



# PSR Client Handbook



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***Welcome to the Psychosocial Rehabilitation Program  
operated by  
Carolina Residential Services***

The Psychosocial Rehabilitation (PSR) group service is designed to help adults with psychiatric disabilities increase their functioning so that they can be successful and satisfied in the environments of their choice with the least amount of ongoing professional intervention. PSR focuses on skill and resource development related to life in the community and to increasing the participant's ability to live as independently as possible, to manage their illness and their lives with as little professional intervention as possible, and to participate in community opportunities related to functional, social, educational and vocational goals.

The service is based on the principles of recovery, including equipping clients with skills, emphasizing self-determination, using natural and community supports, providing individualized intervention, emphasizing employment, emphasizing the "here and now", providing early intervention, providing a caring environment, practicing dignity and respect, promoting client choice and involvement in the process, emphasizing functioning and support in real world environments, and allowing time for interventions to have an effect over the long term.

**Hours of Operation**

Monday – Friday

8:00 a.m. – 4:00 p.m.

After Hours Activities are planned periodically. These activities may be late afternoon and early evening hours or weekend hours.

## Carolina Residential Services PSR Model

The Carolina Residential Services PSR model focuses on providing opportunities for adults with mental illness to enhance their lives through their own strengths and to assist them to grow beyond the effects of their mental illness. The model is “rehabilitation” focused, voluntary and time limited as individuals work towards regaining skills needed for community living and employment. The goal of the PSR is to introduce individuals to activities that promote improvement in the following areas:

- Self-Care
- Decision making
- Building Self-Esteem and gaining self-confidence
- Knowledge about their mental illness
- Education to manage medications
- Social Competency
- Independence
- Development of appropriate friendships and relationships within socially accepted boundaries
- Acceptance of self and others who experience mental health symptoms
- Positive and productive use of leisure time
- Emotional support for effective recovery
- Opportunity to practice skills to effectively integrate back into their families and communities
- Experience a structured day that has purpose and meaning

The PSR provides a supportive environment which addresses and implements interventions outlined in the individual’s person-centered plan (PCP) to include the following:

### Prevocational Units:

Each individual volunteer to work in a prevocational unit daily that allows them to learn basic employment skills. Working in the units also teaches math skills, learning to work independently and with others, task completion and enhances their independence.

## **Groups:**

Groups are offered daily in the PSR setting. There are mental health skills groups that teach skills to better manage mental health symptomology to allow the client to better remain free from psychiatric hospitalizations and engage with other in the Community. Groups teach skills on how to budget, clean a home, shop for nutritional but cost-effective foods and time management skills. The purpose of the groups is to allow the client to better provide self-care in spite of symptoms that can be debilitating if left unmanaged.

## **Structured Day:**

Often clients do not have a structured day past discharge from a psychiatric hospital and/or staying in the home daily with no activities or outlets for them. The PSR offers a structured day that allows each client to have tasks to complete in a timely manner, enhances self-governance to work on skills needed to be successful in the community and increase self confidence that daily living tasks can be achieved whether symptomatic or not.

## **Self-Governance:**

The clients are encouraged to "run the PSR" with minimal interference from Staff. This is achieved by different means daily. Monthly, clients meet in a Planning Committee to determine what skills groups will be taught during the next month. Also, the clients determine what social outings would be most helpful to practice social skills in the community setting and allow for effective use of leisure time. Clients are also encouraged to share their skills in a "peer to peer" discussion weekly. Each client is encouraged to work daily toward "Graduation Day" when will leave the PSR setting with skills to be a productive member of the community.

The PSR allows clients to work at their specific place in recovery, allows for repetition of practice to ensure each skill is learned and used effectively and provides a safe zone for all to be accepted as they work to achieve goals and improve their quality of life.

Staff serve as positive role models and provide education, encouragement, guidance and hands on assistance, positive reinforcement and positive verbal praise for efforts taken by clients to achieve their individual goals and reach their fullest potential.

# PSR Program Expectations

**Purpose:** The PSR rules for staff and clients of PSR have been developed over a period of years by clients to assure that PSR is a safe, respectful and comfortable place to learn, socialize and improve daily quality of life.

These rules apply to PSR services including those provided at other locations and on vehicle(s).

***Please take note of Rules 1- 6 since failure to comply with these rules may lead to suspension or discharge.***

## Safety

1. Physical violence, threats or dangerous actions are cause for suspension from the program and/or arrest. No aggression or exploitation, verbal/written, physical or sexual behavior will be tolerated.
2. Wanton or willful destruction of property may be cause for suspension and/or arrest. Repairs may be billed to the individual/client causing the need for repairs.
3. Theft may be reason for suspension and/or arrest.
4. Anyone suspected to be under the influence of non-prescribed drugs or alcohol prior to arrival or during PSR activities, whether at the facility or on an outing, is prohibited from the facility. No use, distribution or selling of illegal drugs or alcohol will be tolerated.
5. Clients or staff is prohibited from bringing any weapons (including pocket knives) into the building.
6. Sexual or racial horseplay, gestures and/or harassment are prohibited.
7. Horseplay (running, chasing, pushing, etc.) is prohibited.
8. Loud verbal outbursts, profanity, arguing, obscene or inflammatory language is prohibited.
9. All clients must be able to self-medicate. Medications must be secured on self at all times. Carolina Residential, Inc. staff **will not** be responsible for, dispense or administer any prescribed or over-the counter medications.

Suspension in the above Rules 1-6 may be immediate pending review by the PSR Manager.

## **PSR Transportation**

The PSR has vehicles available that provide transportation to and from the program on a daily basis and for community activities for any client(s) attending the program. Full transportation may not be available for all clients depending on their residential location; however, every effort will be made to arrange a central location or other means of transportation to insure all clients have access to the service. Transportation guidelines must be adhered to at all times in order to be eligible for PSR transportation services.

### **PSR Transportation Guidelines**

***A safe environment MUST be maintained in the vehicles at all times.***

### **Van Safety/Comfort Rules**

*These safety rules need to be observed each time a Carolina Residential, Inc. vehicle(s) is in operation regardless of the destination and/or driver. Once implemented, the van safety/comfort rules will remain in effect until either Management or the PSR chooses to alter them.*

1. Seatbelts **MUST** be worn at all times by all occupants when Carolina Residential, Inc. vehicle(s) are in operation. Vehicle(s) will remain stopped and/or parked until all occupants have buckled seatbelts. Seatbelts are not to be removed until the vehicle(s) are parked. Extenders are to be utilized when applicable.
2. Doors should not be opened until the vehicle(s) is stopped.
3. There are to be NO open food and drinks on Carolina Residential, Inc. vehicle(s). Closed Top Containers, bottle with screw on top or coffee mugs with snap on top are the only acceptable containers.
4. All occupants are to be fully dressed at all times. This includes but may not be limited to shirt, pants, shorts, shoes, etc.
5. No open bottles of cologne, perfume, deodorizer, cleaners, hand sanitizer, etc. are allowed on any Carolina Residential, Inc. vehicle(s) while the vehicle(s) is in operation. Smells may pose a health hazard to occupants.

6. All trash **MUST** be placed in a trash bag and removed from the vehicle(s) at the conclusion of each use.
7. Occupants should refrain from asking or demanding either items or information from the vehicle operator when the vehicle is in motion. Safety of the occupants and the vehicle may place undue risk when the operator is distracted.
8. The use of obscene and inappropriate language or conversation is prohibited.
9. It is the responsibility of the client to notify the PSR Program when not riding the van.
10. Clients are to be ready for pickup each morning. When passenger does not proceed to get in the vehicle the driver will blow the horn and wait for one (1) minute for a response. If there is no response, the driver will blow the horn and wait one (1) additional minute. If there is still no response, the driver will leave the residential facility. Accommodations will be made for hearing impaired clients. Outreach to the client's residential facility, case manager or community support worker will be made by the staff at the PSR program.
11. If a client is not available for pickup on three (3) occasions without prior notice, the client will be responsible for notifying the PSR Program Manager to discuss resuming transportation services.
12. Personal belongings should be kept to a minimum. The client is responsible for all personal belongings and must keep their belongings SECURED so they do not present a risk while the van is moving.
13. All occupants should exit the vehicle(s) and move at a safe speed to a sidewalk area. No occupant should ever stand in front of or behind a vehicle. Occupants should stay away from ongoing traffic areas.
14. In the event an occupant becomes sick, another occupant should notify the vehicle operator as soon as possible in order to pull the vehicle(s) to a safe location to address the issue appropriately. If an occupant has motion sickness or feels they may vomit, the occupant should secure a trash bag and when possible, utilize this for the discharge. The operator will stop in a secure location as soon as possible.
15. Utilize good manners and hygiene when coughing or sneezing. This will ensure the comfort of the occupants either in front of or beside you.

16. Seating accommodations will be adhered to when necessary. Other occupants, Management and Staff, appreciate consideration and understanding of these accommodations.
17. If you have any safety concerns, please report immediately to the operator of the vehicle(s).
18. Safety and secondly comfort of all occupants is of the utmost importance when a vehicle(s) is in operation.

***Carolina Residential, Inc. reserves the right to deny transportation services for the clients who do not follow the transportation guidelines.***

## **Respect and Courtesy**

1. No one may attend the program shirtless, barefoot, with bare midriff or short shorts (fingertip rule).
2. What people say at the PSR program stays at the PSR program. Confidentiality applies to consumers during groups and activities.
3. Neglect of personal hygiene may be cause to be sent home until the problem is corrected.
4. Bumming and borrowing is prohibited, **just say "NO"**. If no doesn't work, ask staff for assistance.
5. Please utilize the client phones for personal calls. Please limit call to five (5) minutes. Staff can arrange private or long distance collect calls for you.
6. Please report illnesses to staff.
7. If you are physically ill, please remain at home and call the PSR program. Our goal is to preserve everyone's health.
8. Clients will sign in and sign out upon arrival and departure of the facility.
9. All visitors must check in at the front desk and request to meet with their friend, family member, case manager, etc. All visitors will sign in upon arrival and sign out upon departure. Frequency and time spent with a visitor will be kept to a minimum and shall not interfere with client participation.



## Comfort for All

1. Food and drink is restricted to certain areas of the building. Look for signs identifying designated areas.
2. The PSR program is a Smoke Free building. Smoking out of doors in designated areas is permitted, so long as butts are policed from grounds.
3. Personal items (i.e. radios, etc.) must not disturb or endanger others. Please do not leave valuables unattended.
4. Meals shall be eaten in the dining area(s) or picnic area.
5. You are expected to clean up after yourself and your groups.

Your active and regular participation is required if services are to be successful. Most individuals come to learn skills, get a job, and get additional education or to reduce their symptoms and social isolation. Attending groups and activities will help. If you lie around or miss groups, stay at home.

***The goal of Carolina Residential, Inc. Psychosocial Rehabilitation Program is to provide a friendly, safe learning environment to empower individuals with disabilities.***

## PSR Admission Criteria

The client is eligible for the PSR service when

A. There is an Axis I or II diagnosis present,

**AND**

B. Level of Care Criteria

**AND**

C. The client has impaired role functioning that adversely affects at least two of the following:

1. Employment,

2. Management of financial affairs,
3. Ability to procure needed public support services,
4. Appropriateness of social behavior, or
5. Activities of daily living.

**AND**

- D. The client's level of functioning may indicate a need for psychosocial rehabilitation if the client has unmet needs related to recovery and regaining the skills and experience needed to maintain personal care, meal preparation, housing, or to access social, vocational and recreational opportunities in the community.

## **PSR Continued Stay Criteria**

The desired outcome or level of functioning has not been restored, improved, or sustained over the time frame outlined in the client's person-centered plan or the client continues to be at risk for relapse based on history or the tenuous nature of the functional gains or any one of the following apply:

- A. Client has achieved initial rehabilitation goals in the person-centered plan goals and continued services are needed in order to achieve additional goals.
- B. Client is making satisfactory progress toward meeting rehabilitation goals.
- C. Client is making some progress, but the specific interventions need to be modified so that greater gains, which are consistent with the Client's rehabilitation goal(s) are possible or can be achieved.
- D. Client is not making progress; the rehabilitation goals must be modified to identify more effective interventions.
- E. Client is regressing; the person-centered plan must be modified to identify more effective interventions.

If the current service is not meeting the client's needs, the client may be transitioned to a more appropriate service to meet their needs.

# PSR Discharge Criteria

Client's level of functioning has improved with respect to the rehabilitation goals outlined in the person-centered plan, inclusive of a transition plan to step down, or no longer benefits, or has the ability to function at this level of care and any of the following apply:

- A. Client has achieved rehabilitation goal(s); discharge to a lower level of care is indicated.
- B. Client is not making progress or is regressing and all realistic treatment options with this modality have been exhausted.
- C. Client requires a more intensive level of care or service.

**Note:** Any denial, reduction, suspension, or termination of service requires notification to the Client and/or legal guardian about their appeal rights.

# PSR Expected Outcomes

The PSR service includes interventions that address the functional problems associated with complex and/or complicated conditions related to mental illness. These interventions are strength-based and focused on promoting recovery, symptom stability, increased coping skills and achievement of the highest level of functioning in the community. The focus of interventions is the individualized goals related to addressing the Client's daily living, financial management and personal development; developing strategies and supportive interventions that will maintain stability; assisting Clients to increase social support skills that ameliorate life stresses resulting from the Client's mental illness.

# Evacuation Plan

Hopefully there will never be a fire, explosion, bomb threat, etc. in our building, but if one does occur you need to know what to do and how and where to evacuate the building.

The staff person(s) on duty will be responsible to insure everyone has evacuated the building in a timely manner.

Once a smoke detector or fire alarm sounds or someone announces there is a fire or other threat in the building, everyone will follow the evacuation map route to the nearest and safest exit from the building.

The central meeting point for everyone to go when exiting the building is designated for each PSR and will be described to all clients. Once everyone has arrived at the designated location, the staff will assess the situation and may have all occupants move to a safer location further away from the building. Staff will contact the Fire Department or Emergency Personnel depending on the cause for the evacuation of the building.

In the event someone needs medical attention, an ambulance will also be requested.

## **Behavioral Interventions**

We all understand that each of you may have a bad day and may be experiencing stressful situations. It is the expectation that each person acts responsibly. Violation of one (1) or more of the program guidelines will result in the following actions:

1. For minor violations, staff will utilize the following intervention:
  - a. Verbal redirection
  - b. Ask that you find a quiet place and become focused
2. In an event that the above interventions are not successful, the Program Manager will hold a consultation with you to discuss compliance with program guidelines.
3. If the violation reoccurs, you will participate in a Team Meeting to take one of the following:
  - a. Assessment/referral for appropriate, alternative services
  - b. Temporary suspension from the program
  - c. Discharge from the program

## **PSR Fee for Service**

Medicaid Eligible Recipients will be billed to the North Carolina Division of Medical Assistance at a rate that is set and published by the North Carolina Division of Medical Assistance. Non-Medicaid Eligible Recipients will be billed at the Medicaid established or Local Management Entity contract rate to their home Local Management Entity. If a client is not eligible for either Medicaid or Local Management Entity funding, the client will not be billed directly for services.

# PSR Services Referral

Referrals or information can be obtained by contacting the PSR at the following address and/or telephone number:

***Carolina Residential Services, Inc.  
P O Box 286  
Rutherford College, NC 28671-0286  
(828) 572-2333***

Tours of the program are available. Please call ahead to arrange a tour of the facility.

## Referral Sources

- Referrals are welcome from private and public sectors
- Physicians treating mental illness
- Vocational Rehabilitation Counselors
- Hospital Social Services Departments
- Social Workers
- Psychologists
- Residential Service Staff
- Mental Health/Substance Abuse Professionals
- Family members of individuals with mental illness
- Individual seeking help with recovery from mental illness
- Managed Care Organizations (MCO)s

# Know Your Rights

When you receive services from Carolina Residential Services, you have certain rights, including the right to know about your rights. This information outlines your rights. As a client of Carolina Residential Services, you have the **right** to:

- ✓ Dignity, privacy, humane care and freedom from mental and physical abuse, neglect and exploitation.
- ✓ Live as normally as possible while receiving treatment and to have access to medical care and habilitation.
- ✓ To receive age-appropriate treatment and a written plan to maximize your capabilities.
- ✓ Be free from unnecessary and excessive medication and corporal punishment. Also, be free from physical restraint and seclusion (except as followed by policy and procedure).
- ✓ Consent or refuse any treatment offered except: (a) in an emergency situation; (b) if treatment was ordered by court; or (c) if you are under 18 years old, and your parents give permission, even if you object.
- ✓ Exercise all civil rights and only if you have been declared incompetent can these rights be limited.

## Civil Rights



You have the **right** to privacy and confidentiality.

You have the **right** to be free from cruel and unusual punishment.





You have the **right** to choose your own friends.

You have the **right** to get married.



You have the **right** to have and raise children.

You have the **right** to vote.



You have the **right** to freedom of speech and expression.

You have the **right** to own property.



You have the **right** to equal employment opportunity.

## Additional Rights for Adults in 24-Hour Facilities



You have the **right** to obtain medical treatment.

You have the **right** to send and receive sealed mail.



You have the **right** to have visitors or guests visit you.

You have the **right** to make and receive private telephone calls.



You have the **right** to keep and spend your money.

You have the **right** to access your own storage space.



You have the **right** to religious services of your choice.

You have the **right** to keep and use clothes and other personal items.



You have the **right** to education.

You have the **right** to emergency services.



You have the **right** to go on outings.

You have the **right** to go outside.



You have the **right** to exercise.

You have the **right** to be free from physical restraint and abuse.



You have the **right** to see your records.

You have the **right** to have a driver's license.







You have the **right** to contact and consult with doctors, lawyers and client advocates.

You have the **right** to decorate your own room.



You have the **right** to dignity, privacy and humane care in provision of personal health, hygiene and grooming care.

## Serving Clients and Families that are Culturally Diverse

No individual will be denied evaluation or treatment services based solely upon cultural difference up to and including but not limited to, any identified disability, race, religion, national origin or sexual preference unless the presence of such circumstances results in the program being unable to meet the treatment needs of the individual in a safe and effective manner. Carolina Residential Services may serve clients and families that have limited English proficiency, low literacy skills or who are not literate and clients or family members with emotional, behavioral and mental health and developmental disabilities.

- When applicable, printed materials in other languages, easy to read, low literacy picture and symbol formats;
- When applicable, materials provided in alternative formats (e.g. audiotape and enlarged print);
- When applicable, having staff or contracted interpreters that are linguistically diverse available;
- Having clients placed in services where employees are culturally competent and/or diverse to facilitate better communication;
- Build meaningful partnerships with families and clients at the service delivery and policy levels;
- Have families and clients served assist in the agency in identifying barriers within our program around cultural competency;
- Get feedback from families and clients to develop strategies to address identified barriers.

# Complaint and Grievance

Carolina Residential Services, Inc. will ensure that all clients, client's families, or legally responsible persons have ready access to a complaint and grievance process that is accessible and responsive, and that all clients and legally responsible persons are aware of their rights to file a complaint or grievance and how the process is completed.

Complaints and Grievances shall be reported to the Main Office at the following link: <https://www.formdesk.com/carolinaresidentialservicesinc/CRSComplaintForm>. The Staff will follow Carolina Residential Services policies and procedures for follow-up and investigation of the concern, complaint and/or grievance. Follow-up will occur at this level and will be reported to Management as the situation warrants. Clients, client families, service providers or legally responsible persons may also contact the Main Office to report a concern, complaint or grievance.

## **Carolina Residential Services Main Office**

**Attn: Susan Kincaid**

**P O Box 286**

**Rutherford College, NC 28671**

**(828) 572-2333 (Office Phone)**

**(980) 225-0500 (Office Fax)**

**(828) 413-3786 (Susan Kincaid Cell Phone)**

**[susan.kincaid@carolinaresidentialservices.com](mailto:susan.kincaid@carolinaresidentialservices.com)**

<https://www.formdesk.com/carolinaresidentialservicesinc/CRSComplaintForm>

## ***DMH/DD/SAS Advocacy & Customer Service Section***

***(919) 715-3197 (Telephone)***

***(919) 733-4962 (Fax)***

***DHSR Complaint Hotline***

***1-800-624-3004***

***(919) 855-4500***