

# VETERAN'S HAVEN NORTH

New Jersey Department of Military and Veterans Affairs

“The Rally Point”



## RESIDENT HANDBOOK



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Updated 04/2023



State of New Jersey  
DEPARTMENT OF MILITARY AND VETERANS AFFAIRS

**VETERAN'S HAVEN NORTH**

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April 2023

INTEROFFICE MEMORANDUM

TO: All Residents at Veteran's Haven North

FROM: David Culley  
Superintendent, VHN

SUBJECT: Resident's Handbook

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

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

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

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

Welcome Home!



# Veteran's Haven North Resident Handbook



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## General Information

### A. Program Expectations

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

1. **Veteran’s Haven North (VHN)** provides transitional housing and services for Veterans who are homeless under the VA’s Homeless Providers GPD Program models. Three models are facilitated at VHN: Service-Intensive Transitional Housing, Clinical Treatment and Bridge Housing.
  - a. **Service Intensive Transitional Housing (SITH)** provides transitional housing and robust services that facilitate individual stabilization, increased income, and movement to permanent housing as rapidly as clinically appropriate. The scope of services, including educational, legal, and retirement goals, are incorporated into an individualized plan designed to increase the Veteran’s income through employment and/or benefits and obtain permanent housing. While the focus of the program is not on clinical treatment, all clinical services are available as needed. Length of stay is determined by need on a case-by-case basis.
    - i. **SITH admission criteria:** Homeless Veterans who choose a supportive transitional housing environment providing services prior to entering permanent housing agreed upon in their CSA and ISP.
  - b. **Clinical Treatment (CT)** provides transitional housing in conjunction with clinical services effective in helping homeless Veterans secure permanent housing and increase income through benefits and/or employment. Although the programming and services have a strong clinical focus, the Clinical Treatment program incorporates strategies to increase income and housing attainment, a required outcome of the program. Clinical services include 1:1 sessions, psychoeducational groups, art therapy, etc. Treatment services can also be arranged through the Department of Veterans Affairs and community providers. Length of stay is determined by need on a case-by-case basis.
    - i. **CT admission criteria:** Homeless veterans with a specific diagnosis related to a substance-use disorder and/or mental-health diagnosis. Veterans must actively choose to engage in

clinical services agreed upon in their CSA and ISP.

- c. **Bridge Housing (BH)** is intended to be a short-term stay (individually determined but averaging 90 days) for Veterans who have been offered and have accepted a permanent housing intervention but are not able to immediately enter the permanent housing. The goals of the program created for each Veteran are short-term with the focus on transitioning to permanent housing, rather than completion of treatment-intensive goals. Veterans in BH are expected to engage in case management and the Treatment Team will assist Veterans in accessing internal & community-based services as needed or requested by the Veteran.
  - i. **BH admission criteria:** Homeless Veterans must have been offered and accepted a permanent housing intervention (such as HUD-VASH or SSVF) prior to admission with documentation to be completed within the first 14 days of admission.

## 2. **Orientation Period-**

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

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

While on orientation you are not authorized to leave the facility's grounds unless for appointments re: medical, mental health, or addiction maintenance, legal appointments, or emergencies. Such circumstances must have verification and approval of treatment team staff in advance. If you have a concern about an obligation during your Orientation Period, be sure to bring it to the attention of your case manager immediately so that efforts to problem solve can occur.

During this period you will be orientated to the program and the staff. At this time, you will be seen by your case manager, the nurse, the substance abuse counselor, and the treatment team for purposes of assessment and Individual

Service Plan (ISP) completion. Along with meeting with staff, there are certain criteria during orientation that require total participation. Such criteria include the attendance of in-house groups and assigned chores.

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

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

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

3. **Release of information (ROI)** - In order to ensure continuity of care, during your stay at Veteran’s Haven North, you will be expected to sign ROI’s allowing Veteran’s Haven North communication with your healthcare providers and probation or parole if either are involved, and any other parties you would want involved.
4. **Individual Service Plan Review (ISP)** - ISPs which include housing, addiction, employment, sustainable income, financial, medical, and psycho-social aspects, are reviewed minimally every 90 days. This review will be completed with your case manager. If you are found to be in compliance with your ISP, it will be amended to show your progress and establish new goals. If you are found to be non-compliant with any aspect of your ISP, you will be advised of deficiencies and your goals will be reviewed for revision. You could also be placed on a contract, which will stipulate a specific goal, and compliance date. Failure to meet the compliance date may result in discharge from the facility.
5. **Group participation** – As part of your initial ISP, requirements regarding group attendance are established. VHN provides in-house groups; these are readily posted on the main board by the fountain at the facility CORE. VHN provides transportation to some outside groups; these include AA, NA, GA as well as groups offered at Lyons VAMC. You are expected to follow the recommendations of your healthcare providers as they relate to group participation.
6. **Case management**- You are required to meet with your case manager weekly. You are encouraged to meet with them as often as you need in order to better facilitate the implementation of your treatment plan. It is recommended you do this via

scheduled appointment.

7. **Housing Search Logs-** These forms can be found with your case manager. They are required to be turned in to your case manager in accordance with the terms of your ISP. The amount of housing search contacts required will vary based on your treatment plan. Failure to turn these into your case manager may result in you being placed on contract.
8. **Bi-weekly AA/NA/GA Meeting Attendance Forms-** These forms can be found at the front office or with your case manager. They are required to be turned in to your case manager in accordance with the terms of your ISP. The amount of meetings and type of meetings will vary based on your treatment plan. Failure to turn these into your case manager may result in you being placed on contract.
9. **Unemployable-** If you are unemployable, your case managers will work with you on establishing permanent income. You should submit documentation to your case manager of all applications for benefits. Once permanent income has been established, the focus will be on savings and preparing to transition into permanent housing.
10. **Full time Work-** If you are able, you are expected to gain full time employment within 30 days of coming off of orientation. Full time is considered 35 hours per week or more. Working “under the table” is not considered employment and is not allowed. Job Search Forms are to be submitted to your case manager weekly, documenting your efforts to secure on the books employment. Failure to get employment, or failure to adequately seek employment as determined by the treatment team, may result in you being placed on contract. Your case managers are here to assist you in finding employment, they are not here to find work for you. Work schedules are to be submitted to your case manager and the front office.
11. **Job Search Forms-** You are required to turn these in weekly until you gain employment. The amount of searches/contacts required will vary depending on your ISP. At least half of the job search forms you turn in, must be, in-person attempts. The forms must be completely filled out and include the name and phone number of the contact person you spoke to when inquiring about a job.
12. **Education/ Technical-**
  - a. Full time school- if you are planning to attend school, you must be enrolled within 30 days of coming off of orientation. Full time is considered 12 credits per semester. Technical schools also satisfy the school criteria. School schedules are to be submitted to your case manager.
  - b. Work / School- You can also satisfy the work/school criteria by working part time and going to school part time. In order to do this you must be working at least 18 hours per week, and taking 6 credits per semester. Failure to maintain one or the other will place you in the full time obligation as outlined in section 10.a. above.
  - c. The ultimate goal is the resolution of homelessness regardless of

the path taken. The treatment plan will be geared towards that end.

13. **Income/Savings** - During your stay at Veteran's Haven North, you must secure income. Documentation demonstrating income must be provided to your case manager monthly via pay stubs or a current award letter. Additionally, you must have a savings account and demonstrate through monthly bank statements that you are accruing savings. Monthly statements must be submitted to your case manager each month during your stay at Veteran's Haven North. Failure to turn in this documentation may result in you being placed on contract.
14. **Contract**- If you are found to be non-compliant with any part of the program, you may be placed on contract. Contracts are designed to motivate you to correct deficiencies in goal achievement. Examples of contracts may be:
  - a. Housing contract- for failing to actively pursue permanent housing.
  - b. Work contract- for failing to attain employment or satisfactory progress towards employment.
  - c. Social- For deficiencies in social conduct in and around the facility
  - d. Rules/Regulations- for repeated violations of facility rules and regulations.
  - e. Chore- For failing to do assigned chores

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

## **B. Contact Information**

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

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

Mail is delivered to the facility by the Glen Gardner Post Office Monday through Saturday. Mail is sorted by facility staff and placed in your assigned mail box.

- a. Outgoing mail can be dropped off at the front office no later than 10:30 am and will be placed in the outgoing mailbox Monday through Saturday. You must supply your own postage for mail. For medication packages, please refer to



Section H re: Resident Self-Medication Administration Policy.

- b. Once you are discharged, mail sent to the facility for you will be returned to the post office. Mail will not be held for anyone without administrative approval. Requests to hold mail, need to be signed, dated and submitted to the front office staff.
  - c. After your discharge it is your responsibility to contact all correspondents and inform them that your address is being changed so that your mail follows you. **This is not to be attempted and cannot be effectuated thru the post office by a Change of Address Form.**
3. Telephone- The telephone number for the facility is (908) 537-1999. The direct dial number to the front Administrative Office is (908) 537-1964.
- a. Personal cell phones: You are authorized to possess cell phones while staying at the facility. The responsibility for personal cell phones lies with you, not the facility.
  - b. House phones: You are permitted to make in house phone calls using the facility phone from your unit in order to accomplish tasks related to your treatment plan. Personal phone calls are not permitted from the unit phones. Outgoing calls are only authorized between the hours of 7am and 6pm. In order to place an outgoing call, you must call the front office (x1964) for staff assistance.

<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>Residential Unit phones</b>	
Amy Halper CLINICAL SUPERVISOR, NH3 Hallway Room 568	1970	Unit 1 phone	1971
Jill Panico SUBSTANCE ABUSE COUNSELOR, NH1 Room 122	1974	Unit 2 phone	1975
Monica Rieur COUNSELOR, NH2 Room 222	1994	Unit 3 phone	1976
Erica Wacaster NH2 Room 228	1995	Unit 4 phone	1977

Joseph Barbato COUNSELOR, NH2 Room 229	1972
Terese Acocella COUNSELOR, NH3 Room 322	1973
VACANT INTERN/GROUP ROOM, NH4 Room 426	1962
Candice Ford NURSE, Medication Room, NH3 Hallway	1965
Jennifer Chrucky MANAGEMENT ASSISTANT, NH3 Hallway Room 569	1980
Karl Vonderheyde CLERK, Records Room, NH3 Hallway Room 565 Dial 908.537.1999 & ext	1957

#### 4. Computer usage

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

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

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

### C. Key Control

You will be issued a key to your individual room as well as an individual swipe card, a mailbox key, a closet key if applicable, and unit key, if applicable. The room key will allow you access to your room only. It is your responsibility to secure your personal items in your room; do not leave personal items unattended in common areas. It is your responsibility to lock the door of your room whenever you are not in your room. The swipe card will allow you access to the facility through the main entrance and the core entrance. The mailbox key will allow you access to your personal mailbox on the unit you live on. Veteran's Haven North takes no responsibility for lost or stolen items of residents, regardless of whether the room was locked or not.

The Main Entrance Door and the Core Doors are locked at all times. To ensure security to the facility, only those with active swipe cards can enter in and out of the facility unaccompanied by staff. **Regardless of the time of day, doors to the facility are never to be “propped” open, regardless of the reason.** This is a key controlled facility which must remain secure at all times. Any time you leave the facility, you should have your keys with you so can regain entrance. If you are found propping the door open, you may lose your key privileges.

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

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

#### **E. Signing In/Out**

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

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

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

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

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

## F. Visitors

All residents of Veteran's Haven North must notify the facility of their intended visitors' name(s) and visit day/time 1-2 days in advance of the visit.

There is a maximum of 3 visitors at a time, per resident. Residents can request a larger visiting group; this will require administrative approval in advance.

The Main Entrance is the only point of entry/exit for Visitors.

All visitors will sign in and out in the Visitor Log Book at the front office when arriving and when departing the facility. Visitors must sign in and out for themselves. You are not authorized to sign a visitor in or out. Staff will not sign a visitor in or out for you. Your visitors will not be allowed in the building until they are accompanied by you. At no time, should your visitors be allowed to roam free without your escort.

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:

Visiting hours for all guests are:

Monday – Friday	4:30 pm - 10:00 pm
Saturday-Sunday	11:00 am - 10:00 pm

Visitors will not be allowed to stay beyond visiting hours. Visitors are not permitted to spend the night. Visitors found in the facility after visiting hours may be barred from the facility and the resident they are visiting may have visitation privileges amended by the Superintendent.

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

Visitors cannot consume meals intended for VHN residents.

Visitors will not use the showers or laundry facilities in the building.

Visitors will only use the visitor bathrooms by the Main Entrance or in the North Hall 2 Hallway across from the Dining Room.

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

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

Curfew times have been established as:

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

As this is an alcohol and drug free facility, all visitors must abide by the rules of the program. If a visitor is intoxicated or appears to be under the influence of drugs or alcohol, staff can deny the visitor access to the building and/or require that they leave. 911 may be called.

Visitors are expected to abide by the rules of the facility while they are here. If a visitor fails to abide by the rules of the facility or the instruction of staff, they may be barred from the facility.

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

## **G. Addictions Policy**

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

It is expected that you will work in collaboration with the Treatment Team, your healthcare providers and the VA toward safeguarding your continued sobriety. This is a requirement for continued residency at Veteran's Haven North. Upon admission, all veterans may be asked to conference with our Substance Abuse Counselor to discuss any indicated linkage to treatment to support success in this area. If you have a known addiction history, you will be required to participate in treatment as determined by your case manager. This includes but is not limited to in-house groups as well as groups at the VA or within the community. If you relapse, you will be returned to Orientation pending a meeting with your case manager and/or the Treatment Team. Thereafter, a recommendation will be made to the Administration regarding your enrollment in the program. Refusal to follow these recommendations could result in your discharge from the facility.

Any veteran found with drugs or alcohol in their room will be subject to **immediate** discharge. Any veteran found providing/selling drugs or alcohol to another veteran will be subject to **immediate** discharge.

There are several methods we employ to ensure your sobriety while in the program. Some of them are:

1. **Breathalyzer testing-**
  - a. When you present to the facility for admission you will be breathalyzed. Positive results will result in denial of admission.
  - b. You are subject to breathalyzer testing at any time. You are required to remain with the employee requesting same until the test has been conducted.

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

## 2. Urine Drug Screening (UDS)-

- a. When you present to the facility for admission you will be tested for drugs. Positive results may result in denial of admission.
- b. You are subject to random, observed UDS at any time.
- c. UDS will be done with an in-house kit and can be sent to a medical laboratory for confirmation.
- d. All residents returning to the facility from being signed out on work, pass, store run, etc., are subject to a UDS.
- e. If you refuse to submit to a UDS, it will be considered a positive test. Staff will prepare an incident report noting the date, time, resident name and situation. This will trigger a treatment team and administrative response.
- f. The VHN nurse is a female. If you prefer to have a male observe your specimen collection, you will need to ask the nurse for a waiver (Urinalysis Observation Request). Please note: while a male staff will then observe the collection, if the nurse is on duty the nurse will remain in the collection room to ensure the chain of custody and fidelity of the specimen.

- g. Once request for a UDS is made:
  - i. You will remain in the area assigned and with requesting staff at all times until you provide the urine specimen.
  - ii. You may be given water in order to facilitate the sample collection.
- h. A positive test result can result in a room search.

3. Gambling –

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

4. Your case manager may require you to attend a specified number of AA, NA or GA meetings or to participate in alternate treatment programs to support your recovery and sobriety. This requirement will be recorded in your ISP. Failure to participate in this treatment is a violation of your treatment plan and subjects you to sanctions from the facility.

- a. Bi-weekly AA/NA/GA Attendance Forms can be obtained through your case manager or the front office and are required to be turned in to the case managers biweekly.
- b. Veteran’s Haven North provides transportation to meetings at set times. Please refer to the front office for transportation schedule.
- c. If you would like to attend AA, NA, or GA meetings on other days, other times, and other locations, you are free to do so. However, transportation to such meetings must be provided by their own means.

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

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

### **N. RESIDENT RESPONSIBILITIES**

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

- i. Controlled substances are not permitted on premises unless in the VHN Medication Room. Veterans returning to the facility with a new prescription of a controlled substance must disclose this to staff upon sign-in and immediately bring them to the Medication Room.
  - ii. Veterans are to secure all emergency medications in their personal possession, i.e. Naloxone (Narcan), rescue inhalers (for COPD and asthma), EpiPens, Glucose oral gel, Glucagon injectable, and Nitroglycerin sublingual.
  - iii. Veterans are to secure all non-controlled medications in their personal possession unless the treatment team deems a clinical need for them to be monitored from the Medication Room.
  - iv. For medication that VHN staff is securing, the following information must be disclosed and recorded on a Resident Medication Disclosure Sheet by the veteran resident with staff supervision:
    - Name of Resident
    - Name of Medication
    - Dosage of Medication
    - Fill Date
    - Expiration date
    - Administration Times for Medication
    - Ordering Physician
    - Total number of pills- which residents will count under staff supervision.
- b. Veterans taking Methadone will be asked to additionally, with a permanent marker:
- Mark the prescription bottle caps with their initials [first letter of first name, first letter of last name, and last letter of last name; John Doe = JDe].
  - Largely mark the label with the dose date.
- c. For veterans whose medications VHN holds, all prescribed medication must be turned into VHN staff, to be locked in the designated, secure medication room. A resident may not have any prescription medications in their possession unless approved by the Clinical Supervisor or Superintendent through the Nurse.
- d. Medical Marijuana
- i. Residents' prescribed medical marijuana must immediately present their medical marijuana card to VHN Clinical or Administrative staff



- to be placed in their file. Thereafter, these residents will be added to the controlled substance acceptable positive list for THC.
- ii. While on VHN property, residents can only self-administer medical marijuana orally, sublingually, topically, or in suppository form. VHN does not permit the use of inhaled (smoked) medical marijuana on property. Veterans who prefer to inhale their medical marijuana must do so off property. Veterans who prefer to inhale their medical marijuana and have a vehicle must store their medical marijuana in their vehicle.
  - iii. All medical marijuana must be stored in air tight containers to reduce smell and kept out of plain sight in their room. Absolutely no paraphernalia or marijuana-glorifying material may be kept in clear view in a resident's room. The VHN program is focused on recovery, and veterans may be triggered by this behavior, leading to relapse. Medical marijuana is a private medical issue and should not be discussed with other residents.
- e. It is the responsibility of the resident to take medications as prescribed.
  - f. It is the responsibility of the resident to self-administer medications under the supervision of staff unless doses are "to go." In accordance with VA directions, Veterans taking Suboxone will be required to remain in view of staff after dosing for a period of time.
  - g. It is the responsibility of the resident to take their medications during the facility- established assigned medication times whenever possible.
  - h. It is the responsibility of the resident to log the number of pills taken and total left for each prescription.
  - i. It is the responsibility of the resident, working with staff, to accurately and completely fill out all forms for their medications.
  - j. During passes, it is permitted for residents to take appropriate dosages of prescribed medication, prepared with staff; residents will document this on the respective MAR form and obtain appropriately labeled packages(s) for travel/pass doses of medications.
  - k. It is the responsibility of the resident to request Pass medications prior to the Pass date.

## 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 assigned 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

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

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

The chore week begins on Monday and ends on Sunday. Completing your chore on Sunday that 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		
Supplies Received			Supplies Received		
Supplies Returned			Supplies Returned		

↑  
Used for Kitchen Chore
↑  
Staff signature for chore completion

chore completion sheets until you leave the facility.

3. The chore week begins on Monday and ends on Sunday. Completing your chore on Sunday, the last day of the chore week, is **mandatory**. Each resident must complete chores 5 out of 7 days of the week. The exception to this are chores #14 in the Dining Room, #25 Garbage Removal, and #33 Refrigerator & Freezer temperature checks, which must be completed 7 out of 7 days.
4. Residents that do not have the required number of chores completed for the preceding week will receive an Incomplete Chore Assignment letter, will not be granted pass for the upcoming weekend, and may be subject to sanctions.
5. Resident Chore Assignment forms will be placed in your mailbox the day prior to the chore week. This form will tell you what chore number is assigned to you. Please see the Resident Chore Manual beginning on page 41 for the details of your assignment.
6. Chore completion is a requirement of all residents' assigned chores. Repeated failure to complete chores can be cause for sanctions to include denial of requested pass time, being placed on contract, or discharge from the facility.
7. Residents with physical limitations that prevent them from chore completion must provide a note from their medical provider documenting the specific limitations so that chores can be appropriately assigned or excused.

## **J. Work Detail**

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

## **K. Social Conduct**

1. You are expected to behave in a socially acceptable manner at all times.
2. Items that have inappropriate logos, offensive symbols, pictures, or sayings, or can in any way be construed as offensive are not authorized to be displayed in common areas. Some examples include pornographic material, swastikas, etc.

3. You will refrain from raucous behavior or disturbances which may be annoyances to others.
4. Televisions and radios must be played softly so as those in resident rooms cannot be heard outside of your room and those in the common areas cannot be heard inside the resident rooms. Residents with hearing deficits may be required to purchase and use ear phones.
5. You will not possess any weapons while a resident of the facility. This includes knives, firearms, fireworks, or any other type of instrument that may cause injury or damage to persons or property. This applies to all visitors. Any weapons violation will result in discharge.
6. The use of profanity is highly discouraged, and is prohibited in the presence of staff and visitors.
7. Mistreatment on the basis of race, color, religion, age, sex (including pregnancy, gender identity and sexual orientation), national origin, disability, or genetic information will not be tolerated.
8. 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.
9. Appropriate attire is to be worn at all times while moving around the facility. You are not to go to and from the latrine for example, naked, in a bath towel, or in a robe. You are not to walk around the facility in pajamas. Clothing that has inappropriate logo's or offensive pictures, symbols, sayings or can in any way be construed as offensive are not authorized to be worn. Residents are not to move around the facility in any state of undress or in bare feet.

## **L. Meals**

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

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

1. Concerns regarding meals should be relayed to the food service supervisor or to your case manager if more readily available.
2. **Dishes, flatware, salt and pepper shakers, sugar containers, utensils (other than plastic), are not to be removed from the kitchen for any reason.**
3. Special dietary needs must be confirmed by the nurse, and backed up with the appropriate medical documentation.
4. Meals served during meal times must be consumed in the dining room except for special events. You may not package food from the serving line for later consumption.
5. The kitchen and dining room will be closed for one hour immediately after each meal for the purpose of cleaning. This is so the kitchen and dining room can be cleaned and prepped for the next meal.
6. Those who will not be in the facility during lunch times may request and pick up their bagged lunch in the morning of need. Lunches will not be saved from the serving line. If you feel and/or know that you will not be in the facility during this time, pick up a bagged lunch from food services.
7. If you are signed out of the facility for work, school or job hunting, you can have a dinner tray saved for that night. You must annotate on the sign out sheet at the time of sign out that you would like dinner saved. This meal will be prepared by staff and saved for 12 hours in the kitchen refrigerator. After 12 hours the meal will be discarded. Residents that sign up for a saved meal, but return during the actual meal, will be removed from the saved meal list.
8. Only employees are authorized to serve from the steam table.
9. The weekly menu is posted each week in the dining room, front bulletin boards, and on resident units.
10. Meal Substitutions are only available to those who have food allergies or for those who cannot eat the meal due to religious beliefs.
11. At the end of each meal period, there may be excess food. That

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

## **M. Laundry**

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

1. You are to clean up your mess after you are done using the machines. This includes:
  - a. Cleaning up any spilled detergent, bleach, softener etc....
  - b. Checking the machines to ensure no pens, change, lighters or loose objects are in them
  - c. Cleaning out the lint traps from each dryer after use.
  - d. Disposing of your trash.
  - e. Making sure the lights are out when you leave the laundry room.
  - f. Running a sanitizing cycle following the cleaning of heavily soiled items; see front desk for assistance/advice as needed.
2. VHN is not responsible for items left unattended in laundry rooms.
3. Personal laundry will be done weekly. Rooms that have an excess of dirty clothes being stock piled will be referred to the case manager.
4. Wash your bed sheets once a week with your personal laundry. You will get one set of sheets during your stay at this facility. The onus is on you to keep them clean. A resident may at any time, purchase sheets for themselves out of their own pocket.
5. You may only utilize the laundry facilities on the residential unit you live on. While you may utilize the laundry facilities 24/7, residents must be courteous to their peers in reference to noise levels when using facilities at any given time.
6. Do not overload washer and dryers.

## **N. Smoking**

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

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

same.

1. Smoking and vaping is only authorized **in designated smoking areas**. This includes but is not limited to cigarettes, cigars, electronic cigarettes, and etc.
2. Smoking should not occur while using or near an outdoor propane grill.
3. 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.
4. 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.
5. Cigarette disposal receptacles are placed the required distance from the facility; they should not be moved.
6. As currently constructed, the only authorized smoking areas are the courtyards attached to each unit. You may only use the smoking area on the residential unit you live on.
7. The front entry to the building is NOT a designated smoking area.
8. **Smoking in the facility will result in automatic discharge.**
9. 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:

When the alarm sounds you are to exit the building as quickly as possible through the nearest emergency exit.

1. 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.

2. You are to follow the instructions from staff.
3. 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.
4. Emergency fire exits are not to be used for general exit purposes.
5. 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.
6. There is no smoking at the school house.
7. 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. During room inspections the human services staff is not authorized to go into your drawers, closets or through your belongings. Their

inspection is for overall cleanliness, and room inventory. The Superintendent and Assistant Superintendent or their designee(s) are authorized to inspect and check (search) all areas and objects in your room as a health and welfare measure to inspect for contraband or other prohibited items. These health and welfare inspections can occur at any time. All residents that live in Veteran's Haven North understand and agree that:

1. Room cleanliness and order are your responsibility. The facility will supply all of the necessary supplies to ensure the room can be cleaned; you should only be using these supplies. Cleaning supplies are to be returned to the human services staff when finished cleaning rooms, or completing chores.
2. Residents that fail room inspection are subject to sanctions to include, forfeiture of pass privileges, and or discharge from the facility.
3. Hoarding is defined as "the accumulation of materials and goods for preservation, future use." Residents that are believed to be hoarding will be given the opportunity to "trim down" the excess. Failure to abide by this directive could result in sanctions from the facility.
4. No changes are to be made to any room without the approval of the Superintendent or his designee. This includes but is not limited to painting, carpeting, shelving, lighting, plumbing, or attaching anything to any wall, drilling holes or any other structural change.
5. Refrigerators will be supplied for veterans that have a medical need. Those refrigerators must be plugged into the red outlets provided in their rooms. Those that do not have a medical need may still purchase their own small refrigerator for their room. It must be kept clean and neat at all times.
6. Residents are not authorized to keep appliances of any kind, except for small refrigerators, in their rooms. This includes but is not limited to, coffee makers, microwave ovens, hot plates, irons, electric frying pans, electric can openers, toaster ovens, incense, oil burners, plug-ins, warming plates, and etc. Such appliances must be labeled and placed in VHN storage until discharge.  
If appliances are found in your room they will be confiscated and returned to you upon your discharge from the facility.
7. You are authorized to keep a television or other electronic devices, DVD players, computers etc. in your room. They will not be supplied to you, and you understand that if you bring any electronic devices into the facility, you assume responsibility for them.
8. Extension cords and outlet multipliers are not authorized for use. The only cord permitted in any resident room is a power strip or surge protector.

Any other cord or multiplier will be confiscated as they violate state fire codes.

9. Perishable food (food meant to be stored cold), cannot be kept in the resident room unless it is stored in a refrigerator. Nonperishable food, cookies, crackers, chips etc...must be stored in air tight containers. It is your responsibility to purchase your own containers.
10. The smoke detectors in each room are for your safety. They are not to be tampered with or removed.
11. The doors to the resident rooms should not be obstructed at any time for any reason. This includes hanging curtains, flags or any other obstruction from the door or frame.
12. TV/radio/music volume should be kept low enough so that it cannot be heard outside of the room. Residents that have hearing deficits may be required to purchase headphones, so as not to disturb other residents in the facility.
13. Lights, TV's, radios, computers should not be left on when you are not in your room. When you leave your room, these items should be powered down so as to conserve electricity.
14. The furniture, lamp, and alarm clock that is supplied to your room are to remain in your room. If your room has two sets of furniture, you are only permitted to use one set. When you are assigned your room, all items are inventoried. They will also be inventoried prior to you leaving. You may, with the permission of the Assistant Superintendent or Superintendent, add furniture to your room. Furniture or electronics found in the room without permission will be removed.
15. Do not leave your room unlocked. This facility, department, or the State is not responsible for any theft of your belongings. Do not leave your door open for anyone, or lend anyone your key.

## **S. Rent**

Rent is calculated in accordance with NJ Administrative Code (NJAC 5A: 8-2.1). All residents that are working or receiving money from any source are required to pay rent. At the time of admission and on the fifth day of each month thereafter, the computation of the monthly rental fee is calculated and due one week later. The calculation shall be determined by review of pay stubs, award letters from the U.S. Dept. of VA, and the social security administration. Income from all sources is to be disclosed and used in the calculations.

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

2. Residents will pay 30% of their adjusted net income as rent. Adjusted net income is the take home amount on your paystub, less any court ordered fines or payments, and less \$100 deduction for personal needs. The rent amount for any resident will not exceed \$300.00 per month.

Example #1: John Doe receives \$1000/month net income. His deductions are: \$100/month in child support and \$100/month for personal needs. As such, his adjusted net income would be \$800/month. Mr. Doe's rent responsibility would be 30% of \$800, or \$240/month.

Example #2: Jane Doe receives \$2700/month net income. Her deductions are \$200/month in legal fines and \$100/month for personal needs. As such, her adjusted net income would be \$2400/month. Since 30% of \$2400 is greater than \$300, Ms. Doe's rent responsibility is \$300/month.

3. If a new admission arrives after the first of the month, their first month rent will be prorated to \$10 per each day of the first month of residency.
4. Failure to submit paystubs or income verification will result in you being charged the maximum amount. If a resident is able to submit proof of income/deductions after the rent has been billed, adjustment may be made.
5. The only acceptable form of payment for rent is a money order for the total amount due, made payable to "The State of NJ." The resident should also put his/her name and room number on the money order. Receipts will be issued for each payment made. It is the resident's responsibility to maintain all records of payments made. No other form of payment is accepted.
6. Failure to pay rent due in a timely manner will result in discharge from the facility for non-compliance.
7. At the time of discharge, there will not be any reimbursement to the resident for any paid rental fees.
8. If a resident discharges from the facility with past due rent balances, the facility may require balances be paid before consideration for any re-admission.

## **T. Financial Responsibilities of Residents**

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

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

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

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

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

## **U. Transportation**

### **1. Personal Vehicles-**

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

- a. All resident vehicles must have passed NJ state inspection and be road worthy. If the vehicle’s inspection, registration or insurance lapse, the vehicle must be removed from state property within 48 hours.
- b. Residents are only authorized to park in designated parking areas for residents.
- c. In the case of a snow emergency, parking may be changed until the parking lot is cleared. Residents are responsible for clearing their own vehicle off after a snow emergency.
- d. Residents on orientation are not permitted to leave the facility in their vehicle OR the vehicles of other residents during their orientation period without permission from the case manager.

- e. All personal vehicles that are parked on state property are subject to search by the proper authorities at any time.
- f. Residents must remove personal vehicles from state property upon discharge from the program. Vehicles abandoned after discharge are treated the same as other personal effects left behind. If the vehicle remains abandoned on property 30 days after discharge, the vehicle will be towed at the owner's expense.

2. Facility Vehicles-

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

- a. To transport residents to and from the VA for appointments- Transportation times vary according to the best needs of the facility, and may have you arriving for your appointment several hours early if there are residents that have appointments before yours. Please check with the front office periodically for scheduled times.
  - i. Priority seating are for those with scheduled VA appointments, then walk ins, and lastly for CWT or ITP.
  - ii. All residents who need transportation to the VA will need to sign up. Seats are limited for each run time. Therefore, it is your responsibility to sign up for an appropriate time that ensures that you will be able to make your appointment.
  - iii. You may not sign up for more than one run during a transportation block. If you are found to be signed up for both runs, you will be removed from both runs.
  - iv. If you miss your transportation time, you are not authorized to take the next run unless there are seats available on the sign-up sheet.

Example of Sign-Up sheet →

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

- b. Social Security/ DMV/ Office of Vital Statistic runs- Will be scheduled a month in advance and will be published on the

monthly calendar board in the Atrium. Signups are located at the front office.

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

- d. Recreational Trips- transportation is provided on the weekends to nearby areas of interest. Times and signup sheets are located at the front office and are subject to change. If no one signs up for the trip, then the run is cancelled.



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

- e. Alcohol Anonymous (AA), Narcotics Anonymous (NA), Gamblers Anonymous (GA) Meetings- Veteran’s Haven North will provide transportation on set days and times. Please see the front office for the transportation schedule for these meetings.

- i. Those seeking transportation must sign up daily for each trip. Signup sheets will be located at the front office.
  - ii. Please note that times for transportation are subject to change.

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

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

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

Any other use of the state vehicles must be approved by the Superintendent or his designee. Vehicles are not used to transport residents to their jobs, or on



pass.

The vehicles are not authorized to make “pit” stops along the way from one authorized destination to another.

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

### 3. Driving on Grounds

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

## V. Overnight Pass

1. Residents can request ISP goal-related, overnight passes upon completion of their Orientation Period.
  - a. Pass request forms are available on request from the front office.
  - b. Passes are no more than twice a month. Only one pass per week is allowed for each resident. The pass week begins on Monday and ends on Sunday.
  - c. Normal pass parameters are Friday 12:00pm to Sunday 11:00pm. Pass request forms must be completed and turned in to the front desk no later than 3:00 pm the Tuesday prior to the weekend. Failure to abide to the time parameters set forth may result in the denial of your pass.
  - d. Normal pass approvals/disapprovals will be published by 3:00pm Thursday of the pass week. It is your responsibility to ensure your pass is approved prior to leaving. Passes that are disapproved will be returned to the Veteran with a reason as to why.
  - e. Passes outside the normal parameters are permissible for verified appointments and/or employment schedule conflicts. These pass requests must be completed and turned in to the front desk no later than one week prior to the days requested. Meaning, if the pass is for Wednesday – Friday, the request must be submitted by the 3:00 pm the Wednesday prior.
  - f. Passes outside of normal parameters will be published by 3:00 pm the day prior to the pass departure date. It is your responsibility to

ensure your pass is approved prior to leaving. Passes that are disapproved will be returned to the Veteran with a reason as to why.

- g. Pass requests longer than 48 hours, must be approved in advance by the Superintendent or his designee.
- h. If Resident is on parole, Veteran's Haven North must confirm the resident has parole approval for an overnight pass request before issuing a decision.
- i. Residents that fail to return from pass on the designated return date and time will be placed in an AWOL status. Residents that are AWOL for 24 hours are subject to discharge from the facility.
- j. Residents that return from pass after curfew will be required to submit a urine sample.
- k. Pass is a privilege, and may be revoked or forfeited at any time by the Superintendent or his designee for abuse of the pass system, or violations of house rules, regulations, policies or procedures. If a pass is denied or pass privileges revoked, it will be explained in writing to you as to why.

## **W. Discharges**

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

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

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

1. Drug/Alcohol possession
2. Failing sobriety tests [breathalyzer or urine drug screen].
3. Possession of a weapon (firearms, knives, etc....)
4. Threats against residents or staff.
5. Verbal, mental or physical abuse of staff or residents.
6. Acts which result in arrest, incarceration, and or conviction of a felony.
7. Inability of the facility to meet the medical, psychosocial or safety needs of the resident.
8. Intentional/Accidental setting of fire.
9. Destruction of property.
10. Smoking in the facility.
11. Unauthorized absence or AWOL status.

- a. Repeated instances of AWOL or unauthorized absences will result in discharge from the facility.
  - b. Residents in the transitional housing program who are AWOL for 24 hours will be subject to discharge from the facility.
12. Lewd or lascivious behavior.
  13. Gambling
  14. Suicidal tendencies/attempts requiring extended absence for treatment
  15. Self-abusive behavior requiring extended absence for treatment
  16. Repetitive failure to abide by program rules and regulations.
  17. Failure to follow treatment plan or terms of a contract.
  18. Non-payment of rent

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

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

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

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

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

## **X. Resident's Rights**

Each resident is entitled to the following:

1. To participate in the planning of his/her own treatment plan.
2. To be free from physical and mental abuse.
3. To manage his/her own finances or have the responsibility delegated to an assigned guardian with power or attorney.
4. To live in a safe, decent and clean conditions in a facility that does not admit more residents than it can safely accommodate.
5. To be treated with courtesy, consideration and respect.
6. To wear his or her own clothing.
7. To keep his or her personal property, unless this would be unsafe, impractical, or an infringement on the rights of other residents. The facility will take precautions to ensure that the resident's personal possessions can be secured from theft or loss.

8. To have physical privacy. The resident will be allowed to maintain the privacy of his or her own body. Residents may visit with their spouse or significant other in their rooms. Visits will not interfere with residents programs and services. Spouses, significant others or visitors suspected of bringing contraband into the facility will be evicted and denied further access to Veteran's Haven North.
9. To confidential treatment of information about the resident. Information in the resident's records shall not be released to anyone outside or inside the facility unless there is a need to know, and without the resident's approval.
10. To have access to a telephone without anyone deliberately listening to their conversation.
11. To be responsible for their own wakeup.
12. To attend outside religious services at his/her own expense.
13. To participate in all aspects of the program (meals, recreation, social activities, etc.) without being subjected to discrimination based on race, color, religion, age, sex (including pregnancy, gender identity and sexual orientation), national origin, disability, or genetic information.
14. To discharge him/herself from the facility at any time by presenting a release signed by the resident.
15. To retain and exercise all the constitutional, civil, and legal rights to which the resident is entitled by law. The facility will encourage and help each resident to exercise these rights.
16. To register to vote.
17. To voice complaints and concerns without fear of threat or punishment. Each resident is entitled to present his or her grievances to the facility administrator and staff, to government agencies or others without fear or interference, discharge or reprisal.
18. To be informed of all rules and regulations, policies and procedures of the facility, as it pertains to the resident and his/her stay at the facility.
  - a. Refer to Appendix 2- Veteran's Haven North's Privacy Notice
  - b. Updated Resident Handbook can be found on Veteran's Haven North's website.  
<http://www.nj.gov/military/veteranshavennorth/forms.html>

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

Hunterdon County Welfare Agency  
 6 Gauntt Pl, P.O. Box 2900  
 Flemington, NJ 08822  
 1-908-788-1300

Hunterdon County Office on Aging  
 6 Gauntt Pl, P.O. Box 2900  
 Flemington, NJ 08822

## **Y. Veteran Council: Resident Liaison and Wing Representative**

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

1. Candidates who meet the following conditions should be given primary consideration for the resident liaison position:
  - 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. Candidates who meet the following conditions should be given primary consideration for the wing representative positions:
  - a. Senior residents with at least 6 months of residency at the facility.
  - b. Abiding by all of the rules and regulations of the facility.
  - c. Abiding by the terms of their treatment plan.
3. The resident liaison and wing representatives will act in that capacity until their discharge unless removed:
  - a. For a violation or facility rules, regulations, policy or procedure.
  - b. By a vote of the resident population
  - c. Due to voluntary resignation
4. The resident liaison and wing representatives meet with administration on behalf of the resident population with concerns of the residents. These individuals are often part of policy and procedure development and/or change.
5. Minutes of the Veteran Council Meetings will be posted with the House Meeting minutes on the unit bulletin boards and will be emailed.

## **Z. House Meetings**

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

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

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

## **AA. Bulletin Boards**

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

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

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

## **BB. Library**

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

### **Library Rules**

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

## **CC. Game Rooms**

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

### Game Room Rules

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

### **DD. Gymnasium**

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

### **EE. Use of Property/Interaction with Wildlife**

Veteran's Haven North is located on top of a scenic mountain in Glen Gardner, New Jersey. Due to the location, there is an array of wildlife. Veteran's Haven North takes pride in our natural surroundings. Though the animals here such as deer and turkeys are

used to human contact, Veteran's Haven North stresses to everyone that these animals are wild and their behaviors are unpredictable. It is at the individual's own risk for interacting with any of the wildlife on grounds.

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

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

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

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

### **1. Pets/Emotional Support Animals:**

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

### **2. Service Animals:**

Veterans Haven North is a transitional housing facility, and as state-provided housing, is subject to the Fair Housing Act, Americans with Disabilities Act, and the NJ Law Against Discrimination. A service animal alone would not prevent a veteran from participating in the program. Accordingly, the Department must permit veterans to be admitted and possess/maintain service animals with the following caveats.

- A. A service animal must be a dog, and ideally be certified.
- B. If not readily apparent, we may ask what tasks the service animal is trained to provide.
- C. We can require documentation that the dog be vaccinated in accordance with local and state laws (re: rabies) as a condition of admission and registered in Glen Gardener as a condition of continued residency.
- D. A service animal may be removed from the facility if not housebroken or if deemed "out of control" of the owner.
- E. Veterans Haven North is not required to provide any care for the



- animal. We cannot and will not walk the animal, feed the animal, check in on the animal, etc. Those are all responsibilities of the owner.
- F. Accommodations will be made for veterans with service animals, and must be reasonable. Reasonable accommodations could include moving rooms if another resident is allergic, allowing a veteran to walk the animal outside past curfew if needed, etc.
  - G. We must allow a service animal in any public space, but not in areas such as the kitchen or in offices. Individual staff may ask a veteran to leave their dog in their room if uncomfortable with or allergic to the dog.
  - H. The veteran is responsible for the dog at all times, and assumes all responsibility for the behavior of the animal. By accepting an admission to Veteran's Haven North with a service animal, the veteran agrees to not hold Veteran's Haven North, the NJ Dept. of Military of Veterans Affairs, the Dept. of Veteran's Affairs, or any other agency responsible for the behavior of the service animal.

## **GG. Contraband/Prohibited Items**

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

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

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

## **HH. Housekeeping Closets on Units/Trash Receptacles**

All Unit Housekeeping Closets contain the following items:

1. Housekeeping Cart
2. Mop Buckets
3. Wet Mops
4. Dry Mops
5. Broom

6. Dust pan
7. Shower Scrub Brush
8. Trash Receptacle
9. Recycling Receptacle

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

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

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

## II. Unit Kitchenettes

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

This is accomplished by individually following the kitchen rules.

### Unit Kitchenette Rules:

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

Use of the kitchenette is a privilege and may be forfeited at any time by the Superintendent or his designee for abuse of this area.

## **JJ. Computer Rooms**

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

### Computer Room Rules

1. No food or drinks.
2. No raucous behavior.
3. No malicious destruction of facility property.
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.
14. You may not close computer room doors, disallowing others to enter the space while you are using it, without advance administrative approval.

## **KK. Curfew**

Due to the nature of this facility, and the security requirements it is necessary to have a curfew in place that all residents must abide by. All residents, regardless of what

phase they are in will abide by the curfews for the facility. Curfew times have been established as:

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

1. Residents may not leave the facility during curfew hours. Those who leave at these times will be considered AWOL unless there was a preapproved curfew adjustment.
2. Residents that will arrive past curfew have the responsibility of calling the facility and letting the staff know of their intentions. Residents out past curfew without permission will be considered AWOL, regardless of whether or not the facility was notified of the late return. A call to the facility does not constitute permission to be late; it merely serves as notice that you will be late.
3. Residents that work or attend school in the evenings or nights will have their curfew adjusted accordingly by request. It is your responsibility to submit schedules to your case manager for a curfew adjustment ahead of time. A current work schedule or school schedule must be provided to the case manager weekly to uphold the curfew adjustment.
4. Residents that are listed as AWOL will be given a urinalysis and Breathalyzer immediately upon their return to the facility.
5. Repeated instances of AWOL will result in discharge from the facility.
6. Any resident AWOL for more than 24 hours who hasn't made contact with the facility is subject to discharge from the facility.
7. A missing person report will be filed on any resident AWOL for more than 24 hours who hasn't made contact with the facility.

## **LL. Bicycle Rack**

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

## **MM. Updates to Resident Handbook**

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

being placed on contract or discharge from the facility.

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

Website Address:

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

Directions:

1. Open Internet Explorer and copy above website address into address window. When VHN website opens, scroll down and click on "Resident Handbook"

2023

# Resident's Chore Manual



**Veteran's Haven North**

**4/2023**

# 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 chore #14 in the Dining Room, #25 Garbage Removal and #33 Refrigerator & Freezer temperature checks which are to be completed 7 out of 7 days. Completing your chore on Sunday, the last day of the chore week, is **mandatory**.
2. Upon completion of your chore, you must ask a staff member to inspect and sign off on your Chore Assignment form confirming your chore was completed to the standard as specified. The Chore Assignment form is for your protection, and must be signed each time your chore is completed to ensure that you receive credit for completing your chore.
3. You are encouraged to save all of your Chore Assignment Forms during your stay at VHN as you may be asked to prove compliance and these forms will serve as that proof.
4. Failure to get your Chore Assignment form signed could result in receiving an "incomplete" week. The consequences of receiving an "incomplete" week are having an Incomplete Chore Assignment letter placed in your file and if applicable your Pass Request being denied. If you accumulate 3 or more "incomplete" weeks during your stay at VHN you could be subject to sanctions, including being placed back on contract for non-compliance. If you believe you have received an Incomplete Chore Assignment letter in error, please bring your letter and corresponding chore sheets to Front Office staff for review.
5. All cleaners, detergents and chemicals used are to stay only in the containers provided by VHN staff. All chemicals used for cleaning must be provided by VHN.
6. Chemicals are not authorized to be mixed or combined for any reason, neither straight nor diluted in water.
7. FLOORS:
  - Standing water cannot be left on the Marmoleum floors in the Main Entrance or Core Areas leading to residents Units. These floors are made from a porous material and can be easily damaged by standing water. Only spot cleaning with the Neutral cleaner spray as specified in this manual is authorized.
  - Only Peach mop bucket pods are authorized for waxed floors on living units.
  - Only Yellow mop bucket pods are authorized for showers and bathroom floors.
8. 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.
9. Always wring out mops and empty mop buckets after use.

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores-Chore #1

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#### **Task:**

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

#### **ETTC:**

20 minutes per unit

#### **Materials needed:**

- Furniture polish (Sundays Only)
- Microfiber cleaning cloth (Sundays Only)
- Glass Cleaner
- Sanitizing Wipe
- Paper cleaning cloths
- Gloves

#### **Condition:**

1. See staff for cleaning supplies.
2. Put on gloves.
3. Spray windows in day area, end of hallways, entrance doors inside and out w/ glass cleaner. Wipe dry w/ paper cleaning cloth.
4. Spray cleaning cloth w/ furniture polish. Wipe wood tables including lower shelves w/ cleaning cloth (**Sundays only**)
5. Sanitize Television Remote Control w/ Sanitizing Wipe.
6. Return all cleaning supplies to staff.

#### **Standard:**

1. Windows in common area and end of hallways are free from smudges and debris.
2. Tables are clean and free from debris.
3. Television remote control is sanitized.



# 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:**

- Disinfecting wipes
- Mop
- Mop bucket, peach cleaning pod
- Dust mop
- Dust pan
- Wet floor sign
- Small Trash Bag
- Gloves

#### **Condition:**

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

**Standard:**

1. Washer, dryer and table are disinfected.
2. Washer is checked for leaks.
3. Floor is clean and free from debris.
4. Trash receptacle is empty.
5. Supply of disinfecting wipe should remain on the laundry room table.

# Veteran's Haven North

## Common Tasks Chore Sheet Resident's Chores- Chore #3

---

### **Task:**

Clean shower rooms on unit

### **ETTC:**

20 minutes per shower room

### **Materials needed:**

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

### **Condition:**

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

### **Standard:**

2. Shower room is disinfected and free from debris.
3. Supply of disinfecting wipes should remain in the shower room.

# Veteran's Haven North

## Common Tasks Chore Sheet Resident's Chores- Chore #4

---

### **Task:**

Lawn care in the unit courtyard (seasonal)

### **ETTC:**

45 minutes to 1 hour per unit

### **Materials needed:**

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

### **Condition:**

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

### **Standard:**

1. Lawn is evenly cut.
2. All edges are maintained.
3. The tables are returned to lawn.

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #5

---

#### **Task:**

Clean the court yard

#### **ETTC:**

10 minutes per unit

#### **Materials needed:**

- Disinfectant
- Broom
- Cleaning cloths
- Garbage bag
- Gloves

#### **Conditions:**

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

#### **Standard:**

1. Sidewalks are clean.
2. Tables are disinfected.
3. All cigarette butts are removed from court yard.
4. The courtyard is clean and free from debris.

# Veteran's Haven North

## Common Tasks Chore Sheet Resident's Chores-Chore #6

---

### **Task:**

Clean the kitchenette on unit

### **ETTC:**

20 minutes per unit

### **Materials needed:**

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

### **Conditions:**

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

11. Wipe trash can lid with disinfecting wipes.
12. Put up wet floor sign.
13. **Fill mop bucket with water and peach pod**, mop entire floor.
14. Mop the floor.
15. Remove sign when floor is dry.
16. Return cleaning supplies to staff.
17. Empty mop bucket, return to Housekeeping Closet.

**Standard:**

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

# 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, peach cleaning pod
- Dust mop
- Gloves

#### **Conditions:**

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

#### **Standard:**

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



# Veteran's Haven North

## Common Tasks Chore Sheet Resident's Chores- Chore #8

---

### **Task:**

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

### **ETTC:**

30 minutes per unit

### **Materials needed:**

- Gloves
- Wet mop signs
- Mop
- Mop bucket, peach cleaning pod
- Dust mop
- Vacuum

### **Conditions:**

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

### **Standard:**

1. The floor of the common area should be clean and free from debris.
2. Supply of disinfecting wipes should remain in the reception area.

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #9

---

#### **Task:**

Clean the computer room

#### **ETTC:**

15 minutes per computer room

#### **Materials needed:**

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

#### **Condition:**

1. See staff for cleaning supplies.
2. Put on gloves.
3. Spray window cleaner on windows. Wipe dry w/ cleaning cloth.
4. Wipe computer keyboards, mice, and surrounding work surfaces with disinfecting wipes.
5. Vacuum all carpeted surfaces.
6. Return all cleaning supplies to staff.

#### **Standard:**

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

# Veteran's Haven North

## Common Tasks Chore Sheet Resident's Chores- Chore #10

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### **Task:**

Cleaning the unit game room

### **ETTC:**

15 minutes per activity/game room

### **Materials needed:**

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

### **Condition:**

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

### **Standard:**

1. Wood surfaces are clean and free from debris.
2. Windows are free from smudges and debris.
3. Carpet is clean and free from debris.
4. Handheld surfaces are disinfected.
5. Supply of disinfecting wipes should remain in the game room.

# Veteran's Haven North

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

---

### **Task:**

Sanitize all door handles on assigned unit.

### **ETTC:**

15 minutes per unit

### **Materials needed:**

- Disinfecting wipes
- Gloves

### **Condition:**

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

### **Standard:**

1. All door handles on unit are disinfected.

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #12

---

#### **Task:**

Clean the Women's Lounge

#### **ETTC:**

20 minutes

#### **Materials needed:**

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

#### **Conditions:**

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

13. Return cleaning supplies to staff.

**Standard:**

4. The counter, sink, microwave and refrigerator are disinfected and free from debris.
5. The soap and paper towel dispensers are filled.
6. Trash can is emptied if needed w/ replacement bag installed.
7. Trash can lid is disinfected and free from debris.
8. The floor is clean and free from debris.
9. Supply of food safe disinfecting wipes should remain on the counter.

**10. Report issues of uncleanliness to the front office staff immediately.**

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #13

---

#### **Task:**

Clean men/women's bathrooms in North 2 hallway

#### **ETTC:**

20 minutes

#### **Materials needed:**

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

#### **Condition:**

1. See staff for cleaning supplies.
2. Put on gloves.
3. Wipe all bathroom hand held surfaces, including sink, faucets, handles, mirror frame, and paper towel dispenser w/ disinfecting wipes.
4. Drop blue pod in toilet bowl. Let stand for 5 minutes. Scrub bowl w/ toilet bowl brush.

5. Wipe toilet bowl seat w/ disinfecting wipes.
6. Sweep entire floor. Use dust pan to remove debris.
7. Empty trash receptacle. Replace w/ new bag.
12. 8. Put up wet floor signs.
13. **Fill mop bucket with water and yellow pod**, mop entire floor.
14. Mop entire floor.
15. Remove signs when floor is dry.
16. Return cleaning supplies to staff
17. Empty mop bucket, return to housekeeping closet.
18. Re-Stock bathroom w/ paper towel and toilet paper and hand soap supplies.

**Standard:**

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



# Veteran's Haven North

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

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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 #15

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### **Task:**

Clean hallway, from fountain to unit entrance.

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

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

### **ETTC:**

20 minutes

### **Materials needed:**

- Dust mop
- Dust pan
- Gloves
- Wet floor sign
- Damp Mop
- Mop bucket, **no cleaning pod**
- Water or Neutral Cleaner Spray Bottle
- Cleaning cloth/dry mop

### **Condition:**

1. See staff on unit for cleaning supplies.
2. Sweep hallways with dust mop to remove debris.
3. Place wet floor sign.
4. **Use water or neutral cleaner spray ONLY to SPOT CLEAN** stains on the floor.
5. Use mop to remove all excess moisture.
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 #16

---

### **Task:**

Clean the atrium (fountain area)

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

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

### **ETTC:**

25 minutes

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

- Gloves
- Wet mop signs
- Dust mop
- Dust pan
- Damp Mop **only**
- Mop bucket, **no cleaning pod**
- Water or Neutral Cleaner Spray Bottle
- Cleaning cloth
- Dry mop

### **Condition:**

1. See staff for cleaning supplies.
2. Sweep entire area with dust mop to remove debris.
3. Place wet floor sign.
4. **Use water or neutral cleaner spray bottle ONLY to SPOT CLEAN** stains on the floor.
5. Mop to remove all excess moisture.
6. Remove signs when floor is dry.
7. Return cleaning supplies to staff
8. Empty mop bucket, return to housekeeping closet.

### **Standard:**

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

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #17

---

#### **Task:**

Clean staff and guest bathrooms in front entrance area

#### **ETTC:**

15 minutes

#### **Materials needed:**

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

#### **Condition:**

1. See staff for cleaning supplies.
2. Put on gloves.
3. Wipe all bathroom hand held surfaces, including sink, faucets, handles, mirror frame, and paper towel dispenser w/ disinfecting wipes.
3. Drop blue pod in toilet bowl. Let stand for 5 minutes. Scrub bowl w/ toilet bowl brush.
4. Stock bathroom w/ paper towel and toilet paper supplies as needed.

5. Wipe toilet bowl seat w/ disinfecting wipe.
6. Sweep entire floor. Use dust pan to remove debris.
7. Empty trash receptacle. Replace w/ new bag.
8. Put up wet floor signs.
9. **Fill mop bucket with water and yellow pod**, mop entire floor.
10. Mop entire floor.
11. Remove signs when floor is dry.
12. Return cleaning supplies to staff
13. Empty mop bucket, return to housekeeping closet.

**Standard:**

11. Mirrors and stainless steel components are disinfected, free from debris and smudge free.
12. Toilets and sinks are disinfected and free from debris.
13. Floor is clean and free from debris.
14. Re-Stock bathroom w/ paper towel and toilet paper and hand soap supplies.

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #18

---

#### **Task:**

Clean the gym floor and equipment

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

#### **ETTC:**

15- 45 min

#### **Materials needed:**

- Mop
- Mop bucket, peach cleaning pod
- 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. Fill mop bucket with water and yellow pod, mop entire floor.
5. **Fill mop bucket with water and peach pod**, mop assigned half of floor first and last day of chore week.
6. Remove wet floor signs when floor is dry.
7. Wipe all gym equipment surfaces with sanitizing wipes.
8. Return cleaning supplies to staff
9. Empty mop bucket, return to housekeeping closet.

#### **Standard:**

1. Gym floor is clean and free from debris.
2. Gym equipment is sanitized.



# Veteran's Haven North

## Common Tasks Chore Sheet Resident's Chores- Chore #19

---

### **Task:**

Clean the chapel

### **ETTC:**

10 minutes

### **Materials needed:**

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

### **Condition:**

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

### **Standard:**

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

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #20

---

#### **Task:**

Clean the library

#### **ETTC:**

20 minutes

#### **Materials needed:**

- Dust mop
- Mop
- Mop bucket, peach cleaning pod
- Furniture polish
- Cleaning cloth
- Disinfecting wipes
- Wet floor signs
- Gloves

#### **Condition:**

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

**Standard:**

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

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #21

---

#### **Task:**

Clean floor in facility front entrance and foyer

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

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

#### **ETTC:**

20 minutes

#### **Materials needed:**

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

#### **Condition:**

1. See staff for cleaning supplies.
2. Put on gloves.
3. Vacuum rug in front entrance (if applicable).
4. Sweep lobby and foyer w/ dry mop to remove debris.
5. Use dust pan to remove debris.
6. Place wet floor sign.
7. **Use water or neutral cleaner spray bottle ONLY to SPOT CLEAN** stains on the floor.

8. Use mop to remove all excess moisture.
9. Remove signs when floor is dry.
10. Return cleaning supplies to staff.
11. Empty mop bucket, return to housekeeping closet.

**Standard:**

1. Carpet is clean and free from debris (if applicable)
2. Floor is clean and free from debris.

# Veteran's Haven North

## Common Tasks Chore Sheet Resident's Chores- Chore #22

---

### **Task:**

Clean outside facility front entrance

### **ETTC:**

20 minutes

### **Materials needed:**

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

### **Condition:**

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

### **Standard:**

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

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #23

---

#### **Task:**

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

#### **ETTC:**

30 Minutes

#### **Materials needed:**

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

#### **Condition:**

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

#### **Standard:**

1. Windows are free from smudges and debris.
2. Wood surfaces are polished and free from debris.
3. Pictures on the walls are clean and level.
4. Non-wood handheld surfaces are disinfected.

# Veteran's Haven North

## Common Tasks Chore Sheet Resident's Chores- Chore #24

---

### **Task:**

Clean the house keeping closet on unit

### **ETTC:**

10 minutes

### **Materials needed:**

- Disinfecting wipes
- Bathroom cleaner
- Cleaning cloths
- Broom
- Dust pan
- Mop
- Mop bucket, peach cleaning pod
- Wet floor signs
- Gloves

### **Condition:**

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



**Standard:**

1. All handheld surfaces including facets, handles and shelves are disinfected and free from debris.
2. Floor is clean and free from debris.
3. Walls are wiped clean and free from debris.

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #25

---

#### **Task:**

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

#### **ETTC:**

10 minutes

#### **Materials needed:**

- Large Trash Bag
- Gloves

#### **Condition:**

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

#### **Standard:**

1. All trash must be empty from unit Housekeeping Closet trash receptacle.
2. Trash receptacle is returned to unit Housekeeping Closet.
3. Trash bags in trash receptacle replaced.

# Veteran's Haven North

## Common Tasks Chore Sheet Resident's Chores- Chore #26

---

### **Task:**

Clean board room #514, (NH4 hallway)

### **ETTC:**

15 minutes

### **Materials needed:**

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

### **Condition:**

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

### **Standard:**

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

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #27

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#### **Task:**

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

#### **ETTC:**

15 minutes per unit

#### **Materials needed:**

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

#### **Conditions:**

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

#### **Standard:**

1. Counter, handles, table, and phone are disinfected and free from debris.
2. Glass partition is clean, free from smudges and debris.
3. Wood surfaces are clean and polished.
4. Supply of disinfecting wipes should remain by phone.

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #28

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**Task:**

VHN Police Call

**ETTC:**

30 minutes

**Materials needed:**

- Garbage bags
- Gloves

**Condition:**

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

**Standard:**

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

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #29

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#### **Task:**

Clean handrails in hallways, units 2 and 4

#### **ETTC:**

15 minutes

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

- Gloves
- Disinfecting wipes

#### **Condition:**

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

#### **Standard:**

1. Handrail surfaces are disinfected and free from debris.

# Veteran's Haven North

## Common Tasks Chore Sheet

### Resident's Chores- Chore #30

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#### **Task:**

Clean conference room# 329, NH3.

#### **ETTC:**

20 minutes

#### **Materials needed:**

- Wet floor sign
- Mop
- Mop bucket, peach cleaning pod
- Dust mop
- Dust pan
- Gloves
- Disinfecting wipes

#### **Conditions:**

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

#### **Standard:**

1. Table top, chairs, and handles are disinfected and free from debris.
2. Floor is clean and free from debris.
3. Supply of disinfecting wipes should remain in conference room.

# Veteran's Haven North

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

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### **Task:**

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

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

### **ETTC:**

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

### **Materials needed:**

- Pen
- Log sheet

### **Conditions:**

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

### **Standard:**

1. The temperature readings are documented accurately and legibly each day.
2. Temperature parameters for the freezer are 0-32 degrees Fahrenheit.
3. Temperature parameters for the refrigerator are 33-40 degrees Fahrenheit.
4. Temperatures found outside of parameters are reported to front office staff immediately.
5. Missing or damaged thermometers are reported to front office staff immediately.



# Veteran's Haven North

## Common Tasks Chore Sheet Resident's Chores- Chore #33

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### **Task:**

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

### **ETTC:**

30 minutes per unit

### **Materials needed:**

- Gloves
- Wet mop signs
- Mop
- Mop bucket, peach cleaning pod
- Dust mop
- Dust pan
- Vacuum

### **Conditions:**

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

### **Standard:**

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

# Veteran's Haven North

## Common Tasks Chore Sheet Resident's Chores- Chore #34

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### **Task:**

Clean dining room windows inside and out

### **ETTC:**

30 Minutes

### **Materials needed:**

- Glass cleaner
- Cleaning cloths
- Gloves

### **Condition:**

8. See staff for cleaning supplies.
9. Put on gloves.
10. Spray windows w/ glass cleaner. Wipe dry w/ cleaning cloth to remove smudges and debris.
11. Return all cleaning supplies to staff.

### **Standard:**

5. Windows are clean, free from smudges and 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

8. This notice describes the privacy policy and practices of Veteran's Haven North at 200 Sanatorium Road, Suite 101, Glen Gardner, NJ 08826
9. The policy and practices in this notice cover the processing of protected personal information for clients of Veteran's Haven North.

### **Scope of Policy**

- **All personal information that we maintain is covered by the policy and practices described in this privacy notice.**
- **Personal health care information in your resident file is additionally covered by the HIPAA health privacy rule.**

10. Protected Personal information (PPI) is any information we maintain about a client that:
  - a. allows identification of an individual directly or indirectly
  - b. can be manipulated by a reasonably foreseeable method to identify a specific individual, **or**
  - c. can be linked with other available information to identify a specific client. When this notice refers to personal information, it means PPI.
11. We adopted this policy because of standards for Homeless Management Information Systems issued by the Department of Housing and Urban Development. We intend our policy and practices to be consistent with those standards. See 69 Federal Register 45888 (July 30, 2004).
12. This notice tells our clients, our staff, and others how we process personal information. We follow the policy and practices described in this notice.

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

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

### Notice Amendment Process

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

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

### Website notice

We maintain a copy of this policy on our website at

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

## B. How and Why We Collect Personal Information

5. We collect personal information only when appropriate to provide services or for another specific purpose of our organization or when required by law. We may collect information for these purposes:

### Collection Purposes

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

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

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

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

### Information Sources

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

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

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

### C. How We Use and Disclose Personal Information

2. We use or disclose personal information for activities described in this part of the notice. We may or may not make any of these uses or disclosures with your information. We assume that you consent to the use or disclosure of your personal information for the purposes described here and for other uses and disclosures that we determine to be compatible with these uses or disclosures:
  - a. to **provide or coordinate services** to individuals as outlined in their Individual Service Plan (ISP).
  - b. for functions related to **payment or reimbursement for services**
  - c. to **carry out administrative/managerial functions** such as legal, audits, personnel, oversight, and management functions

### Information Sharing

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

- d. to **create de-identified (anonymous) information** that can be used for research and statistical purposes without identifying clients
- k. **when required by law** to the extent that use or disclosure complies with and is limited to the requirements of the law

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

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

**and**

- (3) when we make a permitted disclosure about a victim of abuse, neglect or domestic violence, we will promptly inform the individual who is the victim that a disclosure has been or will be made, except if:
  - (a) we, in the exercise of professional judgment, believe informing the individual would place the individual at risk of serious harm, **or**
  - (b) we would be informing a personal representative (such as a family member or friend), and we reasonably believe the personal representative is responsible for the abuse, neglect or other injury, and that informing the personal representative would not be in the best interests of the individual as we determine in the exercise of professional judgment.
  
- n. for **academic purposes**
  - (2) conducted by an individual or institution that has a formal relationship with Veteran's Haven North toward completing an internship and developing professional skills.
    - (a) by an individual employed by or affiliated with the organization for use in a learning project approved by a designated Veteran's Haven North program administrator, **or**
    - (b) by an institution for use in a research project conducted under a written research agreement approved in writing by a designated Veteran's Haven North program administrator.

**And**

## 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.
- o. to a law enforcement official **for a law enforcement purpose** (if consistent with applicable law and standards of ethical conduct) under any of these circumstances:
  - (6) in response to a lawful court order, court-ordered warrant, subpoena or summons issued by a judicial officer, or a grand jury subpoena
  - (7) if the law enforcement official makes a **written request** for PPI that:
    - (f) is signed by a supervisory official of the law enforcement agency seeking the PPI
    - (g) states that the information is relevant and material to a legitimate law enforcement investigation
    - (h) identifies the PPI sought
    - (i) is specific and limited in scope to the extent reasonably practicable in light of the purpose for which the information is sought, **and**
    - (j) states that de-identified information could not be used to accomplish the purpose of the disclosure.
  - (8) if we believe in good faith that the PPI constitutes **evidence of criminal conduct** that occurred on our premises
  - (9) in response to an oral request for the purpose of **identifying or locating a suspect, fugitive, material witness or missing person** and the PPI disclosed consists only of name, address, date of birth, place of birth, Social Security Number, and distinguishing physical characteristics, **or**
  - (10) if
    - f) the official is an authorized federal official seeking PPI for the provision of **protective services to the President** or other persons authorized by 18 U.S.C. 3056, or to foreign heads of state or other persons authorized by 22 U.S.C. 2709(a)(3), or for the conduct of investigations authorized by 18 U.S.C. 871 and 879 (threats against the President and others), **and**
    - g) the information requested is specific and limited in scope to the extent reasonably practicable in light of the purpose for which the information is sought.
- and**
- p. to comply with **government reporting obligations** for homeless management information systems and for oversight of compliance with homeless management information system requirements.

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

k. when/if required by contractual agreement with the US Department of Veterans Affairs as a provider of a Homeless Veterans program.

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

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

7. You may inspect and have a copy of your personal information that we maintain. We will offer to explain any information that you may not understand.
8. We will consider a request from you for correction of inaccurate or incomplete personal information that we maintain about you. If we agree that the information is inaccurate or incomplete, we may delete it or we may choose to mark it as inaccurate or incomplete and to supplement it with additional information.
9. To inspect, get a copy of, or ask for correction of your information,

### **Access and Correction**

**Submit a signed, written request to the Veteran's Haven North "Records Clerk" for review and response.**

10. We may deny your request for inspection or copying of personal information if:
  - e. the information was compiled in reasonable anticipation of litigation or comparable proceedings
  - f. the information is about another individual (other than a health care provider or homeless provider)
  - g. the information was obtained under a promise or confidentiality (other than a promise from a health care provider or homeless provider) and if the disclosure would reveal the source of the information, **or**
  - h. disclosure of the information would be reasonably likely to endanger the life or physical safety of any individual.
11. If we deny a request for access or correction, we will explain the reason for the denial. We will also include, as part of the personal information that we maintain, documentation of the request and the reason for the denial
12. We may reject repeated or harassing requests for access or correction.

### **E. Data Quality**

4. We collect only personal information that is relevant to the purposes for which we plan to use it. To the extent necessary for those purposes, we seek to maintain only personal information that is accurate, complete, and timely.



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

5. We are developing and implementing a plan to dispose of personal information not in current use seven years after the information was created or last changed. As an alternative to disposal, we may choose to remove identifiers from the information.
6. We may keep information for a longer period if required to do so by statute, regulation, contract, or other requirement.

### **F. Staff Accountability**


6. Minus the aforementioned exceptions, staff will only share personal or health information after receiving your consent.
7. Staff is not permitted to share information to a third party. Meaning, documents from one provider cannot be received and then forwarded to another different provider.
8. When exchanging documents with organizations on your behalf, staff will do so utilizing organizational email, facsimile, or addresses only.
9. All members of our staff (including employees, interns/students, volunteers, affiliates, contractors and associates) are required to comply with this privacy notice.
10. Any use of your personal information not covered under this Privacy Notice is prohibited. We may amend this notice and change our policy or practices at any time. Each staff member must receive and acknowledge receipt of a copy of this privacy notice with any change.

### **G. Complaints**

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

#### **Complaint Procedures**

**An individual can file a signed, written complaint thru the Office of the Superintendent at Veteran's Haven North.**

	<b>STATE OF NEW JERSEY</b>  <b>DEPARTMENT OF MILITARY AND VETERANS AFFAIRS</b>  <b>POLICIES AND PROCEDURES</b>	POLICY NO.  ISD-0001	NO. of PAGES  12
		EFF. DATE  12/01/22	REV. NO/Date:  N/A
TITLE:  <b>COMPUTER RESOURCES ACCEPTABLE USE POLICY (ISD)*</b>	APPROVED:  Joseph Pipas, CIO/Director, ISD		

1. **SCOPE:** This Bulletin applies to all DMAVA employees and system users who access and use the Department of Military and Veterans Affairs (DMAVA)/Garden State Network (GSN) state computing systems and facilities, to include the Internet. It encompasses all decisions and activities affecting or affected by access or use of the network by DMAVA employees and system users whether authorized or unauthorized.

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

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

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

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

4. **KEY DATES:** All personnel with accounts on the State network must sign and complete their Computer Resources Acceptable Use Policy statements no later than **15 February 2023**. Any account that has not been updated online or do not have an accompanying signed statement will be disabled on **28 February 2023**. On **30 March 2023**, all accounts that have not been updated online or that do not have an accompanying signed statement will be marked for deletion. Information Services Division (ISD) and the Central Operations - Human Resources Division (HRD), will maintain copies of the electronic and signed agreements.

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

***\*This Bulletin supersedes ISD Bulletin ISD-0001, dated 31 January 2022.***

**ISD-0001, Computer Resources Acceptable Use Policy (ISD), 1 December 2022**

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

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

Two (2) Enclosures:

DMAVA Computer Resources Acceptable Use Policy, dated 1 December 2022

DMAVA Computer Resources Acceptable Use Policy Agreement, dated 1 December 2022

ENCLOSURE 1

NEW JERSEY DEPARTMENT OF MILITARY AND VETERANS AFFAIRS (DMAVA)

COMPUTER RESOURCES ACCEPTABLE USE POLICY

(Revised 1 December 2022)

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

**SCOPE** This policy applies to all DMAVA employees and system users who access and use DMAVA computing systems, resources 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. This policy is established under authority of State of New Jersey P.L. 2007 c.56 and is published in accordance with guidance from New Jersey Statewide Information Security Manual, dated 2 February 2021. 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 AND KEY TERMS:** As used in this policy, unless the context clearly requires a different meaning, the following words shall have the meaning indicated:

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

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

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

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

"Information Technology Infrastructure" refers to the combined components needed for the operation and management of enterprise IT services and IT environments.

"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.



**ISD-0001, Computer Resources Acceptable Use Policy (ISD), 1 December 2022**

State business purposes. The network presents employees with opportunities for easy, rapid and efficient global communications and research but also creates certain risks, including security risks, and legal liability. In order for the State to maximize the benefits and minimize the risks associated with use of the network, to include the Internet, this statement sets policy for network, to include Internet, access and use by all users whether authorized or unauthorized.

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

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

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

**NO PRIVACY EXPECTATIONS**

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

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

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

**DMAVA SYSTEM SECURITY**

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

Employees shall not use another employee's computer to gain access to the network without that employee's consent or supervisory approval. An employee shall not permit another person to access the Internet using the employee's computer, except as provided by the Department's policy. Users shall not share their network login information with anyone.

STATE OF NEW JERSEY OFFICE OF INFORMATION TECHNOLOGY 10/20/2022 10:23:11 AM

**ISD-0001, Computer Resources Acceptable Use Policy (ISD), 1 December 2022**

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

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

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

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

1. All data/information stored on DMAVA Computers and servers are the property of the State of New Jersey.
2. LAN/WAN resources are to be used by authorized users for business purposes only. They are not for personal use.
3. Installing software on a computer connected to DMAVA/GSN network is expressly prohibited without the written permission of the Chief Information Officer or designee. Installation and use of trial versions of software is prohibited, and no one is authorized to sign Terms and Conditions other than authorized department procurement personnel.
4. Unauthorized software will not be used on DMAVA computers. All software used on State owned computers must be the legitimate property of the State of New Jersey and/or authorized for agency use in writing. Unauthorized or pirated software cannot be copied or used on any computer. Software audits may be performed at any time. Employees who create, install, or use unauthorized, illegal, or unlicensed software may be subject to disciplinary action up to and including termination from State service.
5. Users will not run software applications from a USB device, CD-ROM, or external hard drive in an effort to bypass network policies or security.
6. Users are required to change network passwords every ninety (90) days. Non-DMAVA network passwords should be changed based on the schedule set forth by the individual application and/or systems administrator policies (i.e. 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. Multifactor Authentication (MFA) will be utilized on all systems where it is available to ensure a secondary level of security, (i.e. My NJ Portal, Microsoft Office 365, etc).

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9. To ensure all data/files are backed up and secure, they must be stored on network file servers. No work-related files are to be stored locally on user computers (laptops or desktops). This is a violation of the Acceptable Use Policy. DMAVA-ISD is not responsible for files saved on a local "C" drive. If an employee operates a standalone Computer (not connected to the network), it is his/her responsibility to ensure files are backed up and secure, except where agreed upon the Chief Information Officer for security or operational requirements.

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

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

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

13. All computer hardware used for State business or located on State property must be the legitimate property of the State of New Jersey. Use of personally owned equipment on the DMAVA/GSN network is not permitted. Personal equipment is defined as equipment not purchased by/issued by the department and includes personal peripherals such as printers, cell phones, smart phones, external drives, thumb drives, MP3 players, IPODs, PEDs (personal electronic devices), 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.

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

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

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

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

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

19. Passwords should never be stored in unprotected files or displayed on workstations. Users are responsible for maintaining password security. Never give your password to another user. Do not log onto the network under another user's ID and password.



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

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

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

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

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

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

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

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

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

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

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

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

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

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

- Violate or infringe on a recognized privilege or the right to privacy.
- Transmit defamatory, false, inaccurate, abusive, profane, threatening, racially offensive, or otherwise

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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 causes damage to a computer.
- Play games on the Internet or gamble.
- Engage in instant messaging, streaming media, or streaming video for non-work related purposes.
- No user shall utilize DMAVA owned or leased information infrastructure or information technology to access, download, print or store any information infrastructure files or services having sexually explicit content.

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

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

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

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

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

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

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

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**RESPONSIBILITIES**

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

**Agency:**

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

**REFERENCES**

Title VII of the Civil Rights Act of 1964 (as amended)  
Communications Decency Act of 1996  
Privacy Act of 1974, 5 U.S.C. 552a  
Law Against Discrimination Act, N.J.S.A. 10:5-1 *et seq.*  
Civil Service Act N.J.S.A. 11A:1-1 *et seq.*  
Identity Theft Prevention Act, N.J.S.A. 56:11-44  
N.J.A.C. 4A:7-1.3  
Governmental Code of Ethics/New Jersey Conflicts of Interest Law  
Electronic Communications Privacy Act (ECPA) of 1986  
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)  
New Jersey Statewide Information Security Manual (2 February 2021)  
[https://www.nj.gov/it/docs/ps/NJ\\_Statewide\\_Information\\_Security\\_Manual.pdf](https://www.nj.gov/it/docs/ps/NJ_Statewide_Information_Security_Manual.pdf)  
Joint Circular 14-12-DORES/OIT Enterprise Electronic Mail Retention & Disposition Framework (April 4, 2014)  
Joint Circular 21-12-OMB/DPP/OIT Procurement of Information Technology (May 17, 2021)  
18-02-NJOIT Information Security Policy (July 25, 2018)  
OIT-0159 Portable Computing User Agreement (September 5, 2013)  
IT Circular 06-06-NJOIT - State of New Jersey Disclaimer Policy (October 29, 2015)  
Circular 15-04-OMB/OIT Assignment and Use of State Owned Cellular Wireless Devices (October 17, 2014)  
Circular 03-10-ST Managing Electronic Mail (July 11, 2002)  
Departmental Directive 25.2.2 Garden State Network (GSN) Data and Telephone Systems Records Request Procedures (September 15, 2010)  
Departmental Directive 25.2.3 Information Security Program (May 1, 2006)  
Departmental Directive 25.2.4 Safeguarding Confidential and Privacy Act – Protected Data (July 28, 2006)

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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)

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ENCLOSURE 2

NEW JERSEY DEPARTMENT OF MILITARY AND VETERANS AFFAIRS (DMAVA)

COMPUTER RESOURCES ACCEPTABLE USE POLICY AGREEMENT

(Revised 1 December 2022)

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

Any noncompliance with the requirements outlined in this agreement will constitute a violation of this policy, will be reported to DMAVA ISD and depending on severity, to the State Information Security Officer. Violations 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 1 December 2022) for use of the DMAVA computing systems and facility and agree to abide by it.

Signature: \_\_\_\_\_

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

\_\_\_\_\_  
Printed: First Name, MI., Last Name

\_\_\_\_\_  
Title/Grade/Rank

\_\_\_\_\_  
Organization/Division/Bureau

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

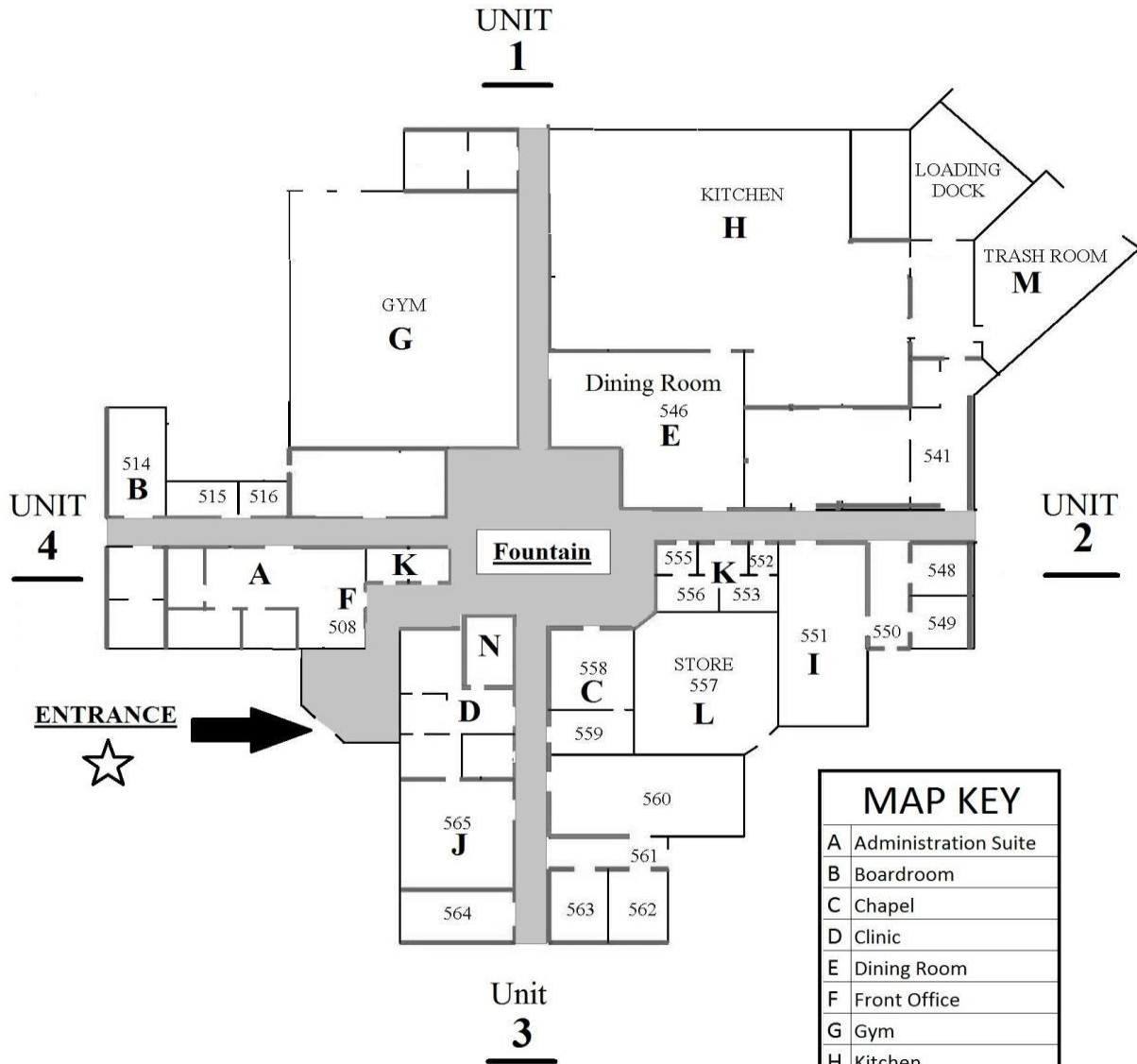
Date Information Awareness Training Completed\*: \_\_\_\_\_

Please send your training certificate to [CSC@dmava.nj.gov](mailto:CSC@dmava.nj.gov) with the subject line “*Last Name, First Name – IA Training*”

\*Note: In accordance with NJ OHSP Statewide Information Security Manual (dated 2 February 2021):

- Section AT-04 paragraph (a) - All new personnel complete security and privacy awareness training within thirty (30) business days of their start of employment as part of the required new hire training curriculum.
- Section AT-04 paragraph (b) - All users who have authorized access to State information systems complete security awareness and privacy training at least annually.
- State Employees must complete the current *Annual Cybersecurity Awareness Training* available under *eLearning* on the MyNJ Portal.
- Federal Employees (AGR, T32, T5) utilizing State resources should send their DOD Annual Cyber Awareness Training.
- Contract Employees utilizing State resources will be provided Cybersecurity Training during Calendar Year 2023.

# Veteran's Haven North



MAP KEY	
A	Administration Suite
B	Boardroom
C	Chapel
D	Clinic
E	Dining Room
F	Front Office
G	Gym
H	Kitchen
I	Library
J	Records Room
K	Rest Rooms
L	Store
M	Trash Room
N	Medication Room/ RN

# Notes