



UNITED LIVING *Solutions*

INDEPENDENT LIVING PROGRAM HANDBOOK

A Pathway to Hope, Dignity, and Independence

Safe • Sober • Structured • Supportive

Serving: Reentry • Recovery Support • Veterans •
Seniors • Adults in Transition

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ABOUT UNITED LIVING SOLUTIONS

United Living Solutions (ULS) is a structured, sober, and supportive Independent Living Program serving adults in transition. Our mission is to provide safe, stable housing paired with accountability, life structure, and access to community resources. We serve individuals who are rebuilding their lives, including reentry citizens, individuals in recovery support, veterans, seniors, adults seeking affordable housing, and men and women experiencing homelessness or unstable living conditions.

ULS is not a treatment facility and does not provide clinical services. Instead, we focus on creating a peaceful, responsible, and respectful home environment where individuals can stabilize, work, and regain independence.

Our Core Principles

- Safety first — no violence, weapons, or threatening behavior
 - Sobriety — drug- and alcohol-free environment
- Structure — clear rules, curfews, and sign-in/out procedures
- Stability — predictable routines and consistent expectations
 - Support — referrals, resources, and accountability
 - Respect — every resident treated with dignity

Our Purpose

To give every resident a clean, safe, and stable environment where they can rebuild their future, maintain sobriety, secure income, improve family relationships, and achieve long-term independence.

PROGRAM OVERVIEW

United Living Solutions (ULS) provides a structured, sober, and supportive independent living environment for adults transitioning back into stability. Our program is designed to help residents maintain housing, build accountability, and move toward long-term independence.

What ULS Provides

- Fully furnished shared rooms
- Utilities, WiFi, and laundry access
- On-site or on-call house manager
- Weekly wellness & accountability check-ins
- Security cameras in common areas
- Substance-free living environment
- Supportive resources and referrals
- Peaceful, respectful home culture

Program Expectations

Residents are expected to:

- Maintain sobriety
- Follow house rules and procedures
- Demonstrate respectful behavior
- Keep personal and shared spaces clean
- Participate in weekly check-ins
- Follow sign-in/sign-out protocols
- Contribute to a safe home environment

Who the Program Serves

ULS serves individuals who:

- Are transitioning from incarceration
- Are in recovery support
- Are veterans or seniors
- Are experiencing housing instability
- Need structure, accountability, and sober living
- Can live independently in a shared home

Program Goals

- Promote long-term housing stability
- Support sobriety and healthy decision-making
- Build routine, accountability, and structure
- Improve life skills and independence
- Connect residents with community resources
- Create a peaceful and respectful living environment

Eligibility & Admission Criteria

Eligibility Requirements

To be considered for placement at United Living Solutions, applicants must meet the following criteria:

- Be able to live independently (manage personal care, mobility, and daily living skills without staff assistance).
- Have verifiable income (employment, SSI/SSDI, VA benefits, pensions, agency support, or other stable income sources).
- Agree to live in a clean, sober, and respectful environment.
- Be appropriate for shared housing and able to coexist peacefully with other residents.
- Be medically and psychiatrically stable with no active behaviors that pose a risk to self or others.
- Be willing to follow house rules, sign-in/out procedures, and safety guidelines.

Acceptance is based on program fit, safety, and availability.
Placement is not guaranteed and is approved at the discretion of ULS.

Admission Process

All applicants must complete the following steps:

1. Phone Screening
2. Initial screening to verify eligibility, income, background factors, and program fit.
3. In-Person Intake Appointment
4. Completion of intake forms, review of rules, verification of ID/income, and payment of placement fee.
5. Drug Screening (If Required)
6. Ensures safety and appropriateness for a sober living environment.
7. Orientation & House Tour
8. Explanation of expectations, room assignment, safety rules, chore system, and sign-in/out procedures.

Placement may be denied or delayed if the applicant does not meet eligibility or safety criteria.

Intake Process

United Living Solutions follows a structured intake process to ensure residents are placed safely, appropriately, and with clarity of expectations.

1. Phone Screening

- Review of eligibility
- Income verification
- Basic background/safety screening
- Explanation of rules and expectations
- Determination of initial program fit

2. In-Person Intake

- Completion of intake forms
- Signing of releases and agreements
- Payment of placement fee and first rental payment
- Review of resident rights and responsibilities
- Orientation to safety expectations and home standards

3. Drug Screening (If Required)

Some placements require a drug test prior to admission.
Refusal is treated as a positive result.
Programs that mandate testing will be notified only of pass/fail.

4. House Orientation

- Tour of home
- Review of chores
- Review of sign-in/out procedures
- Assignment of room/bed
- Review of emergency procedures

Admission Not Guaranteed

Completion of intake does not guarantee acceptance.
ULS reserves the right to decline admission based on safety, conduct, or program fit.

HOUSE RULES

The following rules ensure a safe, respectful, and stable living environment for all residents. All participants must follow these standards at all times.

1.

Sobriety
2.

ULS is a drug- and alcohol-free home. Residents must remain sober at all times while on the property.
3.

Drug or alcohol use, possession, distribution, or refusing a drug test may result in a strike or immediate discharge depending on severity and safety concerns.
4.

Conduct
5.

Residents must maintain respectful behavior toward others.
6.

No yelling, harassment, threats, intimidation, or disruptive behavior.
7.

Violence or threatening actions will result in immediate discharge.
8.

Respect shared spaces, staff, and fellow residents at all times.
9.

Visitors
10.

For the safety and respect of all residents, visitors are limited.
11.

All visitors must be approved in advance by the Program Director.
12.

Approved visits must take place in common areas only.
13.

Visiting hours are 3 PM – 7 PM.
14.

No overnight visitors.
15.

Visitors may be denied at any time if safety concerns exist.
16.

Curfew
17.

Curfew is 10 PM Sunday–Thursday and 11 PM Friday–Saturday.
18.

Work Exception: Residents who work approved late or overnight shifts must provide a work schedule and sign in/out according to policy.
19.

Only documented employment qualifies for a curfew exception.
20.

Personal outings, social events, or errands are not exceptions.
21.

Cleanliness
22.

Residents must clean up after themselves at all times.
23.

Keep personal rooms tidy and free of clutter.
24.

Shared areas (kitchen, bathroom, living room, laundry room) must be left clean after each use.
25.

Chores assigned by staff must be completed daily.
26.

Safety
27.

No weapons of any kind are permitted on the property.
28.

No tampering with security cameras, smoke detectors, locks, or safety equipment.
29.

Candles, space heaters, or fire-hazard items are not allowed.
30.

Report any safety concerns to staff immediately.
31.

Property Respect
32.

Do not damage, destroy, or remove property belonging to ULS or other residents.
33.

Residents are responsible for keeping their sleeping area and personal items secure.
34.

ULS is not responsible for lost or stolen belongings.
35.

Conflict Resolution
36.

Residents must handle disagreements respectfully.
37.

Fighting, threats, or retaliation are prohibited.
38.

Conflicts must be reported to the House Manager for mediation.
39.

Compliance
40.

Failure to follow these rules may result in a strike, loss of privileges, or removal from the program.
41.

Serious safety violations may result in immediate discharge.

PAYMENT POLICY

All residents are required to follow the payment standards outlined below. These policies ensure fairness, stability, and consistent operations for everyone in the home.

1. Placement Fee

A one-time, non-refundable placement fee is due at admission before room assignment. This fee holds the bed and covers initial onboarding and administrative costs.

2. Rent Schedule

Rent may be paid weekly, biweekly or monthly depending on the resident's agreement.

- Weekly/Biweekly Rent: Due every Friday/every other Friday by 7 PM
- Monthly Rent: Due on the 1st of each month by 7 PM

3. Late Payments

Payments that are not made by the 5th day of the month by 7 PM will result in:

- → Strike
- If payment is not received on the 6th day of the month by 7 PM → Possible discharge unless arrangements have been approved

Failure to communicate with staff about payment issues may also result in removal.

4. Indigent / Temporary Hardship Policy

If a resident's income is delayed or interrupted, they must notify staff immediately.

- Short-term arrangements may be available.
- Long-term inability to pay cannot be accommodated.

Residents are responsible for maintaining stable income to remain in the program.

5. Accepted Payment Methods

Cash, agency pay, money order, or approved electronic payment platforms.

6. Refund Policy

There are no refunds for:

- Placement fees
- Weekly, biweekly or monthly rent
- Early move-outs
- Program dismissal for rule violations

All payments are final.

Drug Testing Policy

(Admission Testing • Random Testing • Positive/Refusal Consequences)

United Living Solutions is a drug- and alcohol-free environment. To ensure the safety and stability of all residents, drug testing may be required at admission and at any time during residency.

Admission Testing:

Residents may be required to complete a drug test before acceptance into the program. Admission is not guaranteed if a resident cannot test, refuses to test, or tests positive.

Random Testing:

Random testing may be conducted at any time. Residents must comply immediately when testing is requested. Delays, avoidance, or leaving the property without permission during a testing request may be considered a refusal.

Positive or Refused Tests:

A positive test, an adulterated test, or a refusal to test is treated the same.

Outcomes may include:

- A documented strike
- Review of continued eligibility
- Possible removal from the home if safety concerns exist

All test results remain confidential and are used solely for program safety and compliance.

Medication Policy

Self-Managed Medications

Residents are responsible for managing their own medications. All medications must be taken as prescribed and stored safely in the resident's personal area. Sharing, selling, or misusing medication is strictly prohibited.

Prohibited Medications

Narcotics, controlled substances, and any medications with a high potential for abuse are not permitted in the home. If a resident requires medication that falls into a restricted category, they must discuss it with staff prior to admission or as soon as the prescription is issued.

Medication Safety Expectations

Residents must:

- Keep medications secured and out of reach of others
 - Report lost or stolen medication immediately
 - Use only their own prescribed medication
- Notify staff of any medication changes made by a provider

Consequences for Misuse

Misuse of medication—including taking someone else's medication, sharing medication, or possessing prohibited drugs—may result in a strike, removal from the program, and/or notification of referring agencies.

SIGN-IN / SIGN-OUT PROCEDURES

Departures:

Residents must sign out every time they leave the property. Sign-outs must include destination and expected return time.

Returns:

Residents must sign back in immediately upon returning to the home. Failure to sign in may result in a strike.

Restricted Hours:

Leaving the property between 12:00 AM and 6:00 AM is not permitted unless:

- You are scheduled to work, and
- Your work schedule has been verified by staff.

Overnight Leave:

Overnight leave requires 24-hour advance approval.

Residents must provide destination, contact information, and return time.

Accuracy:

Residents are expected to provide honest and accurate information on all sign-in/out logs. Providing false information may result in a strike or removal depending on severity.

CHORES & RESPONSIBILITIES

(Shared Cleaning Standards • Room Maintenance)

All residents share responsibility for maintaining a clean, safe, and healthy living environment. Every resident must contribute to household upkeep and respect shared spaces.

Shared Cleaning Standards

- Complete assigned weekly chore on the posted schedule.
- Clean up after yourself immediately in the kitchen, bathroom, and common areas.
- Do not leave personal items in shared spaces.
- Take out trash when full and place it in the designated outside bin.
- Keep walkways, hallways, and shared living spaces free of clutter.
- Report any maintenance concerns to the house manager promptly.

Room Maintenance

- Keep your room clean, organized, and free of odors.
- Maintain your bedding, clothing, and personal items in a sanitary condition.
- No food or open drinks stored in bedrooms.
- Do not alter the room, walls, furniture, or equipment without approval.
- Residents are responsible for any intentional damage to property.

Failure to Comply

- Failure to follow cleanliness expectations may result in a strike
- Repeated failure to maintain cleanliness may affect continued residency.

Termination of Residency

(Immediate Discharge • Strike System • 24-Hour Notice)

United Living Solutions reserves the right to terminate residency at any time for safety, rule violations, or non-compliance. Termination decisions are based on the safety of the home, the behavior of the resident, and the stability of the program environment.

A. Immediate Discharge (No Notice Given)

A resident will be immediately discharged for any of the following:

- Violence, attempted violence, or threats
- Possession of weapons
- Drug use, alcohol use, or distribution of substances on or off the property that affects safety
- Tampering with cameras, locks, alarms, smoke detectors, or safety equipment
- Intimidation, harassment, or behavior that causes others to feel unsafe
- Property destruction or theft
- Bringing unauthorized individuals into the home
- Severe noncompliance that jeopardizes the safety or stability of the program

B. Strike-Based Termination

For non-safety rule violations, ULS may use a strike-system to correct behavior. Examples include:

- Failure to complete chores
- Repeated curfew violations
- Failure to maintain cleanliness
- Disrespectful communication
- Not following sign-in/sign-out procedures
- Minor disturbances or pattern of disruptions

After multiple strikes, removal may occur.

C. 24-Hour Discharge Notice

A 24-hour notice may be issued when:

- The resident is not a safety risk but is unable to comply with the program
- There is repeated nonpayment without communication
- The resident is no longer participating in expected program activity
- The resident is not maintaining agreed standards of behavior or cleanliness

D. Reporting

If a resident is under parole, probation, or court supervision, ULS may notify the appropriate officer of safety-related terminations.

GRIEVANCE PROCEDURE

Residents have the right to voice concerns respectfully and without retaliation.
ULS provides a clear and fair process for handling complaints.

1. Verbal Complaint

Residents should first bring concerns directly to the House Manager. Most issues can be resolved quickly through communication and clarification.

2. Written Complaint

If the issue is not resolved verbally, the resident may submit a written complaint. The written grievance should include the concern, date, and requested resolution. A written response will be provided within 72 hours.

3. Director Review

If additional review is needed, the Program Director will evaluate the complaint and provide a final written decision within 5 business days.

4. Non-Retaliation

Residents will not face punishment, retaliation, or discrimination for filing a respectful complaint.

SAFETY & EMERGENCY PROCEDURES

(Fire Safety • Weather • Medical Emergencies • Safety Reporting)

Residents must follow all safety rules to maintain a secure living environment for everyone in the home.

Fire Safety

- Know all exits and evacuation routes.
- Never disable smoke detectors or safety equipment.
- In case of fire, evacuate immediately and call 911.
- Report any fire hazards to the House Manager.

Weather Emergencies

- Follow evacuation or shelter instructions during severe weather.
- Stay inside during tornado warnings, storms, or other alerts.
- ULS will provide guidance during emergency conditions.

Medical Emergencies

- Call 911 immediately for any life-threatening emergency.
- Notify the House Manager as soon as possible afterward.
- Report any unsafe or concerning medical situations involving another resident.

Safety Reporting

- Report threats, dangerous behavior, missing safety equipment, or property damage immediately.
- Tampering with cameras, locks, alarms, or safety devices is prohibited and may result in discharge.
- Weapons, violence, or threats are grounds for immediate removal.

RESIDENT AGREEMENT

I acknowledge that I have received, reviewed, and agree to follow all rules, policies, and expectations outlined in the United Living Solutions Resident Handbook. I understand that failure to comply may result in disciplinary action or discharge.

Resident Name: _____
Signature: _____
Date: _____

Program Director: _____
Signature: _____
Date: _____