of parameters are reported to front office staff immediately.
5. Missing or damaged thermometers are reported to front office staff immediately.
Veteran’s Haven North
Common Tasks Chore Sheet Resident’s
Chores- Chore #33

Task:

Clean floor surfaces from unit television seating area to courtyard door.

ETTC:

30 minutes per unit

Materials needed:

• Gloves
• Wet mop signs
• Mop
• Mop bucket. (water only)
• Dust mop
• Dust pan
• Vacuum

Conditions:

1. See staff for cleaning supplies.
2. Put on gloves.
3. Vacuum carpets.
4. Clean entire floor w/ dust mop, including behind/ under furniture and chairs.
5. Use dust pan to pick up debris.
6. Put up wet floor signs.
7. **Fill mop bucket w/ water only**
8. Mop the entire area.
9. Remove signs when floor is dry.
10. Return cleaning supplies to staff
11. Empty mop bucket and return to housekeeping closet.

Standard:

1. The floor and carpets of the television seating area should be clean and free from debris.

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Resident Handbook
Appendix 2- Veteran’s Haven North Privacy Notice

This notice describes the privacy policy of Veteran’s Haven North. We may amend this policy at any time. We collect personal information only when appropriate. We may use or disclose your information to provide you with services. We may also use or disclose it to comply with legal and other obligations. We assume that you agree to allow us to collect information and to use or disclose it as described in this notice. You can inspect personal information about you that we maintain. You can also ask us to correct inaccurate or incomplete information. You can ask us about our privacy policy or practices. We respond to questions and complaints. Read the full notice for more details. Anyone can have a copy of the full notice upon request.

A. What This Notice Covers

8. This notice describes the privacy policy and practices of Veteran’s Haven North at 200 Sanatorium Road, Suite 101, Glen Gardner, NJ 08826

9. The policy and practices in this notice cover the processing of protected personal information for clients of Veteran’s Haven North.

Scope of Policy

- All personal information that we maintain is covered by the policy and practices described in this privacy notice.

- Personal health care information in your resident file is additionally covered by the HIPAA health privacy rule.

10. Protected Personal information (PPI) is any information we maintain about a client that:
    a. allows identification of an individual directly or indirectly
    b. can be manipulated by a reasonably foreseeable method to identify a specific individual, or
    c. can be linked with other available information to identify a specific client. When this notice refers to personal information, it means PPI.

11. We adopted this policy because of standards for Homeless Management Information Systems issued by the Department of Housing and Urban Development. We intend our policy and practices to be consistent with those standards. See 69 Federal Register 45888 (July 30, 2004).

12. This notice tells our clients, our staff, and others how we process personal information. We follow the policy and practices described in this notice.
Appendix 2- Veteran’s Haven North Privacy Notice

13. We may amend this notice and change our policy or practices at any time. Amendments may affect personal information that we obtained before the effective date of the amendment.

Notice Amendment Process
Any amendments to our policy and practice will be communicated in writing.

14. We give a written copy of this privacy notice to any individual who asks.

Web site Notice
8. We maintain a copy of this policy on our website at:

www.nj.gov/military/veteranshavennorth

B. How and Why We Collect Personal Information
5. We collect personal information only when appropriate to provide services or for another specific purpose of our organization or when required by law. We may collect information for these purposes:

Collection Purposes

a. to provide or coordinate services to clients
b. to locate other programs that may be able to assist clients
c. for functions related to payment or reimbursement from others for services that we provide
d. to operate our organization, including administrative functions such as legal, audits, personnel, oversight, and management functions
e. to comply with government reporting obligations
f. when required by law
g. when/if required by contractual agreement with the US Department of Veterans Affairs as a provider of a Homeless Veterans program.

We only use lawful and fair means to collect personal information.

6. We normally collect personal information with the knowledge or consent of our clients. If you seek our assistance and provide us with personal information, we assume that you consent to the collection of information as described in this notice.

7. We may also get information about you from:
Appendix 2- Veteran’s Haven North Privacy Notice

Information Sources

a. Individuals who are with you
b. Other private organizations that provide services
c. Government agencies (including but not limited to County Probation or Parole Departments, Social Security, County Boards of Social Services, Department of Veterans Affairs)
d. Telephone directories and other published sources

8. We post a sign outside the Administrative Offices at the main entrance of the facility and in our Resident Records Room explaining the reasons we ask for personal information. The sign says:

_We collect personal information directly from you for reasons that are discussed in our privacy statement. We may be required to collect some personal information by law or by organizations that give us money to operate this program. Other personal information that we collect is important to run our programs, to improve services for homeless individuals, and to better understand the need of homeless individuals. We only collect information that we consider to be appropriate._

C. How We Use and Disclose Personal Information

3. We use or disclose personal information for activities described in this part of the notice. We may or may not make any of these uses or disclosures with your information. We assume that you consent to the use or disclosure of your personal information for the purposes described here and for other uses and disclosures that we determine to be compatible with these uses or disclosures:

a. to _provide or coordinate services_ to individuals as outlined in their Individual Service Plan (ISP).
b. for functions related to _payment or reimbursement for services_
c. to _carry out administrative/managerial functions_ such as legal, audits, personnel, oversight, and management functions

Information Sharing

We share client records with other organizations that may have separate privacy policies and that may allow different uses and disclosures of the information.

d. to _create de-identified (anonymous) information_ that can be used for research and statistical purposes without identifying clients

k. _when required by law_ to the extent that use or disclosure complies with and is limited to the requirements of the law
l. to avert a serious threat to health or safety if
   (1) we believe that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of an individual or the public, and
   (2) the use or disclosure is made to a person reasonably able to prevent or lessen the threat, including the target of the threat

m. to report about an individual we reasonably believe to be a victim of abuse, neglect or domestic violence to a governmental authority (including a social service or protective services agency) authorized by law to receive reports of abuse, neglect or domestic violence
   (1) under any of these circumstances:
       (a) where the disclosure is required by law and the disclosure complies with and is limited to the requirements of the law
       (b) if the individual agrees to the disclosure, or
       (c) to the extent that the disclosure is expressly authorized by statute or regulation, and
           (I) we believe the disclosure is necessary to prevent serious harm to the individual or other potential victims, or
           (II) if the individual is unable to agree because of incapacity, a law enforcement or other public official authorized to receive the report represents that the PPI for which disclosure is sought is not intended to be used against the individual and that an immediate enforcement activity that depends upon the disclosure would be materially and adversely affected by waiting until the individual is able to agree to the disclosure.

   and

   (3) when we make a permitted disclosure about a victim of abuse, neglect or domestic violence, we will promptly inform the individual who is the victim that a disclosure has been or will be made, except if:
       (a) we, in the exercise of professional judgment, believe informing the individual would place the individual at risk of serious harm, or
       (b) we would be informing a personal representative (such as a family member or friend), and we reasonably believe the personal representative is responsible for the abuse, neglect or other injury, and that informing the personal representative would not be in the best interests of the individual as we determine in the exercise of professional judgment.

n. for academic purposes
   (2) conducted by an individual or institution that has a formal relationship with Veteran’s Haven North toward completing an internship and developing professional skills.
       (a) by an individual employed by or affiliated with the organization for use in a learning project approved by a designated Veteran’s Haven North program administrator, or
       (b) by an institution for use in a research project conducted under a written research agreement approved in writing by a designated Veteran’s Haven North program administrator.

And

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(2) any written academic/research agreement:
   (a) must establish rules and limitations for the processing and security of PPI in the course of the research
   (b) must provide for the return or proper disposal of all PPI at the conclusion of the research
   (c) must restrict additional use or disclosure of PPI, except where required by law
   (d) must require that the recipient of data formally agree to comply with all terms and conditions of the agreement, and
   (e) is not a substitute for approval (if appropriate) of a research project by an Institutional Review Board, Privacy Board
       or other applicable human subjects protection institution.

o. to a law enforcement official for a law enforcement purpose (if consistent with applicable law and standards of ethical
   conduct) under any of these circumstances:
   (6) in response to a lawful court order, court-ordered warrant, subpoena or summons issued by a judicial officer, or a grand
       jury subpoena
   (7) if the law enforcement official makes a written request for PPI that:
       (f) is signed by a supervisory official of the law enforcement agency seeking the PPI
       (g) states that the information is relevant and material to a legitimate law enforcement investigation
       (h) identifies the PPI sought
       (i) is specific and limited in scope to the extent reasonably practicable in light of the purpose for which the information is
           sought, and
       (j) states that de-identified information could not be used to accomplish the purpose of the disclosure.

(8) if we believe in good faith that the PPI constitutes evidence of criminal conduct that occurred on our premises

(9) in response to an oral request for the purpose of identifying or locating a suspect, fugitive, material witness or
    missing person and the PPI disclosed consists only of name, address, date of birth, place of birth, Social Security
    Number, and distinguishing physical characteristics, or

(10) if
    f) the official is an authorized federal official seeking PPI for the provision of protective services to the
        President or other persons authorized by 18 U.S.C. 3056, or to foreign heads of state or other persons
        authorized by 22 U.S.C. 2709(a)(3), or for the conduct of investigations authorized by 18 U.S.C. 871
        and 879 (threats against the President and others), and
    g) the information requested is specific and limited in scope to the extent reasonably practicable in light of
       the purpose for which the information is sought.

and

p. to comply with government reporting obligations for homeless management information systems and for oversight of
   compliance with homeless management information system requirements.

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Before we make any use or disclosure of your personal information that is not described here, we seek your consent first.

**D. How to Inspect and Correct Personal Information**

7. You may inspect and have a copy of your personal information that we maintain. We will offer to explain any information that you may not understand.

8. We will consider a request from you for correction of inaccurate or incomplete personal information that we maintain about you. If we agree that the information is inaccurate or incomplete, we may delete it or we may choose to mark it as inaccurate or incomplete and to supplement it with additional information.

9. To inspect, get a copy of, or ask for correction of your information,

**Access and Correction**

Submit a signed, written request to the Veteran’s Haven North “Records Clerk” for review and response.

10. We may deny your request for inspection or copying of personal information if:
   
   e. the information was compiled in reasonable anticipation of litigation or comparable proceedings
   
   f. the information is about another individual (other than a health care provider or homeless provider)
   
   g. the information was obtained under a promise or confidentiality (other than a promise from a health care provider or homeless provider) and if the disclosure would reveal the source of the information, or
   
   h. disclosure of the information would be reasonably likely to endanger the life or physical safety of any individual.

11. If we deny a request for access or correction, we will explain the reason for the denial. We will also include, as part of the personal information that we maintain, documentation of the request and the reason for the denial.

12. We may reject repeated or harassing requests for access or correction.

**E. Data Quality**

4. We collect only personal information that is relevant to the purposes for which we plan to use it. To the extent necessary for those purposes, we seek to maintain only personal information that is accurate, complete, and timely.
Appendix 2- Veteran’s Haven North Privacy Notice

5. We are developing and implementing a plan to dispose of personal information not in current use seven years after the information was created or last changed. As an alternative to disposal, we may choose to remove identifiers from the information.

6. We may keep information for a longer period if required to do so by statute, regulation, contract, or other requirement.

F. Staff Accountability

6. Minus the aforementioned exceptions, staff will only share personal or health information after receiving your consent.

7. Staff is not permitted to share information to a third party. Meaning, documents from one provider cannot be received and then forwarded to another different provider.

8. When exchanging documents with organizations on your behalf, staff will do so utilizing organizational email, facsimile, or addresses only.

9. All members of our staff (including employees, interns/students, volunteers, affiliates, contractors and associates) are required to comply with this privacy notice.

10. Any use of your personal information not covered under this Privacy Notice is prohibited. We may amend this notice and change our policy or practices at any time. Each staff member must receive and acknowledge receipt of a copy of this privacy notice with any change.

G. Complaints

1. We accept and consider questions or complaints about our privacy and security policies and practices.

Complaint Procedures
An individual can file a signed, written complaint thru the Office of the Superintendent at Veteran’s Haven North.
1. SCOPE: This Bulletin applies to all DMAVA employees and system users who access and use the Department of Military and Veterans Affairs (DMAVA)/Garden State Network (GSN) state computing systems and facilities, to include the Internet. It encompasses all decisions and activities affecting or affected by access or use of the network by DMAVA employees and system users whether authorized or unauthorized.

2. PURPOSE: To outline guidelines for the acceptable utilization of DMAVA computing systems and facilities located at or operated by DMAVA and to set dates for compliance. The purpose of these guidelines is to ensure that all DMAVA users (support personnel and management) use the DMAVA computing facilities in an effective, efficient, ethical, and lawful manner.

3. PROCESS: All personnel who have an account on the DMAVAHQLAW ("State") network are required to read the DMAVA Computer Resources Acceptable Use Policy (Enclosure 1) and sign the DMAVA Computer Resources Acceptable Use Policy Agreement (Enclosure 2). This is an Annual requirement for all State network users.

   a. Current Account Holders must access the electronic online version of the Computer Resources Acceptable Use Policy Agreement on the DMAVAIntranet Site at [http://intranet/computer-user-agreement/](http://intranet/computer-user-agreement/), read the agreement and complete the required fields (there is an option to download a copy of the completed form at the end for your records).

   b. New Users (those without a current account) shall complete, sign, and detach Enclosure 2, Computer Resources Acceptable Use Policy Agreement. The original signed document will be sent to the DMAVA Information Services Division - Customer Support Center, ATTN: Mrs. Dee Panfile, via interoffice mail. The remainder of the Acceptable Use Policy document will be kept by the account holder. Notification of this requirement will also be forwarded to all systems users via the DMAVA email system with links to this bulletin and the "DMAVA Computer Resources Acceptable Use Policy" for access and printing.

4. KEY DATES: All personnel with accounts on the State network must sign and complete their Computer Resources Acceptable Use Policy statements no later than **31 March 2022**. Any account that has not been updated online or do not have an accompanying signed statement will be disabled on **30 April 2022**. On **1 June 2022**, all accounts that have not been updated online or that do not have an accompanying signed statement will be marked for deletion. Information Services Division (ISD) and the Central Operations - Human Resources Division (HRD), will maintain copies of the electronic and signed agreements.

5. SUBMISSION: Online Agreements will automatically be sent to the Customer Support Center. Manually completed and signed Acceptable Use Policy Agreements can be scanned and/or emailed to Mrs. Dee Panfile at Dee.Panfile@dmava.nj.gov, or faxed to her attention at 609-530-7066. Signed hard copies can also be forward via inter-office mail to DMAVA, Attn: Information Services Division – Customer Support Center, Mrs. Dee Panfile, 131 Eggerts Crossing Rd, Lawrenceville, NJ 08648

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*This Bulletin supersedes ISD Bulletin ISD-0001, dated 20 January 2021.*
6. This Bulletin as well as additional Information Services Division bulletins and policies can be found on the publications section of the Department website, [http://www.nj.gov/military/publications/index.html](http://www.nj.gov/military/publications/index.html).

7. Managers and Supervisors at all levels are directed to ensure that all staff members comply with the actions outlined in the bulletin by the required response dates. Non-compliance can result in loss of network access. Questions or inquiries concerning this bulletin should be addressed to Mrs. Dee Panfile, Customer Support Center Technician, at (609) 530-7078 or at Dee.Panfile@dmava.nj.gov.

Two (2) Enclosures:
ENCLOSURE 1

NEW JERSEY DEPARTMENT OF MILITARY AND VETERANS AFFAIRS (DMAVA)

COMPUTER RESOURCES ACCEPTABLE USE POLICY
(Revised 31 January 2022)

PURPOSE To outline guidelines for the acceptable utilization of DMAVA computing systems and facilities located at or operated by DMAVA. The purpose of these guidelines is to ensure that all DMAVA users (support personnel and management) use the DMAVA computing facilities in an effective, efficient, ethical, and lawful manner.

SCOPE This policy applies to all DMAVA employees and system users whether authorized or unauthorized who access and use DMAVA computing systems and facilities, to include the Internet, and encompasses all decisions and activities affecting or affected by access or use of the network by DMAVA employees and system users whether authorized or unauthorized. This policy is established under authority of State of New Jersey P.L. 2007 c.56 and is published in accordance with guidance from New Jersey Statewide Information Security Manual, dated 5 March 2018. The policies set forth in this document are limited and qualified by the Federal Wire Tap Act, 18 U.S.C. §2710 et seq., and the New Jersey Wiretap Act, N.J.S.A 2A:156A-1 et seq.

By accessing the State’s network or Internet system a user agrees to adhere to the State’s policies, including agency specific policies, regarding their use.

DEFINITIONS As used in this policy, unless the context clearly requires a different meaning, the following words shall have the meaning indicated:

"Access" means the ability to receive, use, and manipulate data and operate controls included in information technology.

"Cache" is a fast storage buffer in the central processing unit of a computer to store something more or less temporarily. Web pages, which employee’s request, are stored in the browser's cache directory.

"Computing systems and facilities" are defined as any computer, server, or network provided by or supported by the DMAVA Customer Support Center.

"Cookie" is a special text file that a web site puts on the user’s hard disk so that it can remember something about the user at a later time. Typically, a cookie records the user’s preferences when using a particular site.

"Information infrastructure" means telecommunications, cable, and computer networks and the Internet, including the World Wide Web, e-mail, File Transfer Protocol, Usenet, bulletin board systems, on-line systems, and telephone networks.

"Instant messaging" is a type of communications service that enables a user to create a private chat room with another individual. Typically, the instant messaging system alerts a user whenever somebody on the user's private list is online. A user can then initiate a chat session with that particular individual. This type of communication constantly searches the Internet looking for persons on the private list. Instant messaging requires larger amounts of network resources (bandwidth).

"Information technology" means all electronic information processing hardware and software, including telecommunications.
"Internet" is a worldwide system of interconnected computer networks in which users at any one computer can obtain and exchange information with any other computer.

"Malicious software" is software designed to infiltrate or damage a computer system without the owner’s informed consent. The expression is a general term used by computer professionals to mean a variety of forms of hostile, intrusive, or annoying software or program code.

"Network" in information technology, is a system that transmits any combination of voice, video, and/or data between users. The network includes the network operating system in the client and server machines, the cables connecting them and all the supporting hardware in between, such as routers and switches. In wireless systems, the antennas and towers are also part of the network. In this document, the network is the Garden State Network, which is ultimately managed by the NJ Office of Information Technology. DMAVA-ISD manages our portion of this network.

"Path Records" are the combination of history, cache, cookie, and e-mail header files that record the Internet pages visited.

"Personal Information" is information about a person that identifies or describes an individual, including, but not limited to, his or her name, Social Security number, physical description, home address, home telephone number, education, financial matters, and medical or employment history, readily identifiable to a specific individual.

"Sexually explicit content" means content having as a dominant theme (i) any lascivious description of or (ii) any lascivious picture, photograph, drawing, motion picture film, digital image or similar visual representation depicting a lewd exhibition of nudity, sexual excitement, or sexual conduct.

"State-provided" means access to the Internet via computer system networks owned, leased, or operated by the State of New Jersey and/or DMAVA. Use of these services shall be subject to monitoring for security or network management reasons.

"Streaming media" is streaming video with sound. With media streaming, a web user does not have to wait to download a large file before seeing the video or hearing the sound. Instead, the media is sent in a continuous stream and is played as it arrives. Streaming media requires larger amounts of network resources (bandwidth).

"Streaming video" is a sequence of "moving images" that are sent in compressed form over the Internet and displayed by the viewer as they arrive. An example of a streaming video is a stock market ticker. With streaming video, a web user does not have to wait to download a large file before seeing the video. Instead, the video is sent in a continuous stream and is played as it arrives. Streaming video requires larger amounts of network resources (bandwidth).

"Telecommunications" means the transmission of information, images, pictures, voice, or data by radio, video, or other electronic or impulse means.

POLICY

Network access, to include the Internet, provides DMAVA with critical business advantages as a source of research and technical information, improved communication, public access and visibility, business and recruiting contacts, and electronic commerce. It is, therefore, in DMAVA’s best interest to encourage prudent use of the network for State business purposes. The network presents employees with opportunities for easy, rapid and efficient global communications and research but also creates certain risks, including security risks, and legal liability. In order for the State to maximize the benefits and minimize the risks associated with use of the network, to include the Internet,
this statement sets policy for network, to include Internet, access and use by all users whether authorized or unauthorized.

The only persons who may access the Internet through the DMAVA information infrastructure or information technology are DMAVA employees and other persons as DMAVA may specifically authorize.

Employees are given DMAVA-provided access to the network to assist them in the performance of their jobs. DMAVA, the New Jersey Office of Information Technology (OIT) and the New Jersey Office of Homeland Security and Preparedness (OHSP) monitor network activity and therefore users should have no expectation of privacy. All records created by network use, including path records, are property of DMAVA, and are subject to monitoring. Users are expected to conduct their electronic communications in a professional, responsible, and courteous manner. Misuse of DMAVA's information infrastructure, information technology and electronic communications media, including, but not limited to, the unauthorized transmission of confidential or proprietary information; the use of profane, harassing or other offensive language; or other inappropriate uses, including, but, not limited to, those listed below, may subject the user to discipline, including termination of employment, initiation of civil action, or criminal prosecution.

The ability to access the network, to include the Internet, using DMAVA-provided software, hardware, information infrastructure, information technology and other facilities is governed by several existing State policies summarized below. In addition, the following Internet-specific policies must be followed to maintain a secure and harassment free work environment.

**NO PRIVACY EXPECTATIONS**

DMAVA reserves the right to access and disclose, for any purpose, the contents of any Internet messages sent to and from DMAVA's computer equipment, information infrastructure or information technology including e-mail, attachments to e-mail, and World Wide Web (www) browsing without prior notice. All users, including State employees, using the DMAVA-provided network waive any right to privacy in such messages, and consent to their being accessed and disclosed by DMAVA personnel. Users of the computers and computer network of DMAVA specifically authorize DMAVA to monitor, intercept, read, copy, or capture in any manner any information placed on the computer or computer system. DMAVA may disclose or use any information monitored, intercepted, read, copied, or captured to authorized personnel or law enforcement to be used for disciplinary or civil action or criminal prosecution.

The State may release or provide data or information if directed to do so by operation of law, pursuant to a lawfully issued subpoena, or pursuant to a ruling by a court or arbitrator of competent jurisdiction.

Nothing in this policy shall be taken to waive, relinquish or abrogate any privilege or confidentiality recognized by law or to authorize disclosure of any privileged, confidential or proprietary information except as provided by law.

**DMAVA SYSTEM SECURITY**

All employees shall ensure that their use of the network does not compromise the security and integrity of DMAVA's information infrastructure or information technology, networks and computer equipment, whether by allowing intruders into the networks or by introducing viruses or other threats.

Employees shall not use another employee's computer to gain access to the network without that employee's consent or supervisory approval. An employee shall not permit another person to access the Internet using the employee's computer, except as provided by the Department's policy. Users shall not share their network login information with anyone.
ISD-0001, Computer Resources Acceptable Use Policy (ISD), 31 January 2022

The DMAVA computing systems are unclassified systems. Classified information may not be processed, entered, or stored on a DMAVA computing system. Information is considered classified if it is Top Secret, Secret, and/or Confidential Information that requires safeguarding in the interest of national security.

Users are to report any weaknesses in DMAVA computing system security, any incidents of possible misuse or violation of computer systems to the DMAVA Chief Information Officer.

INCIDENT RESPONSE HANDLING Upon identification of an incident, or suspected incident, the following actions must be taken: First, isolate the system by unplugging the network cable, but do not shutdown the system. Next, notify the Customer Support Center at 609-530-7177. The purpose is to compile supporting evidence, impact assessments, associated costs; and effect containment, eradication and reconstruction measures necessary to effectively manage the breach.

ACCEPTABLE USE POLICY Employees are given access to the network through DMAVA information infrastructure and information technology to carry out DMAVA business. All State policies, including but not limited to the State’s policies prohibiting harassment, workplace violence and sexual harassment, the Conflict of Interest Law and the agency code of ethics, apply to an employee’s access or use of DMAVA information infrastructure and technology. Users must comply with all State and Federal laws and regulations applicable to the Internet and government network computer usage. Employees must adhere to the following conditions and/or restrictions regarding network access and use as set by DMAVA.

1. All data/information stored on DMAVA Computers and servers are the property of the State of New Jersey.

2. LAN/WAN resources are to be used by authorized users for business purposes only. They are not for personal use.

3. Installing software on a computer connected to DMAVA/GSN network is expressly prohibited without the written permission of the Chief Information Officer or designee. Installation and use of trial versions of software is prohibited, and no one is authorized to sign Terms and Conditions other than authorized department procurement personnel.

4. Unauthorized software will not be used on DMAVA computers. All software used on State owned computers must be the legitimate property of the State of New Jersey and/or authorized for agency use in writing. Unauthorized or pirated software cannot be copied or used on any computer. Software audits may be performed at any time. Employees who create, install, or use unauthorized, illegal, or unlicensed software may be subject to disciplinary action up to and including termination from State service.

5. Users will not run software applications from a USB device, CD-ROM, or external hard drive in an effort to bypass network policies or security.

6. Users are required to change network passwords every ninety (90) days. Non-DMAVA network passwords should be changed based on the schedule set forth by the individual application and/or systems administrator policies (i.e. NCFIS, MACS, PMIS, every 45 days, etc.).

7. A DMAVA network account will be automatically disabled after three (3) consecutive unsuccessful login attempts, and the lockout recorded.

8. Multifactor Authentication (MFA) will be utilized on all systems where it is available to ensure a secondary level of security, (i.e. My NJ Portal, Microsoft Office 365, etc.)
9. To ensure all data/files are backed up and secure, they must be stored on network file servers. No work-related files are to be stored locally on user computers (laptops or desktops). This is a violation of the Acceptable Use Policy. DMAVA-ISD is not responsible for files saved on a local "C" drive. If an employee operates a standalone Computer (not connected to the network), it is his/her responsibility to ensure files are backed up and secure, except where agreed upon with the Chief Information Officer for security or operational requirements.

10. Data loss prevention and protection must be adhered to at all times, therefore only official State of NJ procured file sharing systems will be used for data, i.e. departmental file shares on premise servers, Microsoft Enterprise Agreement provided Sharepoint, One Drive, Teams. The use of non-official, non-contracted sites, such as Dropbox, Google Drive, etc., are prohibited.

11. DMAVA creates and saves “disk images” of standard PC configurations. These images are used to repair problems and install or upgrade software. DMAVA-ISD reserves the right to re-image any agency computer at any time without prior notification.

12. The use of modems within DMAVA is restricted. Written approval from the Chief Information Officer or their designee is required for PC modem installation and/or modem access to any DMAVA computer system. Users shall not divulge modem numbers.

13. All computer hardware used for State business or located on State property must be the legitimate property of the State of New Jersey. Use of personally owned equipment on the DMAVA/GSN network is not permitted. Personal equipment is defined as equipment not purchased by/issued by the department and includes personal peripherals such as printers, cell phones, smart phones, external drives, thumb drives, MP3 players, IPODs, PEDs (personal electronic devices), PWFDs (personal wearable fitness devices), etc. These personal devices pose significant security risk to DMAVA and the GSN and have the potential to introduce viruses, malware, adware, spyware, worms and Trojan horses. Written approval of the agency Chief Information Officer or his/her designee is required for any exceptions to these policies.

14. All computer hardware purchased for business use by DMAVA employees is the legitimate property of the State of New Jersey. While responsibility for asset tracking is distributed across the Department, DMAVA-ISD has authority over the assignment and disposition of all computer equipment.

15. DMAVA-ISD in conjunction with NJ OIT are responsible for maintaining all DMAVA network infrastructure components, and all DMAVA agency servers, regardless of funding source.

16. At no time shall changes/ modifications/additions be done to DMAVA/GSN network cabling, data jacks, wiring closets, or infrastructure without approval of the Chief Information Officer or his/her designee. No equipment shall be connected to cabling that has not been certified to be in compliance with industry standards by either an authorized cabling vendor or member of the ISD technical support staff.

17. Unauthorized access of, or attempts to gain unauthorized access to, any computer, records, data, databases or electronically stored information is prohibited.

18. Any user finding, he/she has accessed an area of a system and/or file store to which he/she should not have access will immediately note the directory, menu or file information/name and location and notify the ISD Help Desk. If familiar with the menu, he/she should then exit that area of the system.

19. Passwords should never be stored in unprotected files or displayed on workstations. Users are responsible for maintaining password security. Never give your password to another user. Do not log onto the network under another user’s ID and password.
ISD-0001, Computer Resources Acceptable Use Policy (ISD), 31 January 2022

20. Asset Inventories must be updated whenever any (IT) equipment is removed from DMAVA facilities. Long-term hand receipts will be utilized for assigned PDA’s, Smart Phones and cellular devices.

21. At no time should any computer or peripherals that are connected to DMAVA network be relocated or removed without prior authorization from appropriate directors and/or managers and the Chief Information Officer or his/her designee.

22. Any person discovering missing computer equipment shall immediately notify the ISD Help Desk and submit a written incident report to the agency Chief Information Officer.

23. Games are not permitted on DMAVA computers. If a user is aware of a game that is on his/her computer, the user should notify the ISD Help Desk immediately in order to have it removed. Use of games on DMAVA computers is a violation of department policy and is subject to appropriate disciplinary action.

24. E-mail is the property of the DMAVA and should be used for business purposes only. More than incidental or occasional use of e-mail for non-work related purposes is not permitted. Incidental personal use may NOT include using the computer or email to view or to distribute items of a religious nature or any item, which would be in violation of the State or departmental policy prohibiting racial, gender, sexual, ethnic discrimination, and harassment in the workplace.

25. Users should be aware that electronic mail is inherently neither private nor secure.

26. E-mail is not to be used for the distribution of copyrighted, discriminatory, pornographic, religious, or other non-State business material.

27. E-mail may not be utilized at any time for advertising or political lobbying, or for the distribution of chain letters or jokes.

28. No user shall attempt to gain access to another's e-mail account without his/her authorization, except where specifically authorized by the Chief Information Officer for departmental business or investigative purposes.

29. Information is not to be stored nor transferred utilizing external media devices.

30. Information is not to be transmitted utilizing e-mail, other than official e-mail systems, i.e. @dmava.nj.gov.

31. Software for browsing the Internet is provided to users for State related business use only. As with the telephone, limited incidental personal use that does not interfere with work duties, that does not consume significant State resources, that does not constitute a use prohibited by this policy and that does not interfere with the activities of others are permitted by DMAVA.

32. Personal use of DMAVA equipment shall not amount to more than occasional use and is to be limited to employees break times, scheduled lunch break and/or off duty hours. More than limited incidental personal use may subject an employee to disciplinary action and/or removal of their Internet access. Incidental personal use of the Internet is subject to monitoring or interception like any other Internet use.

EXAMPLES OF IMPERMISSIBLE USES The following are examples of impermissible uses of DMAVA information infrastructure or information technology systems. This list is by way of example and is not intended to be exhaustive or exclusive. A user may not:

- Violate or infringe on a recognized privilege or the right to privacy.
- Transmit defamatory, false, inaccurate, abusive, profane, threatening, racially offensive, or otherwise biased, discriminatory or illegal material.
ISD-0001, Computer Resources Acceptable Use Policy (ISD), 31 January 2022

- Violate agency or departmental regulations or policies prohibiting harassment, workplace violence or sexual harassment.
- Violate any local, State, or Federal law.
- Conduct personal, for profit business activity.
- Solicit for religious, political, charitable or other causes.
- Conduct any non-governmental related fundraising or public relations activities.

- Gain or attempt to gain unauthorized access to any computer, computer records, data, databases or electronically stored information.
- Violate trademark or copyright laws; including software violations.
- Knowingly cause the transmission of a program, information, code or command, and as a result of such conduct, intentionally causes damage to a computer.
- Play games on the Internet or gamble.
- Engage in instant messaging, streaming media, or streaming video for non-work related purposes.
- No user shall utilize DMAVA owned or leased information infrastructure or information technology to access, download, print or store any information infrastructure files or services having sexually explicit content.

MONITORING OF SITE ACCESS AND SYSTEM USE DMAVA reserves the right to monitor site access by users and to review data downloaded from the Internet. DMAVA may also monitor access to the DMAVA information infrastructure and information technology system (including successful and failed login attempts and logouts); inbound and outbound file transfers, and sent and received e-mail messages. DMAVA may monitor, intercept, read, copy, or capture in any manner any information placed on its computers or computer systems. DMAVA may disclose or use any information monitored, intercepted, read, copied, or captured to authorized personnel or law enforcement in any disciplinary or civil action or criminal prosecution.

SOFTWARE The DMAVA Chief Information Officer (CIO) must approve all software used on the DMAVA segment of the Garden State Network (GSN).

VIRUS SCANNING All files transmitted across the network will be scanned for viruses, using virus detection software approved by the New Jersey Office of Information Technology (OIT) and Office of Homeland Security and Preparedness (OHSP) Cyber Protection Team.

REPRESENTING DMAVA Employees must exercise the same care in posting information to the Internet or sending official correspondence via the email system as they would with any external communication by the Department.

PROPRIETARY AND CONFIDENTIAL INFORMATION Users shall maintain all proprietary and confidential information in confidence and shall not use the Internet or the DMAVA information infrastructure or technology to access, disclose or distribute such information in an unauthorized manner or attempt to do so.

COPYRIGHT Users should not violate any of the copyright laws when accessing printing or disseminating materials found on the Internet.

CONSENT Access or use of DMAVA furnished computers, network infrastructure or Internet facilities constitutes consent to this policy on Acceptable Use of the DMAVA/GSN network.
RESPONSIBILITIES

Employee – Employees shall adhere to this agreement and follow all State and Departmental Information Technology policies and procedures.

Agency:

- DMAVA may develop agency guidelines, procedures, and internal controls for monitoring compliance with this policy.
- DMAVA shall distribute this policy to agency employees, and provide referenced standards and guidelines, as required.
- DMAVA may discipline employees for violations of this policy or any standards or guidelines referenced.
- DMAVA may promote awareness of acceptable usage policy by training employees in the use of tools and programs to access both the network and the Internet.
- DMAVA shall immediately furnish their current employees copies of this notice, and shall furnish all new employees copies of this policy concurrent with authorizing them to use agency computers.

REFERENCES

Title VII of the Civil Rights Act of 1964 (as amended)
Communications Decency Act of 1996
Privacy Act of 1974, 5 U.S.C. 552a
Law Against Discrimination Act, N.J.S.A. 10:5-1 et seq.
Civil Service Act N.J.S.A. 11A:1-1 et. seq.
Identity Theft Prevention Act, N.J.S.A. 56:11-44
N.J.A.C. 4A:7-1.3
Governmental Code of Ethics/New Jersey Conflicts of Interest Law
Electronic Communications Privacy Act (ECPA) of 1986
Executive Order 49 (April 17, 1996)
Executive Order 225 (June 1, 2017)
New Jersey Statewide Information Security Manual (February 2021)
Joint Circular 14-12-DORIES/OIT Enterprise Electronic Mail Retention and Disposition Framework (April 4, 2014)
18-02-NJOIT Information Security Policy (25 July 2018)
OIT-0159 Portable Computing User Agreement (September 5, 2013)
IT Circular 14-04-NJOIT #1703 - State of New Jersey Disclaimer Policy (July 28, 2014)
Departmental Directive 25.2.2 Garden State Network (GSN) Data and Telephone Systems Records Retention Procedures (September 15, 2010)
Departmental Directive 25.2.3 Information Security Program (May 1, 2006)
Departmental Directive 25.2.4 Safeguarding Confidential and Privacy Act – Protected Data (July 28, 2006)
Departmental Directive 25.2.5 COOP/COG Policies & Guidelines for State Laptop Users (August 1, 2008)
Departmental Directive 25.2.6 Physical Security Standards and Policies for IT Restricted Space (February 15, 2012)
ISD-0001, Computer Resources Acceptable Use Policy (ISD), 31 January 2022

- Departmental Directive 25.2.7 Social Media Policy (August 30, 2012)
- Departmental Directive 25.2.9 Authority to Operate System Administrator Security Policy (September 19, 2016)
- Departmental Directive 105.6 Assignment and Use of Wireless Communications Devices (March 9, 2009)
ENCLOSURE 2

NEW JERSEY DEPARTMENT OF MILITARY AND VETERANS AFFAIRS (DMAVA)

COMPUTER RESOURCES ACCEPTABLE USE POLICY AGREEMENT
(Revised 31 January 2022)

Use of the DMAVA computing systems are with the understanding that such use serves as consent to monitoring of any type of use, including incidental and personal uses, whether authorized or unauthorized.

Any noncompliance with the requirements outlined in this agreement will constitute a violation of this policy, will be reported to the management of the DMAVA network and the State Information Security Officer, and can result in disciplinary action, as well as, short-term or permanent loss of access to DMAVA computing systems. Serious violations may result in civil or criminal prosecution.

I have read and understand this Computer Resources Acceptable Use Policy (dated 31 January 2022) for use of the DMAVA computing systems and facility and agree to abide by it.

Signature: ____________________________ Date: ____________________________

Printed: First Name, M., Last Name

Title/Grade/Rank

Organization/Division/Bureau

Duty Phone
Notes