

# VETERAN'S HAVEN NORTH

New Jersey Department of Military and Veterans Affairs

“The Rally Point”



## RESIDENT HANDBOOK



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State of New Jersey  
DEPARTMENT OF MILITARY AND VETERANS AFFAIRS

**VETERAN'S HAVEN NORTH**

200 SANATORIUM RD, SUITE 101  
GLEN GARDNER, NEW JERSEY 08826

PHIL MURPHY  
Governor  
Commander-in-Chief

JEMAL J. BEALE  
Colonel  
Acting Adjutant General

January 2018

INTEROFFICE MEMORANDUM

TO: All Residents at Veteran's Haven North

FROM: Brigadier General Edward Chrystal  
Superintendent, VHN-DVS

A handwritten signature in black ink, appearing to read "E. Chrystal".

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!



# Veteran's Haven North Resident Handbook



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## General Information

### A. Program Expectations

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. 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 the treatment team
- c. Completing required medical, psychological and vocational testing.
- d. Attending required groups and meetings.
- e. Getting acquainted with the area and acclimated with community resources.

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 have completed 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, you will be released from orientation. Each resident is notified by their case manager when their 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 this resident handbook.

2. **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.
3. **Individual Service Plan Review (ISP)** - ISPs which include addiction, employment, sustainable income, financial, medical, and psycho-social aspects, are reviewed every 90 days. This review will be completed with your case manager. Residents that are found to be in compliance with their ISP, will have it amended to show their progress and establish new goals. Residents found to be non-compliant with any aspect of their ISP will be advised of their deficiencies and course corrections made. This may include the resident being 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.
4. **Group participation** – As part of their 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.
5. **Case management**- You are required to meet with your case manager every other week. You are encouraged to meet with them as often as you need in order to better facilitate the implementation of your treatment plan.
6. **Meeting sheets**- These sheets 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.
7. **Unemployable**- Residents that are unemployable will work with their case managers on establishing permanent income. Once permanent income has been established, the focus will be on savings and preparing to transition into permanent housing.
8. **Full time Work**- All residents that are able, are expected to be employed full time 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.

9. **Job Search Forms**- These forms are required to be turned in weekly by residents that are unemployed. The amount of forms required for each resident 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.

10. **Education/ Technical**

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

11. **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. Additionally, you must have a saving 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.

12. **Contract**- Residents that are found to be non-compliant with any part of the program may be placed on contract. Contracts are designed to motivate the individual to correct deficiencies in goal achievement. Contracts may be:
- a. Work contract- for failing to attain employment or satisfactory progress towards employment.
  - b. Social- For deficiencies in social conduct in and around the facility
  - c. Rules/Regulations- for repeated violations of facility rules and regulations.
  - d. Chore- For failing to do assigned chores

Non-compliant residents will be referred to meet with the treatment team. Residents are placed on contract as a last resort. The treatment team can make recommendation for a time-limited or ongoing contract.

**B. Contact information:**

1. Mailing address- Your mailing address while at Veteran's North will be:

(YOUR NAME)  
c/o Veteran's Haven North  
200 Sanatorium Rd, Suite  
101  
Glen Gardner, NJ 08826

2. 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. Residents must supply their own postage for mail. For medication packages, please refer to Section H re: Resident Self-Medication Administration Policy.

b. All mail for former residents will be returned to the post office. Mail will not be held for anyone. Neither staff nor residents will accept the responsibility of holding mail for someone that is no longer here. It is the responsibility of the resident who is leaving Veteran's Haven North to contact all correspondents and inform them that their address is being changed.

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

a. Residents are authorized to possess cell phones while staying at the facility. The responsibility of personal cell phones is with the resident, not the facility.

b. Residents are permitted to make in house phone calls using the facility phone from their units in order to accomplish task related to their treatment plan.

c. Residents are permitted to make outside phone calls using the facility phone from their units in order to accomplish task related to their treatment plan only. Outgoing calls are only authorized between the hours of 7am and 6pm. In order to place an outgoing call, residents must call the front office (x1964). Personal phone calls are not permitted from the unit phones.

<b>Resident Phone Directory</b>			
<b>MAIN NUMBER-</b> (908) 537-1999		<b>TOLL FREE-</b> (877) 648-0091	
<b>FRONT DESK - 1964</b>			
<b>Treatment Team</b>		<b>Records</b>	
Jennifer Ege CLINICAL SUPERVISOR located NH1	1970	Jennifer Chrucky MANAGEMENT ASSISTANT	1980
Terese Acocella CASE MANAGER located NH3	1973	Records Room	1995
David Thompson CASE MANAGER located NH2	1972	NORTH HALL 1	1971
Lisa Noe CASE MANAGER located NH4	1974	NORTH HALL 2	1975
Intern's Office Located on NH2 Rm 229	1994	NORTH HALL 3	1976
Candice Ford NURSE located in Medication Room off NH3 Hallway	1965	NORTH HALL 4	1977

#### 4. Computer usage

- a. 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. Residents should utilize the computers on the wing on which they reside. Prior to using the state computer system, every resident must read, understand, and sign for a copy of the department's computer use agreement. After initial signage, each resident will then have to sign electronically to renew their 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.
- b. All residents are required to supply VHN with a functional email address. If a resident does not have an email account, case managers will aid that resident in acquiring an email account. Residents should check their email regularly as this is often used to communicate employment, housing, or event information.



### C. Key Control:

Residents will be issued a key to their individual room as well as an individual swipe card, a mailbox key, a closet key if applicable, and unit key if applicable for females. The room key will allow you access to your room only. It is your responsibility to lock your door 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. Residents caught propping the door open may lose their key privileges.

Residents that lose their keys and require replacements will be charged the cost of the key that is being replaced.

Room key:	\$6.00
Swipe card:	\$5.00
Mailbox key:	\$3.00

**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 identification card must be carried at all times and doubles as your access key to the facility.

### E. Signing in/out

You are required to sign in and out every time you leave the facility on the resident sign in/out log. The sign in/out log is located by the front office. Regardless of the duration or destination of the trip, every resident needs to sign out. Even if you leave with a staff member on a state vehicle, you must still sign in and out. Residents that are on pass, but choose to spend their pass time in the building, must still sign in and out of the building even if you are signed out on pass in the pass book. When signing in or out residents need to legibly print their 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”. No resident is authorized to sign another resident in or out.

Everyone must sign for themselves in the sign out log. If you want to have a meal saved for you for the upcoming dinner that you will not be present for, you can also check off to have the meal saved for you.

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

## 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

Those residents that work swing shifts may have their visiting hours adjusted. Prior arrangements must be made through the treatment team, who in turn will notify the human services staff 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 program, 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 will evict the visitor from the building.

Visitors must sign in and out for themselves. Residents and/or staff are not authorized to sign a visitor in or out. Visitors will not be allowed in the building until they are accompanied by the individual they came to visit. At no time, should visitors be allowed to roam free without escort from the individual they came to see.

Minors are authorized to visit. However, they are not permitted on resident living units. When minors visit, they must be accompanied at all times by their host. 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. Residents are not permitted to bring visitors into the facility through the back doors. Visitors are not permitted to spend the night.

Residents are permitted to visit other residents in their rooms until curfew. At curfew, only residents assigned to a room should be in a room. Curfew times have been established as:

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

Past residents are not permitted to visit without the advanced approval of administration.

## **G. Addictions policy**

Veteran's Haven North is a drug and alcohol free program. There is a zero tolerance policy for possession or use of drugs or alcohol. There are several methods we employ to ensure compliance with this standard:

### 1. Breathalyzer testing-

- a. All residents are subject to breathalyzer testing immediately upon their return to the facility regardless of the duration of their absence and regardless if they were with staff or not.
- b. Residents in the facility are subject to breathalyzer testing at any time.
- c. Any resident that tests positive for alcohol will be discharged from the program as per the involuntary discharge policy.
- d. When a resident refuses to submit to a breathalyzer, it will be considered a positive test and you will be discharged from the facility in accordance with the involuntary discharge procedures. Staff will prepare an incident report noting the date, time, resident name and situation.
- e. Any resident who reports they cannot complete the long breathalyzer for medical reasons will be permitted to take the short breathalyzer once they have produced medical documentation verifying need.
- f. Any staff member that has reason to believe that a resident may be under the influence of an alcoholic beverage can request a breathalyzer test from that resident through the shift supervisor.
- g. Any resident in possession of alcoholic beverages will be discharged in accordance with involuntary discharge procedure.

### 2. Drug Testing- You are subject to random drug testing.

- a. Drug testing can be done with an in-house drug testing kit, or sent to a medical laboratory for processing.
- b. You, when first entering the facility for admission, will be tested for drugs. Positive results may result in denial of admission.

- c. You will submit to random drug testing when asked by any staff member of the facility.
  - d. All residents returning to the facility from being signed out on work, pass, store run, etc., are subject to testing for drugs.
  - e. If you refuse to submit to a drug test, it will be considered a positive test and you will be discharged from the facility in accordance with the involuntary discharge procedures. Staff will prepare an incident report noting the date, time, resident name and situation.
  - f. If you request a same gender collector in lieu of the VHN nurse, you will need to ask the nurse for a waiver (Urinalysis Observation Request). Once you complete the waiver request and it is received by the nurse, VHN will provide a same gender collector with the nurse still in the room to ensure the chain of custody and fidelity of the specimen.
  - g. Once request for a urine drug screen is made:
    - i. You will have 2 hours to submit a sample for testing, to staff. Failure to submit a sample within 2 hours will be reported to the Superintendent or his designee. During the 2 hour window, you will remain in the area assigned and with requesting staff at all times.
    - ii. You may be given water in order to facilitate the sample collection.
3. Gambling addiction is a progressive disease that devastates the gambler. Gambling can be an illness as much as alcohol or drug addiction. Residents with a known gambling habit or suspected habit will be required to attend Gamblers Anonymous meetings as determined by the 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 the 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. Meeting 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. Any resident that would like to attend AA, NA, or GA meetings on other days, other times, and other locations are free to do so. However, transportation to such meetings must be provided by their own means.

5. For the coordination of services, residents are required to disclose to their case manager all health care providers and pharmacies that they 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.
6. In light of significant health and safety concerns for our residents and staff and due to the nature of the Veterans Haven North's mission, we will not permit the use of medical marijuana by veterans in our facility.

## **H. RESIDENT SELF-MEDICATION ADMINISTRATION POLICY**

### **1. 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 able 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.
  - iii. For medication that VHN staff is securing, the following information must be disclosed and recorded on a Resident Medication Disclosure Sheet by the 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. 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.
- c. It is the responsibility of the resident to take medications as prescribed.
- d. It is the responsibility of the resident to self-administer medications under the supervision of staff.
- e. It is the responsibility of the resident to log the number of pills taken and total left for each prescription.
- f. It is the responsibility of the resident, working with staff, to accurately and completely fill out all forms for their medications.
- g. It is the responsibility of the resident to take their medications during the facility- established assigned medication times whenever possible.
- h. 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.
- i. It is the responsibility of the resident to request Pass medications prior to the Pass date.

## 2. 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.

### 3. 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.

### 4. 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 a commensurate with the hours 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 is the kitchen chores #13, #15 and the garbage chore #26, which must be completed 7 out of 7 days.

**Veteran's Haven North  
Resident Chore Assignment**

Name: \_\_\_\_\_  
 Chore#: \_\_\_\_\_  
 Week of: \_\_\_\_\_

The chore week begins on Monday and ends on Sunday. Completing your chore on Sunday, the last day of the chore week, is mandatory. All residents are required to complete chores 5 out of 7 days. The only exceptions are the kitchen chore and the unit garbage chore which are required to be completed 7 out of 7 days. Residents who fail to meet these requirements will receive an Incomplete Chore Assignment letter. If you feel you have received a letter in error please submit a copy of this form with the corresponding Incomplete Chore Assignment letter to Cheryl or her designee for review.

Day	Date	Staff Signature	Day	Date	Staff Signature
Mon			Mon		
Supplies Received			Supplies Received		
Supplies Returned			Supplies Returned		
Tue			Tue		
Supplies Received			Supplies Received		
Supplies Returned			Supplies Returned		
Wed			Wed		
Supplies Received			Supplies Received		
Supplies Returned			Supplies Returned		
Thurs			Thurs		
Supplies Received			Supplies Received		
Supplies Returned			Supplies Returned		
Fri			Fri		
Supplies Received			Supplies Received		
Supplies Returned			Supplies Returned		
Sat			Sat		
Supplies Received			Supplies Received		
Supplies Returned			Supplies Returned		
Sun			Sun		
Supplies Received			Supplies Received		
Supplies Returned			Supplies Returned		



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. You will not display pornographic material anywhere in the building.
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. Fraternalization:
  - a. Physical or intimate relations between staff and residents are prohibited. Fraternalization between staff and residents may result in the immediate removal of the resident from this facility. Fraternalization 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.
8. 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. No resident is authorized to serve themselves or others 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 only 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. Residents may utilize the laundry facilities located on their units 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.

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.
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. The front entry to the building is NOT a designated smoking area.
5. **Smoking in the facility will result in automatic discharge.**
6. 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 are authorized to inspect and check 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. 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**

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. This 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.

3. 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.
4. 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.

5. Failure to pay rent due in a timely manner will result in discharge from the facility for non-compliance.
6. At the time of discharge, there will not be any reimbursement to the resident for any paid rental fees.
7. If a resident discharges from the facility with past due rent balances, the facility may require balances be paid before consideration for any re-admission.

## **T. Financial responsibilities of residents**

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

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 and insurance card 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.

## 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 are eligible for an overnight pass upon completion of their Orientation Period and after a conference with your case manager.
  - a. Pass request forms are available on request from the front office.
  - b. Passes typically are Friday 12:00pm to Sunday 11:00pm. Pass request forms must be completed and turned in to the Staff Supervisor no later than 3:00 pm the Wednesday prior to the weekend, and will be published by 3:00pm Thursday of the pass week. Failure to abide to the time parameters set forth may result in the denial of your pass. Passes that are disapproved will be returned to the Veteran with a reason as to why.

- c. Pass requests longer than 2 days, must be approved in advance by the Superintendent or his designee.
- d. Residents may request an earlier sign out time, but it must be requested in advance and approved by the Superintendent or his designee.
- e. Residents that work during normal pass hours may request alternate days off for a pass. Only one pass per week is allowed for each resident. The pass week begins on Monday and ends on Sunday.
- f. 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 48 hours are subject to discharge from the facility.
- g. Residents that return from pass after curfew will be required to submit a urine sample.
- h. 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 a 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 48 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 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 meals, recreation, and social activities without being subjected to discrimination based on age, race, religion, sex, nationality or disability.
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  
 Flemington, NJ 08822  
 1-908-788-1300



Hunterdon County Office on Aging  
6 Gauntt Pl, P.O. Box 2900  
Flemington, NJ 08822  
1-908-788-1361

## **Y. Resident Liaison**

The resident population will elect, from amongst themselves, a resident liaison to act as the representative of the population 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 resident liaison will act in that capacity until their discharge unless removed:
  - a. For a violation of facility rules, regulations, policy or procedure.
  - b. By a vote of the resident population
  - c. Due to voluntary resignation
3. The resident liaison speaks to the administration on behalf of the resident population with concerns of the residents.

## **Z. House Meetings**

The House meeting is generally held monthly and announced in advance. This meeting is a way for administration to put out information to the house, and to receive information as well. 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 monthly 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. Resident's 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.
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 outside doors.

## **EE. Interaction with wildlife/ Pets/ Use of Property**

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. Personal pets of any kind are not

authorized in this state facility.

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. 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 items up to 30 days after discharge. After that date, items will be disposed of.

## **GG. 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

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

The main trash receptacle for the unit is in the Housekeeping closet. All trash placed in the Housekeeping Closet 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.

## **HH. 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.

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.

## **II. 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.
4. Follow all components of the Computer Resources Acceptable Use Policy Agreement. Reference Appendix 3 for the full Computer Resource Use Policy.
  - 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.

## **JJ. 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 Friday and Saturday- 1:00  
am

1. Residents may not leave the facility after the set curfew hours through 5:00am. 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. Residents who are AWOL for 48 hours are 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.

## **KK. 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.

## LL. 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.

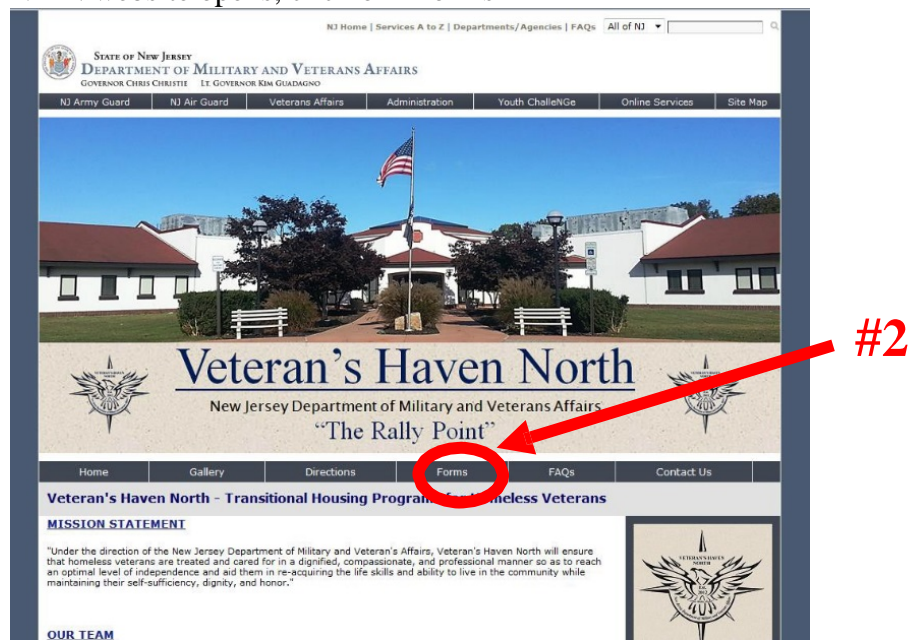
To access the most recent Resident Handbook, please visit Veteran's Haven North's Website and follow the directions below.

Website Address:

<http://www.state.nj.us/military/veteranshavennorth>

Directions:

1. Open Internet Explorer and copy website address into address window.
2. When VHN website opens, click on "Forms"



3. When new window opens, click on "Resident Handbook"





2018

# Resident's Chore Manual



**Veteran's Haven North**

**1/30/2018**

# Veteran's Haven North

## Resident Chore Manuel

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### General Rules

1. Chores are to be completed 5 out of 7 days for the assigned week, except for kitchen chores #13, #15 and the garbage chore #26 which is 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 get a staff member to inspect and sign off on your Chore Assignment form confirming your chore was completed to standard. 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. All Chore Assignment Forms should be kept for your records during your stay at VHN.
3. Failure to get your Chore Assignment form signed could result in receiving an "insufficient" week. The consequences of receiving an "insufficient" 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 "insufficient" 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.
4. All cleaners, detergents or chemicals used to clean are to stay only in the containers they were packaged in, or other containers approved by the Human Services staff for use.
5. No chemicals are to be mixed or combined, either straight or diluted in water.
6. **Cleaners or detergents are not to be used on floors that are waxed. Waxed floors are only mopped with cool, clean water.**
7. 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.
8. Always empty mop buckets and wring out mops after use.

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores-Chore #1

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#### **Task:**

Clean the unit windows, furniture (Sundays only), and tables in day area of unit

#### **ETTC:**

20 minutes per unit

#### **Materials needed:**

- Vinyl cleaner/protectant (Sunday, last day of the chore week Only)
- Furniture polish (Sunday, last day of the chore week Only)
- Glass Cleaner
- 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/ cleaning cloth.
4. Spray cleaning cloth w/ cleaner/protectant. Wipe vinyl furniture w/ cleaning cloth.
5. Spray cleaning cloth w/ furniture polish. Wipe wood veneer armrests and wood tables w/ cleaning cloth.
6. Return all cleaning supplies to staff.

#### **Standard:**

1. Windows are free from smudges and debris.
2. Chairs are clean and free from debris.
3. Tables are clean and free from debris.

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #2

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**Task:**

Clean the laundry room

**ETTC:**

10 minutes per laundry room

**Materials:**

- Disinfectant
- Cleaning cloths
- Mop
- Mop bucket
- Dust mop
- Wet floor sign
- Small Trash Bag
- Gloves

**Condition:**

1. See staff for supplies.
2. Put on gloves.
3. Spray the washer and dryer w/ disinfectant. Wipe the outside dry w/ cleaning cloth.
4. Spray a cleaning cloth w/ disinfectant. Open washer and dryer doors and wipe door jams w/ cleaning cloth.
5. Spray folding table w/ disinfectant (if applicable) and wipe dry w/ cleaning cloth.
6. Check the lint trap. Empty if needed.
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 needed, replace with new bag, place bag with trash in Housekeeping Closet trash receptacle.
10. Put up wet floor sign.
11. 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 (if applicable) are disinfected.
2. Washer is checked for leaks.
3. Floor is clean and free from debris.
4. Trash receptacle is empty.

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #3

---

#### **Task:**

Clean shower room on unit

#### **ETTC:**

15 minutes per shower room

#### **Materials needed:**

- Disinfectant
- Mildew Remover (Sunday, last day of the chore week only)
- Mop bucket
- Mop
- Cleaning cloths
- Gloves

#### **Condition:**

1. See staff for cleaning supplies.
2. Put on gloves.
3. Spray fixtures, benches, walls and handrails with disinfectant or mildew remover (Sunday only).
4. Wipe dry w/ cleaning cloths.
5. Mop entire floor.
6. Spray shower curtain w/ disinfectant or mildew remover (Sunday only).
7. Wipe w/ cleaning cloth. Rinse.
8. Return cleaning supplies to staff.
9. Empty mop bucket, return to Housekeeping Closet.

#### **Standard:**

1. Shower room is disinfected and free from debris.

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #4

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#### **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

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#### **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 clean.
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

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### **Task:**

Clean the kitchenette on unit

### **ETTC:**

20 minutes per unit

### **Materials needed:**

- Disinfectant
- Mop bucket
- 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. Spray counter w/ disinfectant. Wipe dry w/ cleaning cloth.
4. Spray microwave w/ disinfectant. Wipe dry w/ cleaning cloth.
5. Spray sink w/ disinfectant. Wipe dry w/ cleaning cloth.
6. Spray cleaning cloth w/ disinfectant. Wipe rubber seal inside the refrigerator door. Wipe up any spills and remove debris.
7. Spray cleaning cloth w/ disinfectant. Wipe ice dispenser surfaces, if applicable.
8. Refill paper towel and soap dispenser if needed.
9. Ensure the kitchenette is free from VHN condiments.
10. Clean the floor w/ dust mop.
11. Empty trash receptacle if needed, replace with a new bag, and take trash to Housekeeping Closet trash receptacle.

12. Spray trash can lid with disinfectant. Wipe dry w/cleaning cloth.
13. Put up wet floor sign.
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 is clean and free from debris.
2. The micro-wave is clean and free from debris.
3. The ice dispenser is clean and free from debris.
4. The refrigerator is clean and free from debris.
5. The soap and paper towel are filled.
6. Trash can is emptied if needed w/ replacement bag installed, free from debris.
7. The floor is clean and free from debris.

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #7

---

#### **Task:**

Clean hallways on unit

#### **ETTC:**

30 minutes per unit

#### **Materials needed:**

- Wet floor sign
- Mop
- Mop bucket
- 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. Mop only half of the hallway at a time; always leaving one side of the walkway dry.
6. Remove signs when floor is dry.
7. Return cleaning supplies to staff
8. Empty mop bucket, return to housekeeping closet.

#### **Standard:**

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

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #8

---

#### **Task:**

Clean floors of common area on unit (from courtyard doors to unit entrance doors)

#### **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 furniture and chairs.
5. Use dust pan to pick up debris.
6. Put up wet floor signs.
7. Mop only half of the walk area at a time; always leaving one side of the walk area dry.
8. Remove signs when floor is dry.
9. Return cleaning supplies to staff
10. Empty mop bucket, return to housekeeping closet.

#### **Standard:**

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

# Veteran's Haven North

## Common Tasks Chore Sheet Resident's Chores- Chore #9

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### **Task:**

Clean the computer room

### **ETTC:**

15 minutes per computer room

### **Materials needed:**

- Vacuum
- Electronics cleaner
- Window cleaner
- Cleaning cloths
- Gloves

### **Condition:**

1. See staff for cleaning supplies.
2. Put on gloves.
3. Spray window cleaner on windows. Wipe dry w/ cleaning cloth.
4. Spray electronic cleaner on computers surfaces, including keyboard. Wipe off w/ cleaning cloth.
5. Vacuum all carpeted surfaces.
6. Return all cleaning supplies to staff.

### **Standard:**

1. Windows are free from smudges and debris.
2. Computers are clean, free from dust and debris.
3. Floor is clean and free from debris.

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #10

---

**Task:**

Cleaning the unit game room

**ETTC:**

15 minutes per activity/game room

**Materials needed:**

- Vacuum
- Furniture cleaner
- Window cleaner
- Cleaning cloths
- 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 tables and chair surfaces w/ cleaner. Wipe dry w/ cleaning cloth.
5. Vacuum all carpeted surfaces.
6. 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.

# Veteran's Haven North

## Common Tasks Chore Sheet Resident's Chores- Chore #11

---

### **Task:**

Sanitize all door handles in common areas on unit

### **ETTC:**

15 minutes per unit

### **Materials needed:**

- Disinfectant
- Cleaning cloth
- Gloves

### **Condition:**

1. See staff for cleaning supplies.
2. Put on gloves.
3. Spray disinfectant onto cleaning cloth. Wipe all door handle surfaces in hallways and common areas.
4. Return cleaning supplies to staff.

### **Standard:**

1. All door handles on unit are sanitized.

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #12

---

#### **Task:**

Clean the Canteen

#### **ETTC:**

20 minutes

#### **Materials needed:**

- Disinfectant
- Furniture cleaner
- Cleaning cloth
- Mop bucket
- Mop
- Dust mop
- Gloves

#### **Condition:**

1. See staff for cleaning supplies.
2. Put on gloves.
3. Spray tables and w/ disinfectant. Wipe dry w/ cleaning cloth.
4. Spray cloth w/ cleaner. Wipe dry w/ cleaning cloth.
5. Clean entire floor w/ dust mop.
6. Put up wet floor sign.
7. Mop entire floor.
8. Remove sign when floor is dry.
9. Return cleaning supplies to staff
10. Empty mop bucket, return to housekeeping closet.

#### **Standard:**

1. Canteen tables and chairs are clean and free from debris.
2. Canteen floor is clean and free from debris.



# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #13

---

#### **Task:**

Clean the kitchen dish room after meals

#### **ETTC:**

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

#### **Materials needed:**

- Gloves
- Hairnet
- Beard net (if applicable)
- Stainless steel scrub pad
- Dish soap
- Food scrapper
- Mop
- Mop bucket
- Floor cleaner
- Wet floor signs
- Garbage bags
- Broom
- Dust pan
- Squeegee
- Broom
- Dust pan

#### **Condition:**

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. Fill dish sink w/ hot water and dish soap.
5. Scrub pots and pans w/ stainless steel scrub pad. Place any loose food (**except rice, spinach, and bones**) into garbage disposal.
6. Place all pots, pans and dishware onto dish racks and send through dish machine.
7. Place silverware in flatware basket and send through dish machine.
8. Inspect all pots, pans, dishware, and silverware exiting dish machine for cleanliness. If any inspected items are found to contain debris, scrub w/ stainless steel pad and send back through the dish machine.
  9. Place all clean pots, pans, flatware, and dishware on gray rack to dry. Once dry return to appropriate locations (see staff if needed).
10. Spray down and squeegee off all debris from counters.
11. Spray down all floor mats and floor area w/ hose (located in mop room).
12. Empty all trash receptacles. Take trash to the garbage room (see staff for assistance).  
Replace all receptacles w/ new garbage bags.
13. Sweep entire kitchen floor (including under counters) w/ broom. Use dust pan to remove debris.
14. Fill mop bucket w/ hot water and floor cleaner. Mop the entire kitchen.
15. Empty mop bucket in mop room. Rinse out mop and hang on wall to dry.

**Standard:**

1. All dirty dishes are cleaned, dried and returned to appropriate locations.
2. Dish room is cleaned and free from debris.
3. Kitchen floors are clean and free from debris.
4. All trash receptacles are empty.

# Veteran's Haven North

## Common Tasks Chore Sheet Resident's Chores- Chore #14

---

### **Task:**

Clean men/women's bathrooms in North 2 hallway

### **ETTC:**

20 minutes

### **Materials needed:**

- Disinfectant
- Bathroom cleanser
- Glass cleaner
- Cleansing cloth
- Mop
- Mop Bucket
- Broom
- Dust pan
- Bowl brush
- Replacement paper towel, toilet paper, and trash bags
- Wet floor signs
- Gloves

### **Condition:**

1. See staff for cleaning supplies.
2. Put on gloves.
3. Clean sink w/ cleanser and wet cleansing cloth. Dry w/ new cleansing cloth.
4. Spray all stainless steel, (faucets, handles, mirrors, and paper towel dispenser), w/ glass cleaner. Wipe dry w/ cleansing cloth.
5. Spray all stall doors w/ glass cleaner. Dry w/ cleaning cloth.
6. Pour cleanser in toilet bowl. Let stand.
7. Replace paper towel and toilet paper (if necessary).
8. Scrub inside toilet bowl w/ bowl brush.

9. Spray toilet seat and base w/ disinfectant. Wipe w/ dry cleansing cloth.
10. Sweep entire floor. Use dust pan to remove debris.
11. Empty trash receptacle. Replace w/ new bag.
12. Put up wet floor signs.
13. Mop entire floor.
14. Remove signs when floor is dry.
15. Return cleaning supplies to staff
16. Empty mop bucket, return to housekeeping closet.

**Standard:**

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

# Veteran's Haven North

## Common Tasks Chore Sheet Resident's Chores- Chore #15

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### **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.
6. Put on a new set of gloves.
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 pour 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.

# Veteran's Haven North

## Common Tasks Chore Sheet Resident's Chores- Chore #16

---

### **Task:**

Clean hallway, entrance to unit

### **ETTC:**

20 minutes

### **Materials needed:**

- Wet floor sign
- Mop
- Mop bucket
- Dust mop
- Gloves

### **Condition:**

1. See staff on unit for cleaning supplies.
2. Clean hallways with dust mop.
3. Put up wet floor signs.
4. Mop only half of the hallway at a time; always leaving one side of the walkway dry.
5. Remove sign when floor is dry.
6. Return cleaning supplies to staff
7. Empty mop bucket, return to housekeeping closet.

### **Standard:**

1. Hallway entrance is clean and free from debris.



# Veteran's Haven North

## Common Tasks Chore Sheet Resident's Chores- Chore #17

---

### **Task:**

Clean the atrium (fountain area)

### **ETTC:**

20 minutes

### **Material's needed:**

- Gloves
- Wet mop signs
- Dust mop
- Mop
- Mop bucket
- Glass cleaner
- Cleaning cloth

### **Condition:**

1. See staff for 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. Spray disinfectant on cleaning cloth.
5. Wipe surface of drinking fountain.
6. Clean entire area with dust mop.
7. Put up wet floor signs.
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. Indoor courtyard for will be clean and free from debris.
2. Dining room windows are free from smudges and debris.
3. Drinking fountain is disinfected.

# Veteran's Haven North

## Common Tasks Chore Sheet Resident's Chores- Chore #18

---

### **Task:**

Clean guest bathroom in front entrance area

### **ETTC:**

10 minutes

### **Materials needed:**

- Disinfectant
- Bathroom cleaner
- Glass cleaner
- Cleaning cloths
- Broom
- Dust pan
- Mop
- Mop bucket
- Toilet brush
- Wet floor signs
- Gloves

### **Condition:**

1. See staff for cleaning supplies.
2. Put on gloves.
3. Clean sink w/ cleanser and wet cleansing cloth. Dry w/ new cleansing cloth.
4. Spray all stainless steel/metal, (faucets, handles, mirrors, and paper towel dispenser) w/ glass cleaner. Wipe dry w/ cleansing cloth.
5. Pour cleanser in toilet. Let stand.
6. Replace paper towel and toilet paper (if necessary).
7. Scrub inside toilet bowl w/ brush.
8. Spray toilet seat and base w/ disinfectant. Wipe w/ dry cleansing cloth.
9. Sweep entire floor. Use dust pan to remove debris.
10. Put up wet floor signs.

11. Mop entire floor.
12. Remove signs when floor is dry.
13. Return cleaning supplies to staff
14. Empty mop bucket, return to housekeeping closet.

**Standard:**

1. Mirrors and stainless steel/metal components are clean and smudge free.
2. Toilets and sinks are clean and free from debris.
3. Floor is clean and free from debris.

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #19

---

#### **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
- 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. Mop assigned half of floor first and last day of chore week.
6. Remove wet floor signs when floor is dry.
7. Wipe equipment down 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. Equipment is sanitized.

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #20

---

#### **Task:**

Clean the chapel

#### **ETTC:**

10 minutes

#### **Materials needed:**

- Vacuum
- Furniture cleaner
- Cleaning cloth
- 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. Vacuum entire floor.
5. Return supplies to staff.

#### **Standard:**

1. Chapel chairs and podium are 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 #21

---

#### **Task:**

Clean the library

#### **ETTC:**

20 minutes

#### **Materials needed:**

- Dust mop
- Mop
- Mop bucket
- Furniture cleaner
- Cleaning cloth
- Wet floor signs
- Gloves

#### **Condition:**

1. See staff for cleaning supplies.
2. Put on gloves.
3. Spray cleaner on cleaning cloth. Wipe all chair surfaces.
4. Dust shelves w/ cleaning cloth.
5. Clean floor w/ dust mop.
6. Put up wet floor signs.
7. Mop entire floor.
8. Remove signs when floor is dry.
9. Return cleaning supplies to staff
10. Empty mop bucket, return to housekeeping closet.

#### **Standard:**

1. All chair and shelving surfaces are 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 floor in front entrance and foyer

#### **ETTC:**

20 minutes

#### **Materials needed:**

- Mop Bucket
- Mop
- Dry Mop
- Dust Pan
- Gloves
- Vacuum

#### **Condition:**

1. See staff for cleaning supplies.
2. Put on gloves.
3. Vacuum rug in front entrance.
4. Sweep lobby and foyer w/ dry mop to remove debris.
5. Mop entire floor.
6. Return cleaning supplies to staff
7. 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 #23

---

#### **Task:**

Clean outside front entrance

#### **ETTC:**

20 minutes

#### **Materials needed:**

- Heavy Duty Broom
- Disinfectant
- Glass Cleaner
- Cleaning Cloth
- Gloves

#### **Condition:**

1. See staff for cleaning supplies.
2. Put on gloves.
3. Spray disinfectant on cleaning cloth. Wipe inside phone booth and phone handset.
4. Spray glass cleaner on cleaning cloth. Wipe down front entrance door windows.
5. Sweep walkway to remove debris as needed.
6. Return supplies to staff.

#### **Standard:**

1. Front walkways are free from debris.
2. Phone booth clean and free from debris.
3. Front entrance door windows are free from debris.



# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #24

---

#### **Task:**

Clean the windows and chairs in front entrance and foyer area

#### **ETTC:**

20 Minutes

#### **Materials needed:**

- Furniture cleaner
- Glass cleaner
- Cleaning cloths
- 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 once weekly.
5. 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 dust free.

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #25

---

#### **Task:**

Clean the house keeping closet on unit

#### **ETTC:**

10 minutes

#### **Materials needed:**

- Disinfectant
- Bathroom cleaner
- Glass cleaner
- Cleaning cloths
- Broom
- Dust pan
- Mop
- Mop bucket
- Wet floor signs
- Gloves

#### **Condition:**

1. See staff for cleaning supplies.
2. Put on gloves.
3. Clean sink w/ cleanser and wet cleansing cloth. Dry w/ new cleansing cloth.
4. Spray all stainless steel/mental w/ glass cleaner. Wipe dry w/ cleansing cloth.
5. Wipe housekeeping cart w/ disinfectant and cleansing cloth.
6. Wipe shelves w/ glass cleaner and cleansing cloth.
7. Sweep entire floor. Use dust pan to remove debris.
8. Put up wet floor signs.
9. Mop entire floor.
10. Remove signs when floor is dry.
11. Return all cleaning supplies.

**Standard:**

1. Stainless steel/metal components are clean and smudge free.
2. Housekeeping cart is clean and free from debris.
3. Shelves are clean and free from debris.
4. Floor is clean and free from debris.

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #26

---

#### **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 #27

---

### **Task:**

Clean board room (NH4 hallway)

### **ETTC:**

15 minutes

### **Materials needed:**

- Gloves
- Cleaning Cloth
- Vacuum
- Furniture Polish

### **Condition:**

1. See staff for cleaning supplies.
2. Put on gloves.
3. Polish Furniture once a week.
4. Wipe dry with cleaning cloths.
5. Mop entire floor.
6. Vacuum carpet.
7. Return cleaning supplies to staff.

### **Standard:**

1. Tables and chairs are disinfected and free from debris.
2. Carpet is clean and free from debris.
3. Floor is clean and free from debris.

# Veteran's Haven North

## Common Tasks Chore Sheet Resident's Chores- Chore #28

---

### **Task:**

Clean reception area on unit (area near phone).

### **ETTC:**

15 minutes per unit

### **Materials needed:**

- Wet floor sign
- Mop
- Mop bucket
- Dust mop
- Gloves
- Cleaning Cloths
- Disinfectant

### **Conditions:**

1. See staff for cleaning supplies.
2. Put on gloves
3. Clean counter top with disinfectant.
4. Clean entire floor w/ dust mop.
5. Use dust pan to pick up debris.
6. Put up wet floor sign.
7. Mop only half of the floor area at a time; always leaving one side of the walk area dry.
8. Remove signs when floor is dry.
9. Return cleaning supplies to staff
10. Empty mop bucket, return to housekeeping closet.

### **Standard:**

1. The counter top and floor of reception area should be clean and free from debris.

# Veteran's Haven North

## Common Tasks Chore Sheet Resident's Chores- Chore #29

---

### **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 debris including but not limited to cigarette butts.
4. Facility grounds include Main Entrance Walkway, all VHN parking lots, School House.
5. Empty garbage in front of Main Entrance.

### **Standard:**

1. Facility grounds are free from debris.

# Veteran's Haven North

## Common Tasks Chore Sheet Resident's Chores- Chore #30

---

### **Task:**

Clean handrails in hallways, units 2 and 4

### **ETTC:**

15 minutes

### **Material's needed:**

- Gloves
- Disinfectant
- Cleaning cloth

### **Condition:**

1. See staff for supplies.
2. Spray disinfectant on cleaning cloth.
3. Wipe handrails surfaces.

### **Standard:**

1. Handrail surfaces are free from debris.



# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #31

---

#### **Task:**

Clean conference room NH2

#### **ETTC:**

10 minutes

#### **Materials needed:**

- Wet floor sign
- Mop
- Mop bucket
- Dust mop
- Gloves
- Cleaning Cloths
- Disinfectant

#### **Conditions:**

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

#### **Standard:**

1. The table top and floor of conference room should be clean and free from debris.

# Veteran's Haven North

## Common Tasks Chore Sheet Resident's Chores- Chore #32

---

### **Task:**

Clean conference room NH3.

### **ETTC:**

10 minutes

### **Materials needed:**

- Wet floor sign
- Mop
- Mop bucket
- Dust mop
- Gloves
- Cleaning Cloths
- Disinfectant

### **Conditions:**

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

### **Standard:**

1. The table top and floor of conference room should be clean and free from debris.

## 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

1. This notice describes the privacy policy and practices of Veteran's Haven North at 200 Sanatorium Road, Suite 101, Glen Gardner, NJ 08826
2. 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.

3. 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.
4. 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).
5. 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

6. 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.

7. 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](http://www.nj.gov/military/veteranshavennorth)***

## B. How and Why We Collect Personal Information

1. 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.

2. 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.
3. 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

4. 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

1. 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
- e. **when required by law** to the extent that use or disclosure complies with and is limited to the requirements of the law

## Appendix 2- Veteran's Haven North Privacy Notice

- f. 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
  
- g. 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**

- (2) 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.
  
- h. for academic purposes
  - (1) 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**

## Appendix 2- Veteran's Haven North Privacy Notice

- (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.
- i. 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:
  - (1) in response to a lawful court order, court-ordered warrant, subpoena or summons issued by a judicial officer, or a grand jury subpoena
  - (2) if the law enforcement official makes a **written request** for PPI that:
    - (a) is signed by a supervisory official of the law enforcement agency seeking the PPI
    - (b) states that the information is relevant and material to a legitimate law enforcement investigation
    - (c) identifies the PPI sought
    - (d) is specific and limited in scope to the extent reasonably practicable in light of the purpose for which the information is sought, **and**
    - (e) states that de-identified information could not be used to accomplish the purpose of the disclosure.
  - (3) if we believe in good faith that the PPI constitutes **evidence of criminal conduct** that occurred on our premises
  - (4) 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**
  - (5) if
    - (a) 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**
    - (b) 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**
- j. 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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k. when/if required by contractual agreement with the US Department of Veterans Affairs as a provider of a Homeless Veterans program.

2. 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

1. 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.
2. 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.
3. 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.

4. We may deny your request for inspection or copying of personal information if:
  - a. the information was compiled in reasonable anticipation of litigation or comparable proceedings
  - b. the information is about another individual (other than a health care provider or homeless provider)
  - c. 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
  - d. disclosure of the information would be reasonably likely to endanger the life or physical safety of any individual.
5. 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
6. We may reject repeated or harassing requests for access or correction.

### E. Data Quality

1. 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**

2. 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.
3. We may keep information for a longer period if required to do so by statute, regulation, contract, or other requirement.

### **F. Staff Accountability**

1. Minus the aforementioned exceptions, staff will only share personal or health information after receiving your consent.
2. 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.
3. When exchanging documents with organizations on your behalf, staff will do so utilizing organizational email, facsimile, or addresses only.
4. All members of our staff (including employees, interns/students, volunteers, affiliates, contractors and associates) are required to comply with this privacy notice.
5. 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.

## Appendix 3- Computer Resources Acceptable Use Policy (IASD)

DEPARTMENTAL BULLETIN NO. 02-17\*

10 December 2017

### COMPUTER RESOURCES ACCEPTABLE USE POLICY (IASD)

1. **SCOPE:** This Bulletin applies to all DMAVA employees and system users who access and use DMAVA/GSN (Garden State Network) 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 DMAVAHQDLAW (“State”) network are required to read and sign the DMAVA Computer Resources Acceptable Use Policy (Enclosure 1). 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 DMAVANet Site at <http://intranet/computer-user-agreement/>, read the agreement and complete the required fields (there is an option to download the completed form at the end).
  - b. **New Users** (those without a current account) will fill out, sign, and detach Enclosure 2, Computer Resources Acceptable Use Policy Agreement. The original signed document will be sent to the DMAVA 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.

*\*Departmental Bulletin 06-16 dated 1 October 2016 is rescinded.*

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 January 2018**. All accounts that have not been updated online or do not have an accompanying signed statement will be disabled on 15 February 2018. On 1 March 2018, all accounts have not be updated online or that do not have an accompanying signed statement will be deleted. IASD and the Central Operations - Human Resources Division, will maintain copies of the electronic and signed agreements.

5. **SUBMISSION:** Online Agreements will automatically be sent to the Customer Support Center. Manually completed/signed Agreements can be scanned and/or emailed to Mrs. Dee Panfile at [Dee.Panfile@dmava.nj.gov](mailto:Dee.Panfile@dmava.nj.gov) and/or faxed to her attention at 609-530-7066. Signed hard copies can also be forward via inter-office mail to DMAVA, Attn: IASD-ISB, Mrs. Dee Panfile, 131 Eggerts Crossing Rd, Lawrenceville, NJ 08648

6. This Bulletin as well as additional Information Technology Departmental bulletins and policies can be found on the publications section of the Department website, <http://www.nj.gov/military/publications/index.html>.

7. Managers and Supervisors at all levels are directed to insure 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](mailto:Dee.Panfile@dmava.nj.gov).

OFFICIAL:



DAVID S. SNEDEKER  
Chief Information Officer  
Director, Information and Administrative  
Services Division

MICHAEL L. CUNNIFF  
Brigadier General, NJANG  
The Adjutant General

DISTRIBUTION: A, B, C, D, E, F

Two (2) Enclosures:

1. DMAVA Computer Resources Acceptable Use Policy, dated 10 December 2017
2. DMAVA Computer Resources Acceptable Use Policy Agreement, dated 10 December 2017

ENCLOSURE 1

NEW JERSEY DEPARTMENT OF MILITARY AND VETERANS AFFAIRS (DMAVA)

**COMPUTER RESOURCES ACCEPTABLE USE POLICY**

*(Revised 10 December 2017)*

**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 IAW with guidance from State of New Jersey IT Circular 14-30-NJOIT, dated 5 September 2014. 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.

A "**cache**" is a hiding and/or safe place to store valuables for concealment, 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.

A "**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.

The **"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 bridges, 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-IASD 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 such 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 monitors 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 this 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.

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 shut down the system. Next, notify the Customer Support Center at 609-530-7177. The purpose is to compile supporting evidence, impact assessments and associated costs and to carry out containment, eradication and reconstructive 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.
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 microcomputer. 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 (i.e. Firefox, Video Games, etc.) 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 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. NCFS, 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. 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-IASD 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 the Chief Information Officer for security or operational requirements.



9. DMAVA creates and saves "disk images" of standard PC configurations. These images are used to repair problems and install or upgrade software. DMAVA-IASD reserves the right to re-image any agency computer at any time without prior notification.
10. 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.
11. Users shall not divulge dialup modem phone numbers to anyone.
12. 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), PWFs (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.
13. 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-IASD has authority over the assignment and disposition of all computer equipment.
14. DMAVA-IASD is the primary office responsible for maintaining all DMAVA network infrastructure components (hubs, switches, and supporting UPS units) and all DMAVA agency servers, regardless of funding source.
15. 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 IASD technical support staff.
16. Unauthorized access of, or attempts to gain unauthorized access to, any computer, records, data, databases or electronically stored information is prohibited.
17. 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 IASD Help Desk. If familiar with the menu, he/she should then exit that area of the system.
18. 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.

19. A Property Hand Receipt must be completed whenever any (IT) equipment is removed from DMAVA facilities. Long-term hand receipts will be utilized for assigned PDA's, SmartPhones, Blackberries, Cellular Phones and Laptops.

20. 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.

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

22. 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 IASD 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.

23. The E-mail system is the property of the DMAVA and should be used for business purposes only. A 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.

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

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

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

27. 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.

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 is permitted by DMAVA. 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;
- 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 cause damage to a computer;
- Play games or gamble on the Internet;
- 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 downloaded to the network must be scanned for viruses, using virus detection software approved by the DMAVA CIO.

**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.

**REFERENCES (continued)**

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  
Federal Wire Tap Act, 18 U.S.C. §2710 et seq.  
New Jersey Wiretap Act, N.J.S.A 2A:156A-1 et seq.  
Executive Order 49 (April 17, 1996)  
Executive Order 225 (June 1, 2017)  
IT Circular 08-01-NJOIT #100 Information Security Program (June 18, 2008)  
IT Circular 08-04-NJOIT #130 Information Asset Classification Control Policy (July 31, 2008)  
IT Circular 11-01-NJOIT #179 Remote Access Policy (March 9, 2012)  
IT Circular 11-02-NJOIT #190 Information Security Incident Management Policy (May 24, 2012)  
IT Circular 12-01-NJOIT #141 Security Awareness Program Policy (March 21, 2012)  
IT Circular 12-02-NJOIT #132 Portable Computing Use and Temporary Worksite Assignment Policy (March 28, 2012)  
IT Circular 12-03-NJOIT #110 Security Framework Policy (July 17, 2013)  
Joint Circular 14-12-DORES/OIT Enterprise Electronic Mail Retention and Disposition Framework (April 4, 2014)  
OIT-0159 Portable Computing User Agreement (September 5, 2013)  
IT Circular 14-18-NJOIT #174 - Network Security Policy (June 12, 2014)  
IT Circular 14-14-NJOIT #116 - Security Assessment Policy (July 28, 2014)  
IT Circular 14-13-NJOIT #205 - Certification and Accreditation Policy (March 10, 2014)  
IT Circular 14-12-NJOIT #183 - Software License Management and Distribution (April 3, 2014)  
IT Circular 14-09-NJOIT #168 - Change Management Policy (January 7, 2014)  
IT Circular 14-08-NJOIT #180 - Security in Application Development Policy (January 7, 2014)  
IT Circular 14-07-NJOIT #1602 - Media Protection Policy (January 7, 2014)  
IT Circular 14-06-NJOIT #162 - System Planning and Acceptance Policy (January 7, 2014)  
IT Circular 14-05-NJOIT #161 - Operational Security Policy (January 7, 2014)  
IT Circular 14-04-NJOIT #1703 - State of New Jersey Disclaimer Policy (July 28, 2014)  
IT Circular 14-03-NJOIT #173 - Wireless Network Security Policy (January 7, 2014)

**REFERENCES (continued)**

- IT Circular 14-03-S1-NJOIT #173-01 - Wireless Network Security Standard and Procedures (January 7, 2014) (see NJ-ISAC)
- IT Circular 14-02-NJOIT #115 - Information Security Risk Management Policy (January 7, 2014)
- IT Circular 14-01-NJOIT #171 - Minimum System Security and Protection Policy (January 23, 2014)
- IT Circular 14-32-NJOIT #177- Password Management Policy (October 14, 2014)
- IT Circular 14-32-S1- NJOIT #177-01 - Password Management Standard (October 14, 2014)
- IT Circular 14-30-NJOIT #1600 - Acceptable Internet Usage (September 5, 2014)
- IT Circular 14-17-NJOIT #166 - Electronic Mail/Messaging Content Policy and Standards (April 2, 2014)
- IT Circular 15-01-NJOIT #142 – Workforce Security Policy (January 22, 2015)
- IT Circular 15-02-NJOIT #176 – Information Security System Monitoring and User Review Policy (January 22, 2015)
- Departmental Directive 25.2.2 Garden State Network (GSN) Data and Telephone Systems Records Request Procedures (IASD) (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)
- Departmental Directive 25.2.7 Social Media Policy (August 30, 2012)
- Departmental Directive 25.2.8 Agency Password Policies and Standards for DMAVA State Network Account Users (December 15, 2013)
- 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 10 December 2017)

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 10 December 2017) for use of the DMAVA computing systems and facility and agree to abide by it.

Signature \_\_\_\_\_

Date: \_\_\_\_\_

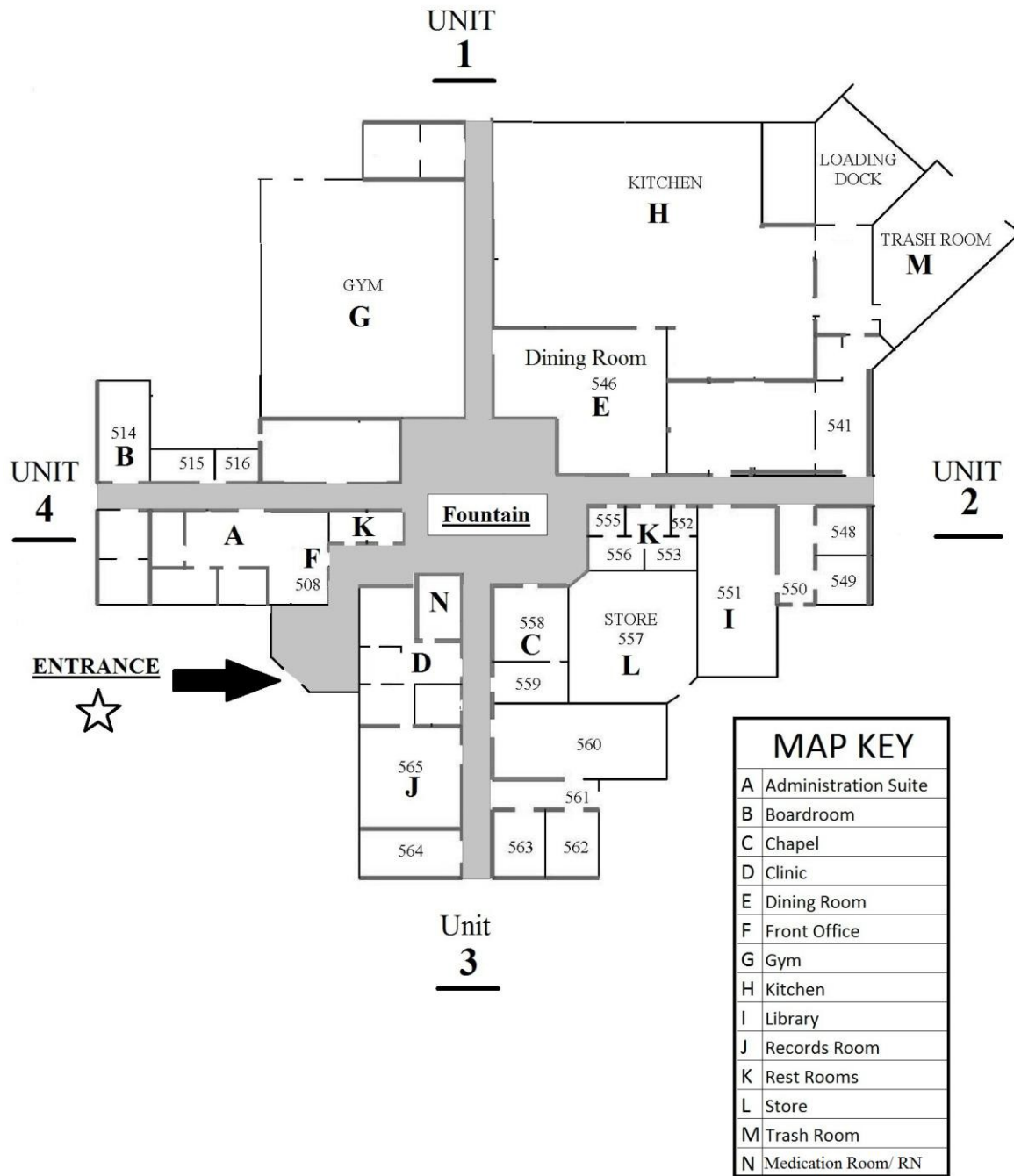
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Duty Phone \_\_\_\_\_

# Veteran's Haven North





# Notes