



Resident Rights and Grievance Policies

Resident Rights

- This document is NOT the same as your house code of conduct
- This is a list of the rights residents have in the home



Why do we need a statement of resident rights?

- Rooted in the social model
- Provides empowerment
- Establishes trust
- Builds community
- Sets Expectations
- Protection against discrimination



Essential components?

- Receive a copy of the Resident Rights and Grievance Policy
- Exercise rights without reprisal (no right extends so far as to supersede health and safety considerations)
- Be informed, in writing, of fees charged
- Consult with independent treatment specialist or legal counsel at one's own expense
- Full explanation regarding loss or restriction of privileges and methods to reinstate privileges
- Request and receive in a timely manner written receipt for any payments made or statement of account



Example

- Tia has been living at Helping Ohio Recovery Housing for a few weeks
- According to the home's policies residents must live in the home and follow all policies for twelve weeks before they can have overnight passes
- Tia requests an overnight pass so she can go on a trip with a friend
- The request is denied, and it is explained to Tia that she agreed to no overnights for twelve weeks. It is explained that once she has lived in the house for twelve weeks, she can have overnight passes approved.





Recommended components

- A safe, clean, and supportive environment
- Be treated with courtesy and respect
- Confidentiality of communications
- Not be discriminated against on basis of race, ethnicity, age, religion, gender, national origin, sexual orientation, disability, genetic information, or any manner prohibited by law
- Practice religion or abstain from practice of religion
- Personal property and possessions, unless prohibited by house policy



Yes, Recovery Homes can be faith-based

- Explain the program before residents agree to enter
- Do not ask residents about their personal faith
- Ask if they understand the program and are willing to engage in the program
- Allow residents to practice their own faith

Example

- Bethany is interested in the Recovery Church Recovery Housing Program
- The Recovery Church program includes a weekly bible study, morning meditation, as well as attendance at a Sunday service
- Bethany agrees to participate in this program
- Bethany also wants to attend Catholic Mass
- Bethany participates in all elements of the program, and then also attends an early Catholic Mass prior to the Sunday service





Be Careful about your resident rights

- Read these carefully
- You are making a promise to your residents
- If you are unable to uphold this commitment, it is a violation of rights





Resident Rights must be signed by Residents

- Including it in a larger resident handbook that is signed is not sufficient
- Must be a signature line
- When we are on site, we may ask to see signed copies

Opportunity to create an inclusive environment

- Resident rights remind residents that they are a part of a community
- Explain your policies related to inclusion
- Explain how you welcome individuals who identify as transgender, nonbinary
- Explain how you welcome individuals of different backgrounds
- Explain how you accommodate residents with disabilities





Example

- Alex is considering moving into Helping Ohio Recovery Home
- During the process, the house manager shares the resident rights with Alex
- The house manager explains that all residents have a right to be treated with respect and dignity
 - This means that they welcome people who identify as Trans or nonbinary
 - This also means that any racist, homophobic or similar actions will be addressed
- Alex has a chance to ask any questions and knows expectations before agreeing to move in

Questions



Difference between Grievances and Complaints



COMPLAINTS ARE WHEN SOMEONE
DOES NOT LIKE SOMETHING



A GRIEVANCE IS WHEN THEY FEEL
THAT THEIR RIGHTS HAVE BEEN
VIOLATED

Address complaints before they turn into grievances

- Be accessible to residents
- Create space for residents to bring issues to you
- Have more than one point person



What must be included

Name and Contact information for person responsible

Instructions on how the resident can submit the grievance

Resident can ask for help if they need it

Timelines – when the resident will hear back from you, how they will hear back from you

Contact information for Ohio Recovery Housing

Any other entities that they may bring a grievance to

An person in leadership they can go to with their grievance



Make it easy

- It is frustrating to want to complain and feel like you are being prevented from doing so
- If it is difficult they will just skip your process and go straight to ORH

Use a form

- Using a form will help residents focus on issues that are important and ensure you collect all information



Once you get a grievance

- Take any immediate actions
- Investigate
- Keep good notes – include the date and time on notes
- Collect documentation
- Take any actions based on investigation
- Communicate findings and actions to resident in writing



Contact Legal Counsel if Needed

- If resident is claiming discrimination
- Violation of other legal rights



Keep records

This will help if they go to
ORH or other entities



A 3D rendering of a field of dark grey question marks. In the center, one question mark is highlighted in a bright yellow color. The word "Question" is written in white, sans-serif font across the yellow question mark.

Question