

**STATEMENT OF WORK**  
**Residential Housing**  
**For Veterans in the Outpatient Substance Abuse Treatment Program (SAP)**  
(11/12/2014)

**1. SCOPE**

The contractor shall provide all equipment, materials, supplies, labor, supervision, and transportation necessary to provide residential housing necessary to support the Substance Abuse Treatment Program (SAP) administered by the Veterans Health Care System of the Ozarks (VHSO), located in Fayetteville, Arkansas, in complete and strict accordance with the resulting contract and all attachments thereto.

**2. GENERAL**

This requirement consist of providing residential beds per Paragraph 5 below; random drug testing; and, all other associated support services as outlined elsewhere in this Statement of Work (SOW). All services must be provided by a residential facility, located within a 70 mile radius of the VHSO campus, located at 1100 N. College Ave., Fayetteville, AR. The age range of the assigned veterans is expected to be between 18 and 70 years of age, with the majority being in the 25-50 year old range, with a primarily male population. Females will normally make up, but not be limited to 10% or less of the Veterans in this program.

**3. CONTRACTOR QUALIFICATIONS**

All contractor/subcontractor employees providing services under this contract must meet all federal, state, and local certification requirements required for the types of services they provide. Proof of the appropriate certification(s) must be provided to the Contracting Officer (CO) or Contracting Officer's Representative (COR) upon request.

**4. TRANSPORTATION**

The contractor shall provide required transportation between the contractor's facility and the VHSO, Monday through Friday. Transportation may be by contractor owned/operated vehicles or by other properly licensed public transportation serving both VHSO and the contractor's location(s).

**5. HOUSING**

**(a) Availability:**

Beds shall be made available as follows:

- (i) PRIMARY BEDS - 12 beds shall be reserved daily.
- (ii) SECONDARY BEDS - 6 additional beds shall be available at all times. These beds may only be utilized when all 12 beds identified in 5(a)(i) are full.
- (iii) DETOX BEDS - not to exceed a total of 10 bed days per month, as needed, to allow for detoxification/withdrawal time before starting the program.

- (iv) SUB-ACUTE OVERFLOW BEDS – not to exceed a total of 10 bed days per month, as needed, for patients that need continued observation during detoxification/withdrawal

**(b) General Facility Requirements:**

- (i) All areas of the facility to be utilized by assigned Veterans must be adequately heated and cooled, and have proper ventilation and plumbing.
- (ii) This is a co-ed treatment program, so, separate safe sleeping quarters for assigned male and female Veterans are required.
- (iii) Both indoor and outdoor lounge and recreational activity areas must be available, on site, to assigned Veterans.
- (iv) All areas of the facility to be utilized by assigned Veterans must be Americans with Disabilities Act (ADA) Compliant.

**(c) Room Standards:**

As a minimum, each residential room must be equipped as follows:

- (i) Clean, sanitary mattresses with the ability to wash the mattress cover. Contractor must clean mattress covers as frequently as needed to maintain proper sanitary conditions.
- (ii) A new pillow, with pillow cover, should be supplied for every assigned Veteran. This may be taken with him/her when he/she leaves the residential facility.
- (iii) A container for each assigned Veteran to secure his/her personal belongings.
- (iv) Assigned Veterans shall be roomed separately from other residential occupants.

**(d) Residential Common Areas:**

As a minimum, common areas must include the following:

- (i) Shower stalls with non-slip floors, stable shower seat, and properly secured handrails to help prevent falls.
- (ii) Indoor lounge area with TV, DVD player and an assortment of appropriate movies (no extreme violence, no "x" rated adult movies). As a minimum, accessories in such areas (couches, chairs, carpet, refrigerator, stove, microwave, etc.) must be deep cleaned at least every three months.

**(e) Payment:**

- (i) Payment for beds identified in Section 5(a)(i) shall be made monthly regardless of the number of bed's utilized.
- (ii) Payment for the beds identified in Sections 5(a)(ii) thru 5(a)(iv) shall be made monthly for the number of bed days actually utilized.

**6. DIETARY**

- (a) The contractor shall provide each assigned Veteran with a morning and evening meal, Monday – Friday, and three meals a day on weekends/holidays for those assigned veterans that do not have a pass to go home.
- (b) Nutritious meals, drinks and snacks will be available throughout each assigned Veterans treatment rotation. This will include fresh fruits and vegetables, including apples, oranges, bananas, grapes, etc.

- (c) The contractor shall develop a nutritious meal plan, including snacks and drinks, and have the plan approved by a registered dietitian in accordance with the special dietary requirements of each assigned Veteran served, which will be supplied by VHSD upon each assigned Veteran's admission to the contractor's facility.
- (d) Sanitary procedures shall be followed by all contractor/subcontractor staff in preparing and serving all food items. Sanitary procedures shall be established and maintained for washing dishes, cleaning equipment and work areas, and for proper waste disposal, in accordance with state Department of Health regulations applicable to the location of the contractor's facility(s).

**7. LAUNDRY**

The Contractor must furnish, at minimum, 3 operable washing machines and dryers that can adequately accommodate the laundry for 18 assigned Veterans within any 24 hr. period. Assigned Veterans are responsible for doing their own laundry.

**8. SPECIFIC TASKS**

The contractor must be in compliance with the following at all times:

- (a) Provide a minimum of 2 on-site employees at ALL times to monitor assigned Veterans.
- (b) Perform hourly bed checks between the hours of 10 pm to 6 am to insure all assigned Veterans are present with no visible injuries. These checks will be documented and faxed/emailed to the SAP director, with the daily sign-in rosters, weekly, NLT COB each Friday.
- (c) Advise the COR and SAP director of any missing or safety compromised assigned Veterans immediately (not to exceed 12 hours.)
- (d) Report to the COR, within 5 working days, any and all local, state, and/or federal inspection findings with contractor's response and a corrective action plan for each identified concern. If identified findings have not been corrected within 15 working days, a subsequent corrective action plan, with timeframes for resolution must be submitted and approved by the VHSD SAP director, the COR and the CO by COB on the 15<sup>th</sup> day. Copies of ALL inspections are required to be maintained on file at the facility and provided to the CO or COR within 5 business days of request.
- (e) Immediately address conditions rendering the facility unlivable or unsafe due to unforeseen events, catastrophes, and/or acts of God (I.e., foundational or structural deficiencies, faulty HVAC system, flood, any other catastrophic event at the facility, Etc.) and provide alternate arrangements or interventional remedies. A corrective action plan will be submitted to the VHSD SAP, the COR and the CO for approval immediately after ensuring all veterans are safe and accounted for.
- (f) Conduct and document quarterly fire drills and fire inspections. Documentation will be provided to the COR within 5 working days of each occurrence.
- (g) Provide documentation of pest inspections conducted not less than annually. If pest infestation has been identified or reported, the contractor must provide

documentation of appropriate treatment, and follow-up inspections confirming elimination of the infestation.

- (h) Comply with all local, state and federal regulations applicable to each contractor facility utilized in performance of this contract.

**9. THERAPEUTIC AND REHABILITATIVE SERVICES**

The contractor must provide an environment that is conducive to the recovery of each assigned Veteran. This plan will be developed by the VA Intensive Outpatient Substance Abuse Treatment Team. The facility must:

- (a) Provide an Environment conducive to recovery – no alcohol or other illegal drugs allowed on the premises.
- (b) Provide or make available 12- Step Recovery meetings (AA/NA/DRA) 4-5 times per week, on-site, or the contractor must provide transportation to and from such meetings in the community. A contractor staff member must escort each assigned Veteran to and from all off-site meetings.
- (c) Make available suitable healthy activities – walking, jogging, basketball, fishing, Etc., when weather permits.
- (d) Provide instructions and assistance with personal hygiene routines.
- (e) Provide supervision of medication administration. Each assigned Veteran will administer his/her own medications. This must be documented in Medical Administration Record (MAR) for each Veteran. The minimum qualification of staff providing such supervision and documentation is Nurse (RN/LPN/CNA). Any controlled substances must be under double lock with only the contractor personnel having access to the key(s)/combination(s).
- (f) Ensure all contractor/subcontractor staff members support a lifestyle that is free from drugs and alcohol.
- (g) Provide informal counseling by staff that encourages the 12-Step Model of Recovery, 12-Step (AA/NA) meeting attendance, and encourages each assigned Veteran to learn to take responsibility for his/her own actions.
- (h) Random drug must be conducted regularly, at the direction of the SAP director or when there is suspicion of drug/alcohol use. All tests must be sent to a certified laboratory. Positive tests must be reported to the SAP director immediately, but no later than 18 hours after receipt of the test report.

**10. RESIDENT CONDUCT AND BEHAVIOR**

All residential facility rules must be followed by all assigned Veterans. In addition to the general rules of the facility, the facility must ensure all assigned Veterans comply with the following:

- (a) Hygiene Requirements:
  - i. Summer – bath/shower daily.
  - ii. Winter – bath/shower, at least every other day.
- (b) Each assigned Veteran should have at least two changes of clothes that they will have with them. These clothes must not be worn more than two days between washings.

- (c) No shirts/hats/belts/buckles depicting images, advertisements or logos of alcohol products, marijuana or other illicit drugs.
- (d) Leaving the residential facility – Each assigned Veteran must have VHSO and contractor permission.
- (e) Violence/Destruction of Property/Property Theft – Contractor has the right to prosecute.
- (f) Although it is routine in facilities of this type to have recovery patients do “daily chores” as a part of their recovery process, this should not be taken as what would serve as “deep cleaning”. The residential facility is responsible for the quarterly deep cleaning of the facility and assigned Veterans must not be required to do this.

#### **11. RESIDENTIAL ACTIVITIES**

The contractor/facility, as a minimum must provide the following:

- (a) Week-end activities - at least one per weekend must be scheduled.
- (b) Meetings dealing with the Recovery process (12-Step meetings AA/NA) on site or in the near vicinity are required 4-5 times per week as stated in 9(b) above.
- (c) Clean and safe, indoor and outdoor recreational areas, to include access to exercise equipment.

#### **12. MEDICAL NEEDS**

Assigned Veterans will bring their medications with them to the residential facility and these medications must be locked in a contractor controlled secure location. Assigned Veterans are allowed to pour their own medications, under the supervision of a contractor RN/LPN, with accuracy and security being extremely important. Veterans are normally medically stable when they enter the 28-day treatment program. The contractor RN/LPN must have experience in assessing various stages of withdrawal, and assessing other medical symptoms, along with the ability to determine if the Assigned Veteran requires immediate medical attention beyond that provided by the contractor's facility. The contractor is required to provide a minimum of two residential staff members per shift for safety purposes. At least one on-site staff member per shift must be Life Support (BLS) certified, for medical emergencies that may arise.