



# Clark's Manor Resident Handbook

[www.elwyn.org/clarksmanor](http://www.elwyn.org/clarksmanor)



# Table of Contents

|  |    |
|--|----|
| <b>Vision and Mission</b> .....              | 1  |
| <b>Welcome to Clark's Manor</b> .....        | 2  |
| <b>Program Overview</b> .....                | 3  |
| <b>Our Home is a Safe Haven</b> .....        | 4  |
| Safety First .....                           | 4  |
| Drugs and Alcohol .....                      | 5  |
| Smoking .....                                | 5  |
| Gambling .....                               | 5  |
| Fire Drills .....                            | 5  |
| Privacy/Confidentiality .....                | 5  |
| Medications .....                            | 6  |
| Property Searches .....                      | 7  |
| Leaving the Home.....                        | 7  |
| Visiting Hours.....                          | 8  |
| Complaint Hotline.....                       | 8  |
| <b>The Home Environment</b> .....            | 8  |
| Housekeeping.....                            | 8  |
| Sleep Hygiene.....                           | 9  |
| Meals.....                                   | 9  |
| Food Delivery Orders .....                   | 10 |
| Dining Out .....                             | 10 |
| Damages.....                                 | 10 |
| Staff Office .....                           | 10 |
| Televisions and Radios .....                 | 11 |
| Computers and Internet Services .....        | 11 |
| Mail .....                                   | 11 |
| Cell Phones .....                            | 12 |
| Telephone Landlines .....                    | 12 |
| Common Spaces.....                           | 12 |
| Exercise Space.....                          | 12 |
| Garden and Grounds.....                      | 12 |
| Indoors .....                                | 13 |
| Resident Bedrooms.....                       | 13 |
| Security Features and Video Monitoring ..... | 13 |

- Etiquette at Home and About** ..... 14
  - Dress Code ..... 14
  - Personal Hygiene ..... 14
  - Personal Possessions..... 14
  - Peer Relationships..... 15
  - Neighbors ..... 15
- Connecting to the Community** ..... 15
  - Wellness..... 15
    - Medical and Dental Care..... 15
    - Behavioral Health Care..... 16
  - Clinical Care Manager Services..... 16
  - House Schedule ..... 17
  - House Milieu Meeting..... 17
  - Adult Daily Living Skills ..... 18
  - Community Inclusion ..... 18
    - Family and Natural Supports Involvement ..... 19
    - Volunteer Activities..... 19
    - Vocational/Educational Activities ..... 19
    - Recreational Activities ..... 19
    - Spiritual Activities ..... 19
    - Life Activities ..... 20
  - Community Opportunities ..... 20
  - Mentors and Additional Community Resources ..... 21
  - Transportation Services..... 21
    - Elwyn Vehicle..... 21
    - Uber/Lyft/Taxi ..... 22
    - Personal Vehicle ..... 22
    - Outside Excursions..... 22
- Personal Finances** ..... 23
  - Medical and Dental Expenses..... 23
  - Outings ..... 23
  - Personal Entertainment..... 23
  - Personal Petty Cash/Valuables..... 23
- Length of Stay** ..... 24
  - Discharge/Departure ..... 24
  - Getting Copies of Your Records ..... 24
- Leadership and Staff** ..... 25

# Vision and Mission

Clark's Manor is a therapeutic residential milieu, operating on the framework, "home is a safe haven." Growing in wellness, and using a strength-based approach, this program focuses on dynamically meeting the current and evolving needs of each individual.

- **Program Vision** – to be the most desired residence for people living with mental health challenges, seeking a safe community destination, supported by caring, well-trained, and innovative staff.
- **Program Mission** – we encourage, empower, and nurture people to accept and overcome behavioral and mental health challenges as they gain connection with their community. We do this by providing a safe home environment for residents to receive comprehensive, collaborative supports delivered by highly trained and caring professionals.

# Welcome to Clark's Manor

We created this home for you to recover, to learn, to grow, to communicate, and to feel comfortable, safe, and happy.

This handbook is for you; it contains the general expectations of the household, guidelines, information, and so on. Please feel free to refer to it at any time. All of our team members welcome discussion and suggestions, and are available to talk with you, or answer any questions at any time.

Clark's Manor is based on the premise, "home is a safe haven." We are here to support you and help you build relationships and connections both in and out of the home and community. Please know, we understand everyone does this at their own pace.

Our program model has incorporated elements from some of the most successful residential programs in the country. We've taken the best of these programs and combined them with Elwyn's clinical model to create Clark's Manor, the first of its kind of this residence in the Tristate area.

We value your input and role in the household and look forward to getting to know you. We are glad you have chosen Clark's Manor at this time in your life journey.

I feel honored to work with you.

Art Fastman  
Director of Operations  
Elwyn – Clark's Manor

# Program Overview

We offer our residents varied opportunities, support, and consistent encouragement to realize individual independence. We offer a wide variety of activities and help each person find programs specific to their personal goals and needs.

We provide assistance with overall health and wellness management and access to care. We help each resident identify resources within the community to further his or her well-being and live a healthy lifestyle. We support each individuals as they learn to how to navigate their own personal challenges and exercise their unique strengths in order to live as empowered members of the community.

Our program utilizes a comprehensive bio-psychosocial approach, including the recognition of diagnoses and medical interventions for biologically based behaviors. We implement evidence-based approaches to address any maladaptive behaviors that may be learned responses. Skill building goals are developed and implemented with consideration of cognitive and adaptive functioning levels. Residents are encouraged to exercise choice, increase their sense of autonomy, and set goals for their future in all aspects of programming.

## **We support and encourage:**

- Community enrichment to meet the needs of each resident as an individual.
- The right to pursue purpose and personal growth.
- The development and strengthening of personal relationships.
- Curiosity and creativity.
- An environment filled with hope and respect.
- Regard for each person's constructive choices as a means of building trusting relationships.
- Decision-making that involve various social, spiritual, cultural, and vocational factors.
- Harnessing one's strengths as a means towards recovery.

# Our Home is a Safe Haven

"A safe haven is a place where people have the opportunity to be protected from things they find unpleasant or worrying."

## Safety First

Our primary goal is to provide each resident a safe and home-like environment. It is very important to recognize that violence to self or others, or threats of violence, will not be tolerated and will be considered a justifiable reason to terminate a resident's stay.

We recognize intense emotions may be experienced as residents participate in collaborative treatment, in addition to stress from adjusting to a new environment. We encourage you to express your feelings to our staff as soon as possible, in an appropriate manner. Feel free to seek 1:1 time to discuss with staff - we will work with you to find solutions. We also suggest trying some quiet time and utilize relaxation and other de-escalation techniques to maintain control.

Please avoid leaving Clark's Manor abruptly if you are feeling an emotional outburst, as we will immediately evaluate if you are a potential danger to yourself or others and determine if it would be advisable to initiate admission to an inpatient unit. We thank you for openly communicating any issues as they arise. Our goal is to tackle and solve issues head-on.

Additionally, any behaviors that may have a destructive effect on the therapeutic milieu simply are not tolerated at Clark's Manor. These behaviors include becoming actively suicidal, intoxicated (either using alcohol or illicit substances), or physical attacks on other residents or staff members. Behaviors such as these will prompt a referral or administrative discharge.

## **Drugs and Alcohol**

Clark's Manor expects all residents to abstain from alcohol and illicit substance use. This is established to maintain a safe and healing environment for all residents. We consider alcohol and illicit drugs to be contraband, which will be confiscated and destroyed.

## **Smoking**

Our home is a non-smoking residence. This includes all tobacco products and e-cigarettes. Residents who choose to smoke or vape may do so only in the designated location on the lower backyard patio. Cigarette butts are to be extinguished and disposed of in provided receptacles. Matches are not permitted on the grounds.

## **Gambling**

Gambling between residents of Clark's Manor with real or fictional money and/or possessions is not permitted. This is necessary to prevent disagreements and other potential problems.

## **Fire Drills**

We will practice fire drills to ensure the safety of all residents and staff. When you hear an alarm, please leave through the closest door and proceed to the designated meeting area in front of the garage driveway entrance, acting as if the event is a real fire situation. If you smell smoke, notify staff immediately and exit the building.

## **Privacy/Confidentiality**

Privacy is respected, with everyone's safety in mind. Staff will knock on a resident bedroom door prior to entering. If there is no response, they will knock a second time before entering.

Residents are to use common areas to visit one another. These include the living room, library, kitchen and breakfast nook, resident laundry area, garage studio, exercise room, and backyard patios.

Residents are not to enter another resident's room even with his or her permission.



## Medications

Proper adherence to medication management is vital to your safety and well-being.

- All medications are kept locked in the medication room unless a physician's order states otherwise, including over-the-counter medications, vitamins, and supplements.
- Policy states residents are not to receive medications from visitors or to purchase medications outside of the house without informing the staff.
- Please notify your Clinical Care Manager or on-site Milieu Counselor of any medication requests.
- On-site staff certified in Pennsylvania Department of Human Services Medication Administration dispense and administer all medications. Each resident is expected to participate by knowing medications by name, purpose, dose, route and time of administration.
- Routine times of dosing are 8:00 a.m., 12:00 p.m., 4:00 p.m., and 8:00 p.m., with occasional alternative times as prescribed by a physician.
- Medications can be dispensed one hour before or after the prescribed time.
- Certified staff must make sure that medications are taken; therefore, medications must be taken in the presence of that designated staff person.

## Property Searches

We will perform a routine safety check of all belongings during admission, as well as any time items are brought into the home. This may be done in the staff office or in the resident's room, with the resident present if possible. Contraband items such as drugs, alcohol, weapons, or other items that may be harmful, such as sharps, will be removed and given to the Director of Operations (or designee), or locked in a safe area until that person is on-site. An incident report will be completed for this action. Valuables are identified and noted in the chart, and may be secured in a safe or locked area, if agreed upon with the resident.

Residents are responsible for all personal belongings including money and/or other valuables they choose to have with them while at Clark's Manor.

## Leaving the Home

Clark's Manor encourages residents to be active in the surrounding community.

- Everyone is expected to communicate his or her status of "in or out" on the communication board and fill out the Resident's Sign-Out Log.
- Resident to inform a member of the on-site staff just prior to departure and upon return.
- Prior to leaving the house, each resident is required to check with staff to make arrangements about any medication(s) if necessary.
- In-house curfew is 11:00 p.m. on weeknights and in bedrooms by midnight. Exceptions require prior staff communication and approval.

## Visiting Hours

- Visiting hours are from 4:00 p.m. to 8:00 p.m. unless otherwise arranged with a Care Manager.
- Guests must arrange clearance with a Care Manager to visit a Clark's Manor resident.
- Residents and their guests must be in each other's company.
- All guests must stay in common areas. Families are permitted in their family member's room with doors open.
- Visitors will be greeted by staff members. Please notify staff of the arrival of your guest and staff will welcome them, if the visit is cleared and appropriate.

## Complaint Hotline

Residents may address grievances and complaints they deem unresolved after designated procedures and protocols have been attempted and followed according to the Clark's Manor Grievance Policy. Residents will be made aware of the Governor's Action Center Toll Free Line, 1-800-932-0784, as well as other appropriate advocacy agencies.

# The Home Environment

## Housekeeping

- General housekeeping is the responsibility of the residents and staff.
- Residents are to complete their agreed upon house tasks such as grocery lists and shopping, laundry, meal prep and clean up, room clean up, and maintaining a safe and clean smoking area.
- A professional cleaning service will perform full-house cleaning at regular intervals as determine by the activity level of the residence, as well as on an as needed basis.

## **Sleep Hygiene**

We promote regular sleep habits and patterns as a key aspect to holistic wellness.

- Residents generally retire at their leisure and are encouraged to observe sensible bed times in order to be well rested for the next day.
- Sleep takes place in the bedroom. Sleeping elsewhere such as on a couch will be interrupted with a request for the resident to utilize their bedroom.
- Routine rounds are conducted through the night by the overnight staff, with as little interruption to sleep as possible.

## **Meals**

Healthy nutrition is important to overall mood and well-being. Group meals will be planned, prepared, and served at dinner time and when residents request or elect such arrangements.

- Residents are encouraged to prepare and clean up meals and snacks, and staff will assist as needed. This includes identifying recipes, ingredients, cooking techniques, etc. which will lead to the desired meal.
- Staff will ensure the same consideration and attention is given for special diets and to any dietary restrictions prescribed by a resident's physician.
- Clark's Manor will ensure residents are attempting to adhere to a regular eating schedule such as 3 meals daily and snacks as needed.
- A menu for prepared group meals will be posted which will include a recommended breakfast and lunch to make sure residents have a meal option.

## **Food Delivery Orders**

- Residents will pay for their own food deliveries, unless other arrangements are made to accommodate them or the house residents. Residents will notify staff of planning and placing and order prior to the order and delivery.
- It is important for residents to discuss their food orders to maintain healthy eating habits and communicate about any traffic coming to the house.

## **Dining Out**

Clark's Manor encourages occasional dining out in the community as a means of independence, community engagement, and relationship building. We encourage residents to discuss their spending habits and food choices with staff to support responsible finances and healthy eating.

- Residents pay for their own food when dining out, unless they have made other arrangements.
- Residents pay for any food purchased on therapeutic outings with the house, unless other arrangements have been made.

## **Damages**

Any damage occurring to Clark's Manor property or that of other residents, beyond normal use, is the resident's responsibility.

## **Staff Office**

- In compliance with HIPAA regulations, residents are not permitted in designated offices where confidential information and records are kept.
- Clark's Manor has a designated medication administration space where residents will participate in any medication administration procedures one resident at a time.
- We ask residents to please knock on the staff office and medication administration room doors should you need assistance.

## Televisions and Radios

All residents will have access to televisions in the kitchen/breakfast nook and in the shared living room.

- Individual televisions in resident bedrooms will be addressed on a case-by-case basis as supported by care plans.
- Residents are permitted to bring personal radios or similar technology with headphones for privacy and noise control.
- We do not permit any recording equipment in the house.

## Computers and Internet Services

- Each resident may access the internet from their bedroom and most common areas on their personal computers or devices.
- Residents can connect to the internet using Clark's Manor wireless connection. Please ask a staff member for the password to this network.
- A computer with internet access is available in the library for resident use if a resident does not have a personal computer or device.

## Mail

Incoming and outgoing mail will be taken to and from the Clark's Manor mailbox by designated staff on a daily basis.

- Residents will place outgoing mail into the designated mail bin in the kitchen.
- Staff will place incoming mail into the designated mail slot for each resident.

\*Please note that mail is subject to the Clark's Manor search policy should contraband or safety be a concern.\*

## Cell Phones

Residents may use their personal cell phones in accordance with being discreet and respectful of everyone's privacy. Residents should remove themselves from common areas and go to a private space for personal calls. Cell phone expenses and maintenance are the resident's responsibility.

## Telephone Landlines

Residents will have access to a landline phone with a designated extension shared by residents. There will be a first floor phone in the resident laundry room and another phone in the second floor library. The expectation is for residents to answer that phone line and alert each other to any incoming calls. It is the residents' responsibility to share the phone fairly and as needed. House meetings offer a forum to review shared use protocols.

## Common Spaces

### Exercise Space

- Exercise is encouraged as an important aspect of well-being. Residents have access to indoor exercise in the fitness room and the activity center. Residents must inform staff prior to going to one of these areas. Supervision may be required depending upon each resident's care plan.
- Residents are welcome to join any of the local fitness centers and can arrange transportation assistance with staff as needed.

### Garden and Grounds

- Clark's Manor offers landscaped grounds well suited for gardening, outdoor sports, walking, yoga, and other outdoor activities.
- The paved driveway is a great place for flat ground activities such as skateboarding.

\*It is very important to avoid close proximity to the street due to periods of high volume traffic. This is a safety issue.\*

## Indoors

- Indoor common spaces are open for socializing, group activities, games, and television enjoyment. There is a television in the main kitchen and in the living room.
- A library space on the second floor is a wonderful area for quiet reading and access to internet activities.
- Room temperatures will be set within energy efficient comfort ranges and managed by staff.

## Resident Bedrooms

- Resident bedrooms are private and designated to the assigned resident as a space for private rest and reflection. Social activities or one-on-one conversations between residents work best when conducted in the common spaces in the home.
- Family may visit in the resident's bedroom if the resident so desires. The resident to the staff should communicate visits in advance.
- Residents are not allowed to visit each other in their bedrooms.

## Security Features and Video Monitoring

- Residents will be issued individualized key fobs for main door entry.
- All doors will be equipped with a chime system to promote a safe environment for residents, staff, and visitors.
- A discreet video camera system will monitor the exterior grounds and access points to the home. Staff will monitor the cameras from the staff office as needed.
- The Director of Operations will have secure access externally.

\*There are no indoor video cameras\*



# Etiquette at Home and About

## Dress Code

- Residents will dress in their own clothes, with consideration given to safety and weather.
- Clothing should be clean, stain-free, in good condition, and worn correctly. Revealing or provocative attire is not acceptable, and staff will discreetly request for a clothing change if necessary.
- Shoes or slippers should be worn when in the home. Athletic shoes are recommended for safe participation in desired activities.

## Personal Hygiene

- Each resident is to maintain his/her personal hygiene and living space. Personal hygiene products are the responsibility of each resident such as soap, shampoo/conditioner, toothbrush/toothpaste, deodorant, shaving cream, and safe razors.
- We request of residents to refrain from placing their feet or shoes on the furniture.
- Please alert staff to any accidental spills.
- If necessary, staff will discreetly request that greater attention be given to hygiene. Assistance may be addressed in a care plan.

## Personal Possessions

- Borrowing or lending personal possessions and/or money is strongly discouraged.
- Giving gifts is discouraged outside of house agreed holiday gift participation.

\*Staff may not accept any gifts or tips from residents of Clark's Manor.\*

## Peer Relationships

Peer relationships in Clark's Manor should support a therapeutic milieu and have clear boundaries. We encourage natural friendships and camaraderie that may develop as part of the living arrangements and shared spaces in the home. This includes a rule of refraining from romantic relationships in the home and with peers currently living in Clark's Manor.

## Neighbors

- Clark's Manor is located in a residential neighborhood. Our residents have the same neighborly responsibilities as everyone around us, which includes respecting everyone's privacy, maintaining a clean and well-groomed property, adhering to township schedules for trash and recycling removal, maintaining appropriate noise levels, and simply "being a good neighbor."
- We recognize there may be some community members who do not agree with the group home concept or have misconceptions about mental illness. If any resident encounters someone who is not supportive or neighborly, please report your experience to staff as soon as possible.
- Please refrain from interacting with pets of neighbors. Let staff know if you witness any unleashed dogs or cats on the Clark's Manor grounds to promote safety and good health.

# Connecting to the Community

## Wellness

### Medical and Dental Care

Medical and dental care occurs outside of Clark's Manor as it would in a typical family home. Residents will utilize their own selected providers. Staff will assist as need in selecting a provider, scheduling, preparing for, and attending medical and dental appointments based on the needed support of each resident.

- Expenses for medical and dental care are the responsibility of the resident.
- A copy of resident health insurance cards/prescription cards is obtained upon admission and updated as needed to support residents in utilizing their health insurance effectively.
- Medical equipment and devices such as air purifiers are at the resident's expense.

## Behavioral Health Care

Behavioral health services occur outside of the home. This may include a psychiatrist, case manager, therapist, and group supports for therapy and community groups. Staff will assist residents with scheduling, preparing for appointments, transportation, and any related topics to promote successful and meaningful engagement.

- Residents are responsible for these external treatment expenses.

## Clinical Care Manager Services

- Each resident is connected with an on-site master's level/ licensed Clinical Care Manager who will support the resident's growth in independence through community integration and relationship building based on the individual's care plan. This includes face-to-face conversations and shared activities, respecting the concept of home as a safe haven, and always treating residents with the utmost dignity and respect. The ration will not exceed four residents per Clinical Care Manager.
- Milieu Counselors provide significant involvement in the house activities. This role will coordinate resident care with the onsite Clinical Care Managers to encourage residents to adhere to their daily schedules and care plan responsibilities. The Milieu Counselor is a strong role model for the residents of Clark's Manor and demonstrates the ability to develop positive relationships with each resident.

## House Schedule

- Clark's Manor strives to provide a typical home environment offering both individual and family style meals, shared activities, and relationship building activities.
  - Weekly meal schedules and shared activities will be posted on a shared bulletin board.
    - Examples may include shopping trips, movie outings, or community events.
  - Individual resident schedules will be posted for each resident to view and adjust with staff.
- Individualized Plans and Programming – External providers establish treatment planning for clinical and medical services. These will vary by resident based on the individual's needs. Staff will assist with the selection of providers and access plans.
- On-site staff will encourage and support each resident to adhere to treatment plans and activities. Additionally, Clark's Manor uniquely provides care management services by trained, masters-level staff to help assure each individual achieves his or her established goals.
- Residents may attend community rehabilitation programs, vocational training programs, enroll in college or other noncredit courses, or work in the community.

## House Milieu Meeting

- Weekly meetings are scheduled and posted. These meetings encourage general communication and updates for residents. Additionally, the meetings garner feedback and ideas from residents.
  - Active participation is sought from residents and staff to collaborate and improve the functioning of the home.
  - The design of House Milieu Meetings supports a culture of inclusion and planning. They model how residents can self-advocate, develop a sense of community, and organize house responsibilities among each other.

- Staff model positive communication and conflict resolution, and celebrate holidays with residents, all while creating a culture of respect, opportunity, and wellness.
- The leadership structure of these meetings may vary based on the social needs and comfort of the residents. Input is given to house activities and meal schedules at these weekly meetings. External presentations are welcomed as residents agree to such.

## **Adult Daily Living Skills**

We provide encouragement and instruction on personal hygiene and dietary adherence. Residents are prompted to complete activities of daily living including care of personal possessions, laundry, correspondence, shopping, and transportation to and from recreational activities, appointments, errands, and programs. Independence is fostered through use of public transportation, identification and use of community resources, scheduling and attending appointments, social, and leisure activities, and financial management.

## **Community Inclusion**

We believe in the importance of individuals identifying their interests and desires, and then connecting those interests to community activities with the support of mentors and job coaches.

Clark's Manor's Community Inclusion approach includes the following components: family/natural supports, as well as volunteer, vocational/educational, recreational, and life activities. The approach gives participants the opportunity to offer their unique skills and talents to meet the needs within the community and experience first-hand what the community offers them. By exploring vocational/educational opportunities, in addition to volunteer and recreational activities, individuals gain the confidence necessary to meet new challenges and set goals to become more independent. Volunteer and vocational/education training opportunities help sharpen vocational skills and discern specific talents and interests. The praise and recognition members receive from offering their services to others provides a sense of purpose and opportunity to establish new relationships. Recreational activities expand the individual's awareness of and appreciation for his or her community.

## Family/Natural Supports Involvement

Support from those individuals and groups whom residents define as their family and natural supports are often vital to one's safe acclimation and long-term stabilization. Staff assist with arrangements to facilitate in-person and phone contact with family members and natural supports. Resident consent allowing staff at Clark's Manor to freely communicate with a resident's primary caregiver(s) is essential, specifically to allow healthy communication about one's progress and any treatment needs as they arise.

## Volunteer Activities

Residents are empowered to connect with a number of agencies and businesses within the community. Working within small teams under staff direction, individuals may choose to engage in a variety of services such as gardening, custodial work, office assistance, food preparation, meal delivery, and other volunteer activities. We are continually working to expand the variety of services matching the needs of the community with the interests and talents of residents.

## Vocational/Educational Activities

Residents may choose to work in the community or pursue educational opportunities. Staff provide support to help individuals navigate the process while also fostering a beneficial experience.

## Recreational Activities

We offer recreational activities on a regular basis. These activities include restaurant dining, attending live performances, movie theater and museum trips, and educational tours of businesses and historical landmarks. Overnight and out-of-state trips are reviewed on a case-by-case basis by the Director of Operations (or designee), residents, and their designated supports.

## Spiritual Activities

Staff will make every effort to accommodate spiritual needs of residents. We will assist residents in identifying spiritual and/or religious services and activities in the community, along with managing access to these opportunities.

## Life Activities

Another important aspect of Clark's Manor is to involve individuals in everyday errands and activities such as banking, grocery shopping, trips to the library, etc. This helps to familiarize an individual with the variety of resources our community offers, thereby increasing the individual's comfort level within the community itself. Engagement in these life activities further promotes independence and a connectedness to one's community.

## Community Opportunities

Staff will assist residents by maintaining and updating a list of activities and locations in the surrounding community that offer opportunity for varying outings, socialization, activity, education, etc. Some examples include:

- Ridley Creek State Park
- Rose Tree Park
- Tyler Arboretum
- Longwood Gardens
- Valley Forge historical venues
- Media Theater
- Edgemont and Marple Movie Theaters
- Delaware County Community College
- Shopping Malls in King of Prussia and Springfield
- Day trips to the Pocono Mountains and Jersey Shore
- All Philadelphia attractions and museums
- School of Rock and other music and arts programs
- Multiple food shopping and extensive restaurant variety
- Extensive range of employment and volunteer opportunities
- Wide range of private, community, and hospital therapeutic and medical supports

## Mentors and Additional Community Resources

- Residents may choose to further enhance their community engagement with Mental Health Mentors. These can be formal and informal through private and/or community-based agencies. Mentors may be an important support in achieving recovery goals such as education, workplace acclimation, and relationship development. Clark's Manor staff will assist residents with connecting, scheduling, and navigating insurance or finances related to any such activity they choose.
- Additional community resources may be addressed by resident connection with peer support programs.
  - <https://compeer.mhasp.org/>

## Transportation Services

Clark's Manor is located on a high traffic road, which does not offer safe walking paths. We will provide several supports to promote resident independence for routine transportation and special travel needs.

### Elwyn Vehicle

Elwyn will provide a passenger van to Clark's Manor suitable to meet resident transportation supports. Staff will meet Elwyn transportation policies in order to operate the vehicle. Access to the van will require communication and as much planning as possible to support fair use and resident schedules.

- Transportation will be provided to Clark's Manor outings and for medical/behavioral health appointments. If the vehicle is not available at the time of the appointment, we may instead provide a private transport service.
- The vehicle is also provided for errands and impromptu events, which is at staff discretion and dependent upon staff availability and weather conditions. Private services may be utilized at the resident's expense in such situations.
- Guests may not be transported in Elwyn-Clark's Manor vehicles.



## Uber/Lyft/Taxi

Uber/Lyft/Taxi services are also options for residents as a means of travel to desired locations. These costs are the resident's responsibility, unless otherwise arranged with Clark's Manor management.

## Personal Vehicle

Residents who are properly licensed and insured may use their own vehicles. These vehicles must be registered with Clark's Manor management.

- Resident vehicle keys are stored in the staff office when the vehicle is not in use.
- Parking will be assigned by Clark's Manor management team based on the availability of spaces and subject to availability.

## Outside Excursions

- Group excursions will be arranged in collaboration with the Clinical Care Managers. The responsibility for expenses will be determined by a collaboration of residents and Clark's Management staff. Planning should be an agenda item in Clark's Manor House Milieu Meetings.
- Prior arrangements must be made to ensure adequate staff support is scheduled for any outings and to support any resident who chooses not to participate in the outing.

# Personal Finances

## Medical and Dental Expenses

Residents are responsible for all medical and dental expenses incurred outside of the home (see Wellness). All common first aid supplies will be supplied and maintained by Clark's Manor.

## Outings

Individual outings are the responsibility and expense of the resident. We expect the resident to communicate with Clark's Manor staff prior to the outing to support expectations of the resident's plans and discuss any safety concerns, medication management, transportation, food, departure and arrival, etc.

## Personal Entertainment

- Residents are encouraged to enjoy the many attractions in the community, including Philadelphia and the surrounding counties.
- Any expenses incurred for personal entertainment are the responsibility of the resident, including meals.

## Personal Petty Cash/Valuables

- Residents are responsible for all personal belongings including money and/or other valuables they choose to have with them while at Clark's Manor.
- A key to a locked drawer will be provided for a lockable storage container or drawer in each resident's room. Please be sure to secure any valuables in this locked container/drawer.
- Clark's Manor is not responsible for the loss and/or damage of any valuables.

# Length of Stay

Clark's Manor is the ideal destination for residents seeking long term living arrangements in an environment that promotes holistic health, integrated care, and community inclusion. Time at Clark's Manor may cover many years. Conversely, the program also supports individuals who may more quickly be able to achieve the next stage of independence after a period of sustained community living at Clark's Manor.

## Discharge/Departure

Each discharge or resident departure will be coordinated with all interested parties to support the resident during this period.

- A thirty-day written notice of discharge, whether initiated by the resident or Clark's Manor, is required. Staff will review the Clark's Manor discharge policy (Policy #705) with the resident and his or her designee when needed.
- A 30-day advance written notice is not required if a delay in discharge or transfer would jeopardize the health, safety, or well-being of the Clark's Manor resident or others in the home, as certified by a physician or the Clark's Manor in accordance with 55 Pa. Code Ch. 2600-228b.
  - All resident funds and belongings will be itemized and reconciled with the resident.

## Getting Copies of your Records

Clark's Manor residents have the right to access, review, and request corrections to their resident record. Copies will be made and given to recipients based on appropriate consent to release information with corresponding documentation.

- Please give as much prior notice when requesting copies as possible to staff.

# Leadership and Staff

## **Chief Medical Officer: Kurt Miceli, MD, MBA**

Kurt Miceli, MD, MBA, is board certified in both psychiatry and internal medicine. Dr. Miceli oversees health care services and quality at Elwyn. Previously, Dr. Miceli was the Chief Medical Officer for Bancroft, and President of Marcroft Medical Associates, which was founded as a new psychiatric and neurology medical practice. Additionally, Dr. Miceli transformed all quality assurance functions and served as the executive decision maker for all health care matters. Other significant experience and leadership positions include Medical Director for Crisis Services at Crozer-Chester Medical Center, Medical Director of Carson Valley Children's Aid, President of the Medical Staff at Fairmount Behavioral Health, and a consultant psychiatrist to Chestnut Hill Hospital. Dr. Miceli received his MD from Drexel University College of Medicine, his BS in Biology and BA in Economics from Villanova University, and his MBA from the Darden School of Business at the University of Virginia.

## **Director of Operations: Art Fastman**

Art Fastman's 30-year career in the health care field has provided him with invaluable experience, industry knowledge, and strategic vision to oversee Clark's Manor. Prior to joining Elwyn, Art served in multiple capacities in direct care, staff development, and administrative leadership. As the Director of Operations for Clark's Manor, he is committed to ensuring a safe, comfortable, and positive experience for its residents and their families, as well as the local community at large. Art's leadership style focuses on the "person-first" approach to care, prioritizing the needs of each individual. Born and raised locally, he attended Widener University, where he received his BA in Psychology, BSW in Social Work, and his MSW in Clinical Social Work.

# Notes

# Notes



FOR MORE  
INFORMATION CALL

610.675.7669

Since 1852, Elwyn has helped people with autism, intellectual, developmental, and behavioral challenges lead meaningful lives. As an internationally recognized nonprofit human services organization, we have always been on the forefront of innovation. To learn more, visit [elwyn.org](https://www.elwyn.org).