

Chapter:	Service Delivery		
Title:	Medication Management		
Policy: <input checked="" type="checkbox"/> Procedure: <input type="checkbox"/>	Review Cycle: Triennial Author: Dir Res Srvs.	Adopted Date: 09.2023 Review Date: 09.2023	Related Policies: Service Philosophy Drug and Alcohol Free Facilities Emergency Preparedness Commitment to Non-Violence Progressive Discipline

Purpose:

Hopeful Horizons (HH) and its shelter employees and volunteers seek to afford shelter residents with the greatest possible privacy and autonomy, while also providing a safe shelter environment. To achieve these ends, the following medication management policy has been adopted.

Scope:

This policy applies to

- All HH Staff Selected HH Staff, as specified: Shelter staff
 HH Board Members HH Volunteers: Shelter
 Other:

Policy:

HH shelter staff and volunteers shall support clients in managing their own medications consistent with the following requirements:

A. Storage and Dispensing of Medication:

1. While the shelter makes over-the counter medications available upon request, shelter staff and volunteers will not dispense or administer medication, with the exception of staff who are trained to administer Naloxone in the case of an overdose event.
2. The shelter will provide every client with an individual locked space for storage of medications and valuables.
3. The shelter will not limit or monitor the client's access to their locked space, such as by holding the key in the shelter office.
4. If a client indicates that they need access to locked refrigerated storage space, the shelter will provide refrigerated storage space in the manner that promotes the greatest possible privacy and autonomy.

B. Medication Safety Agreement: As part of the shelter intake process shelter staff shall review the medication management policy and practices with the client. Shelter staff shall confirm the client understands the expectations for medication storage and security.

1. The shelter staff shall ask every client to sign an agreement that they will store any medications in their individual locked space provided, or if it is medication requiring refrigeration, as otherwise provided. The agreement shall provide that a client who has medications that must be taken in the event of a medical emergency may carry them on their person (e.g., in a fanny pack, pocket or purse).
2. Shelter residents shall be notified of and are required to comply with HHs' Drug and Alcohol Free Facilities with respect to use of illegal substances, knowing misuse of prescribed medications, and/or use of alcohol.
3. If the client has concerns about signing the agreement, staff or volunteers will ask the client if accommodation would allow them to comply. If the staff or volunteer and the client cannot find reasonable accommodation to the policy and non-compliance poses

a direct threat to the safety of the client or to others, the client can be asked to leave shelter.

C. Accommodation: Staff recognize that clients come to the shelter with many diverse needs. As advocates, we are committed to meeting the individual needs of each client. Whenever possible, we will make accommodation to ensure that our shelter is accessible to all clients.

1. Clients will not be required to take medication as a condition of shelter or receipt of services.
2. If a client has difficulty following any rule or policy of the shelter because of their health/mental health condition or use of medication, the shelter staff shall work with the client to find a reasonable accommodation including supporting the client in accessing appropriate health/mental health treatment services.
3. If a client engages in behavior related to their health/mental health condition or use of medication that poses a direct threat to themselves or other people, the shelter staff shall: (1) take steps to ensure the immediate safety of all individuals, and then (2) work with the client to find a reasonable accommodation that is aimed at eliminating future threats.
4. A client will not be asked to leave the shelter unless: (1) their behavior or inability to follow a rule or policy poses a direct threat to themselves or other people, (2) there is no reasonable accommodation that would eliminate the direct threat, and (3) all possible and appropriate referrals are made to ensure the safety and well-being of the client and others.

D. Providing Access to Information about Medications:

1. Staff and volunteers will not provide advice about medications.
2. Staff and volunteers may provide Internet access for clients to find out information about medications.

E. Policy Violations:

1. If a staff member or volunteer becomes aware of a violation of this policy by another staff or volunteer, they are required to report the violation to the Director of Residential Services (DRS) or to their immediate supervisor.
2. If a supervisor becomes aware of a violation of this policy, the supervisor is responsible for addressing the issue with the staff member or volunteer observed violating the policy. The supervisor must also report the violation to the DRS.
3. Violation of this policy shall be handled consistent with HHs' Progressive Discipline policy and procedure.
4. A client found to be in violation of the policy shall be given a written warning. Receipt of a third written warning may result in the client being asked to leave shelter services.

Communication and Training:

The Board shall receive a copy of the policy at the time of periodic review and will have an opportunity to ask clarifying questions during the approval process. Employees and volunteers shall receive notice of the Board's policy review and approval including notice of any substantive changes. The notice will provide a link to the policy located on the HH website.

All shelter staff and volunteers shall receive training on this policy. Staff and volunteers are responsible for complying with the policy and for seeking guidance from a supervisor if they have any questions or concerns about the policy.

Definitions:

1. Dispensing: Distributing or providing medication to a person staying at the shelter by opening a locking closet or container and handing the medication container or individual dosage to another person.
2. Medication: Any drug that is legally in the possession of the client, her children, or a person seeking admittance to the shelter or her children; this definition includes prescription medications and medications available for legal purchase without a prescription.

Other Related Materials:

Request for Reasonable Accommodation Procedure

Naloxone: Storage, Administration and Documentation Procedure

References/Legal Authority:

[Model Medication Policy for Domestic Violence Shelters, National Center on Domestic Violence, Trauma and Mental Health, 2011.](#)

Change Log:

Date of Change	Description of Change	Responsible Party
09.2023	This is a new policy.	N. Miller Prog Eval. In consultation with T. Doctor, DRS