



PROGRAM POLICIES

05/28/2019

MISSION STATEMENT

Recovery Avenue provides our residents with a healthy, safe and sober living environment where one can focus and build a strong recovery foundation for long term sustainability and transition into independent living. Our objective is to provide a caring atmosphere of peer to peer support so that our residents can achieve their goals.

This document, when signed during your intake documents, is your personal contract with Recovery Avenue. If you choose not to follow the program guidelines outlines in this manual, you are willingly choosing to be terminated from our program.

Residents are expected to maintain a sober and clean lifestyle. You will be held accountable to your peers, resident manager, and staff. If your behavior of lifestyle is negatively affecting the other residents within our environment, a positive resolution will be presented and implemented by all parties. Otherwise the problem shall be promptly removed from the residence.

INTAKE & INTRODUCTIONS – upon being accepted into the recovery residence, all new residents are required to wash all clothing they have brought with them. This must be done immediately in the residence washer and dryer. All new residents will be given the house information, contact information of staff and introduced to the community by the resident manager, peer leaders or administrator. Residents will also be shown the safety, emergency procedures and contact information upon intake. Residents will also be given local community resources in the area.

HOUSE MEETING – is once a week. Immediately following the residence meeting is a 12-step meeting. The 12-step meeting will be from AA or NA literature. The house meeting will count

Resident Initials _____

for your daily accountability meeting for that day. Failure to attend this meeting can result in a dismissal from our program.

PERSONAL PROPERTY – RA is not responsible for lost or stolen property. Please refrain from bringing anything valuable into our home. Residents are not to bring in large personal furniture without the RA’s administrative authorized consent. Residents cannot bring stolen items or other people’s personal properties to hold in our residences.

HAZARDOUS ITEMS SEARCH – Your belongings will be searched by the resident manager or staff upon admission to make sure that you have not brought anything harmful into the residence. At any time during your residency, house managers or administration can search through your personal property, including any vehicle brought on property. We reserve the right to search and discard hazardous items appropriately at anytime. Depending on the situation of a hazardous item brought into the residences or on property, the resident may be given a disciplinary action or may be discharged from the property immediately. These include, but not limited to, the following items:

- 1) Weapons: knives, guns, pepper spray, pocket knives, tasers, razors
- 2) Drugs: illegal substances, narcotics, controlled substances or any other OTC medications prohibited by our program
- 3) Drug Paraphernalia: needles, syringes, marijuana pipes and other novelty items

GOOD NEIGHBOR POLICY– Residents are required to keep conversations, music, etc, respectfully low so that you are abiding by our expectation of our **good neighbor policy** for your peers as well as the larger community we inhabit. If a neighbor asks you to be respectful of his boundaries you are expected to abide by them. All residential neighbors outside the program that would like to address concerns need to be given the CRRA contact information.

Residents are required to respect the neighbors as in any residential environment. These policies include residents parking in the appropriate designated parking lot/driveway/garage (not blocking neighbors driveway or parking in their area, etc). Residents must smoke and put away cigarettes in the designated smoking areas and bins provided by RA and residents will not be allowed to solicit neighbors for any self profiting reasons. Residents are required to take out the trash/recycling accordingly on the dates collected by the county or city, without disturbing neighbors. From 10pm to 6am every day, “**QUIET TIME**” will be implemented out of respect to the residents and neighbors. Residents will not be allowed to play music outdoors or any loud disruptive actions that can disrupt the neighbors. If there are any concerns or issues the neighbors are causing, the resident is to notify the resident manager and the CRRA will be notified to address any issues with the subject neighbors.”

CONFIDENTIALITY/CONSENT - All residents have the right to their confidentiality. RA will receive authorized consent during your intake documentation of the list of people and/or parties that will be able to receive information about your residency and can be revised when necessary. This includes, but not limited to, outpatient providers, judicial systems, department

Resident Initials _____

of corrections, public defender's offices, private attorney, case workers or co-applicant whom functions as a financier. Additionally, resident information will be stored and transferred digitally for management and delivery of program services. Resident emergency contacts will be notified within 24 hours of a resident discharge, hospital or emergency incident. Resident financiers will be notified of a resident discharge. I understand my stay at RA program and residences will stay within management and program purposes only and will not be publicly utilized without my authorized consent. Residents are required to abide by Recovery Avenue's confidentiality policy in regards to other residents. Residents are prohibited from sharing information of other residents to any outside party without the authorized consent of the subject resident. If a resident breaches another resident's confidentiality, they will be subject to being discharged from RA's program and residences.

VISITORS – Visitors, such as family members or sponsors are allowed on property with approval or the resident manager. No visitors after curfew. Children are allowed between 9:00am-5:00pm per state guidelines. Significant others will be allowed to be outside the residence for up to 15 minutes. In the event the visitor poses any safety issues to our residence, they will not be allowed on site.

CHORES – You will be designated a daily chore for each week. It is required to be done by the end of the day. If you are unwilling or unable to complete a simple chore for the health and wellness of our community, you will be brought up on your awareness by your resident manager and progressively disciplined until you abide by this expectation or are discharged from the program. Deep cleaning for the home will be done routinely and requires the whole house effort. All rooms are expected to be neat and clean at all times. Public areas such as the kitchen, living room, yard, and bathroom are required to be kept neat and clean at all times. Picking up after yourself is simple and mandatory to live within our sober environment. Residents are required to provide their own cleaning supplies, towels, and bed linens.

MEDICATION POLICIES- All new residents will have their medications inventoried on paperwork and counted with the RA staff during their intake. Residents are responsible for taking their medications as prescribed. Any new medications must be approved by staff prior to filling the prescription. Staff and managers will need to given access to resident medications in the event a med count is needed. All prescriptions must be in it's own original bottles and stored away out of sight at all times. In the event you need a lock box for medications, (ie: diabetic medication that requires syringes, you will need to use a medical waste disposable sharp box and discard as required by regulations.) the resident manager and CRRA must be able to access it at any given time. In the event a resident is not taking their medication as prescribed, or abusing them, we will treat that as a relapse. Residents cannot continue living within the home if you obtain narcotics or controlled substances from the hospital, or a primary care doctor. Medications prohibited in our program are benzodiazepines, such as xanax, controlled or scheduled substances such as suboxone, methadone, codeine, etc, sleeping medications such as ambien and stimulants such as adderall. **ALL RESIDENTS ARE REQUIRED TO BRING BACK**

Resident Initials _____

THEIR TREATMENT COURSE & DISCHARGE PAPERS FROM HOSPITAL OR DOCTOR VISITS FOR THE STAFF TO REVIEW

GENERAL PROGRAM POLICIES – *Being respectful of your peer’s recovery, personal space, property, and emotional wellbeing at all times.*

1. Residents will be required to obtain a 12 step sponsor within their first 10 days of their residency.
2. Residents will be required to obtain a daily activity (work, school or volunteer) within the first 14 days of their residency.
3. If residents are attending an outpatient program, such as PHP, IOP (excluding OP), that will take place of their daily activity for the day they attend.
4. Smoking is allowed in the designated outside areas. Disposing cigarette butts properly by using the ashtrays. Vaping/Electronic cigarettes are not allowed inside the homes.
5. No pets allowed on property. Some residents can have allergies to specific pets.
6. Pornographic videos, magazines, novelty items are not allowed inside the home.
7. Residents are not allowed to visit or work at night clubs, gambling establishments, adult entertainment businesses, smoke shops or bars, including hookah, Kava and Kratom bars.
8. RA will not tolerate stealing. If you steal from your peers, from the program, or from the local businesses in our area you will be discharged from our program, and if warranted we will help your victim prosecute you.
9. RA does not tolerate fighting, aggressive behavior, threats, a consistent negative attitude that affects the whole community, racist or offensive comments, or any form of threatening behavior towards another resident or staff. Depending on the situation, you will be disciplined or you will be discharged immediately.
10. Weapons of any kind are not allowed on property. If one is found to be in your possession, either in your room or in your car, you will be discharged from our program.
11. RA will hold you responsible for any vandalism or destruction of our property.
12. RA does not condone or support any type of violation of probation, court orders, driver’s license suspension, house arrest, or department of corrections rules. All violations of these orders will be reported to the proper authorities.
13. Residents must stick to their own gender specific communities.
14. No receiving or giving tattoos or piercings to other residents, whether on property or off property. Fireworks, gambling, soliciting oneself are not allowed and can result in immediate dismissal.
15. Residents cannot use alcohol mouthwash, steroids, or other OTC medicines that include alcohol or other depressants/stimulants such as and/or variations of dextromethorphan, pseudoephedrine, guaifenesin, robitussin, coricidin, doxylamine, as well as pre-workout ingredients that have variations of ephedrine or inappropriate ingredients and improper

use of items such as glue and dust canisters, etc. Confirm with house managers before purchasing questionable products.

16. In the event a resident has or develops a dual diagnosis disorder that entails self-harming behavior (such as eating disorders, bingeing and purging, or self cutting/mutilating actions), the resident will be provided with a solution to receive outside help and resources. It is the resident's responsibility to follow and abide by the treatment or resources received. However, if the resident continues to act out on process addictions, they will be discharged and will be treated as a relapse.

CONFLICT RESOLUTION – When a conflict arises, we expect our residents to follow the process below in order to resolve their conflicts.

1. Talk to the individual directly who is bothering you and set a boundary.
2. If, after setting a boundary, the issue has not been resolved it is recommended that you bring the issue before your peers at the weekly house meeting.
3. If you could not solve the problem, and the group could not help, then your resident manager will mediate a resolution.
4. Should problems persist after this line of communication has been followed, the resident manager will notify the CRRA. The CRRA will review the matter, and a resident can be terminated from the program if he or she chooses to not follow the directions given.

SOBER ENVIRONMENT – All residents are subject to random mandatory breathalyzer and urinalysis testing at any time and such tests are used to determine the health and safety of our community. RA is a drug and alcohol-free zone, with zero tolerance for any resident who returns to active use. A resident will have up to 45 minutes from being asked to produce a sample with urinalysis testing.

1. A resident can be asked to produce a urinalysis sample at any time by the administration or house manager. If the resident refuses a test at any time then it will be considered a positive test and the resident will be discharged from the program.
2. If staff suspects foul play we can request for the sample to be sent off to a lab for further testing. Or resident reserves the right to request the sample be sent off to a lab for verification. Resident will be required to pay RA the lab verification fee of \$30 that will be due when the sample is sent to the lab and is non-refundable. Resident will also have to initial the original sample cup. If the sample comes back as tampered with or, its discovered that you have been taking your prescribed psych meds inappropriately, or you test positive for something not on our 12 panel tests, you will be discharged from the community immediately.

RA is a limited Medically Assisted Treatment (MAT) service acceptor, but not under all definitions of that term. Vivitrol, naltrexone and naloxone are the only forms of MAT we accept.

Xanax, Tramadol, Soma, suboxone, subutex, methadone or any opiate is not allowed in our program.

FRATERNIZATION POLICY– Sexual and Romantic Relationships

1. Any sexual or romantic relationship on property is grounds for dismissal.
2. You are not allowed to hang out at another sober home that is not specific to your gender.
3. Residents are not allowed to have romantic or sexual relationships with one another or staff members.
4. In the event a resident’s significant other causes a disruption in our community, they will be restricted from being allowed on property.

MAINTENANCE ISSUE – Can be brought to the attention of staff at anytime. Every week at the house meeting you will report these issues to the resident manager. Temperature per residence is to be kept between 70-75 degrees Fahrenheit unless otherwise noted by administration. In the event of an emergency or urgent repair need (pipe burst, toilet overflows), let the staff know immediately. Maintenance request forms are also located in the residences.

DISCHARGE POLICY & PROCEDURES- All personal belongings of discharged residents will be held at the residence in a safe place by RA staff with the exception of food and drinks due to safety and health purposes. Any items/belongings not claimed within the 14 calendar days will be discarded or donated appropriately by RA staff.

Voluntary Discharges/Successful Transitions: RA ideally would like each of our residents to maintain residency for a minimum of 6 months and have an outlined plan of action of moving on to independent living. The successful transition of a resident properly discharging out of our residences and programs would be outlined below:

A successful transition in a voluntary discharge that is pre-planned by the resident after completing their program and thoroughly detailed and discussed and agreed upon by their sponsor, family, fellowship and RA staff. We recommend this plan be created a month or longer in advance, with a move-out date and location set and financially feasible/ sustainable for the resident. Resident should have established a recovery way of life while at the residence and built a strong recovery foundation (illustrated by working with a sponsor and getting to your 9th step through the 12 step program).

However, in the event of a relapse or discharge due to violating program policies, emergency contacts will be notified within 24 hours of discharge and the following:

Discharges in the event of a Relapse/Reoccurrence of Use: In the event you have taken a mind altering substance while in our homes or test positive for our urinalysis testing our breathalyzer test:

- You will be accompanied by a house manager or staff member at all times, until you have left property within 30 minutes.
- You will be given the opportunity to get to your plan of action you marked in your intake form, such as a detox, treatment center, hospital or shelter. You will be given the opportunity to comply with the manager or staff member during your period of discharge and head to the predetermined facility of your intake voluntarily without resistance.
- You will have to stay sober for 5 days and for the opportunity to have a reassessment for the possibility to re-enter our program
- Your belongings, including medications will be stored for a maximum of 14 calendar days with administration and you or your designated contact will be able to pick them up at the office/residence when you're sober during business hours with a staff member present.
- If you, or your designated contact have not come to collect your belongings within 14 days, items will be donated, food will be discarded and medications will be disposed of appropriately by the CRRA

In the event of a Behavioral Discharge:

- You will be given 72 hours to find another place to live. If during the 72 hour period you breach any program guidelines, you will lose the grace period offered to you and will be required to leave the residence immediately.
- We will help you find another suitable location to continue your recovery within and give you proper referrals.
- Your belongings, including medications will be stored for a maximum of 14 calendar days with administration and you or your designated contact will be able to pick them up at the office/residence when you're sober during business hours with a staff member present.
- If you, or your designated contact have not come to collect your belongings within 14 days, items will be donated, food will be discarded and medications will be disposed of appropriately by the CRRA

You will not be allowed back on property after having been discharged unless you have explicit permission from the staff. All belongings can be gathered from the during business hours.

DISCIPLINARY ACTION PROCESS

1st offense: you will be verbally redirected by the residence manager.

2nd offense: you will be issued community service by the residence manager.

Resident Initials _____

3rd offense: you will be given a written warning by the residence manager.

4th offense: you will have to speak with the CRRA. Depending on the result of the conversation, you may be given the final opportunity to stay or be discharged from our program.

At the discretion of the CRRA, our disciplinary process can include but is not limited to, reverse curfew, phasing down, a behavioral plan created by you, the resident manager, and the CRRA.

PROGRAM & ADMINISTRATIVE FEES

All program and administrative fees are non refundable. The fees due to Recovery Avenue is not “rental” payments, since you are not a tenant by regulatory law, but a resident of the program. This is why we offer weekly options as well as monthly program fees. Residents are responsible for paying for the week in advance, and it is based on the date you entered our program. If you have paid monthly, you won’t be do again until the date of your intake in the following month. If you have paid weekly, you won’t be do again until 7 days after the date of your intake.

If you are continually behind, you will be discharged from our program for failure to meet your financial responsibility.

RESIDENT PHASE SYSTEM

Each resident begins at phase 1 regardless of already achieved step work, job, schooling, etc. Minimum of 30-day probationary period upon entering sober living

Phase 1

- Complete steps 1-4 with a sponsor, 4th step is reviewed by staff and your 5th step has started
- Abide by a 10pm curfew 7 days a week
- Attend a 12 step meetings 6 days a week, 4 of those with another housemate plus the house meeting.
- Join a home group
- Obtain or maintain a minimum part-time schedule of employment, school, or volunteer work
- Complete and turn in meeting sheet each week at the house meeting

Phase 2

- Complete steps 5 – 8, and have completed a minimum of 3 amends into your 9th step
- Abide by an 11pm curfew 7 days a week
- Attend a total of 4 meetings a week, 2 with a housemate, plus house meeting
- Fulfill a home group commitment such as coffee, clean up, etc.
- Maintain full time schedule or employment, school, or volunteer work
- Complete and turn in meeting sheet each week at the house meeting

Resident Initials _____

Phase 3

- Begin practicing 10-12 as a way of life
- Raise your hands at meetings as willing to sponsor others
- Abide by a 12am curfew 7 days a week
- Attend 4 meetings a week, 1 with a housemate, plus house meeting,
- Take a service commitment through your home group (chairing meetings, taking meetings into detox and treatment centers, GSR, Intergroup, etc.)
- Maintain a full time schedule of employment, school, or volunteer work
- Announce the details of your night out for the week at the house meeting
- Only one night out per week. You will be drug tested upon your return.
- Complete and turn in meeting sheet each week at the house meeting

Senior Peer

- You are available for sponsorship of newcomers who live outside of this home
- You are abiding by a 1am curfew
- Attendance of a minimum of 3 meetings per week, plus the house meeting.
- Maintaining home group commitments
- Maintaining employment, school, volunteer work, etc.
- 2 nights out per week. Must be announced at the house meeting prior to the nights out for the week.

Important: *Your phase is not given to you, it is something you have earned. For behavioral, financial or disciplinary reasons, any resident can be phased back down.*

PHASE	MEETING REQUIREMENTS	ACCOUNTABILITY	CURFEW	NIGHTS OUT	STEP
1	6 a week + house meeting	4 meetings	10pm	None	1
2	4 a week + house meeting	2 meetings	11pm	None	5
3	4 a week + house meeting	1 meeting	12am	1	9
Senior Peer	3 per week + house meeting	0 meeting	1am	2	12

Emergency Policy & Procedures

Emergency Policy & Procedures will be posted in each residence. This includes fire safety, evacuation map and procedures, hurricane and emergency room and overdose procedures.

Resident Initials _____

Smoke alarm detector testings will be checked routinely by RA staff and resident managers. Emergency Policy & Procedures will be reviewed routinely with residents at designated house meetings and upon admission. Residence safety check assessments will be routinely administered by the CRRA via Safety Check Assessment (attached)

In the event of a natural disaster, all RA residences will abide by all local, state and federal governing authorities and safety protocols and directions. These actions may include mandatory evacuations to local shelters, etc. However, until it is governed and enforced by the above stated laws and regulations for mandatory evacuation, our program policies and procedures are still in effect and all residents are required to abide by the RA program. Residents will have the option to stay at the residence for hurricanes, unless local governance requires a mandatory evacuation for the area. Any resident choosing to leave outside of their predetermined safety evacuation plan will be considered a voluntary discharge and eligible for readmission as per our policies and procedures. Resident safety evacuation plans disclosed in the intake/admissions paperwork can be revised and updated by residents on an as needed basis.

All residents abiding by their safety evacuation plan will have to notify administration prior to their leave date and fill out the evacuation form with verifiable information and be approved by administration. All residents that are approved to leave must check in daily with RA staff. Emergency contacts will be notified prior to the resident leave. All residents during these events and disaster emergency periods will be subject to urinalysis testing and breathalyzing and possible lab result testing confirmation prior to readmission of our program and residences. All residents will be required to be current on their program fees and unpaid dues upon readmission date. Recovery Avenue owner will be the disaster officer for all of the recovery residences and set a time period under each residence and designate the return date for all residents and program's normal operations to resume.

EMERGENCY PROCEDURES

MEDICAL EMERGENCY:

- DIAL 911 and follow instructions given by first responders
- Locate the FIRST AID KIT if needed and administer as needed
- Administer FIRST AID KIT and/or CPR if trained and or needed
- If the first responders instruct you to administer CPR, administer non mouth to mouth CPR as instructed by first responders
- Contact CRRA and notify them of emergency

- Stay with the subject resident until paramedics/first responders arrive or subject resident is in the proper medical facility (hospital, ER) and notify them of the resident is currently in recovery
- CRRA will notify emergency contact
 - IN A NON LIFE-THREATENING EMERGENCY
 - Locate the FIRST-AID Kit and administer appropriately

FIRE EMERGENCY:

- To extinguish small fire, utilize the fire extinguisher by using instructions and P.A.S.S:
PULL-AIM-SQUEEZE-SWEEP
- In the event of a large fire, utilize R.A.C.E:
RESCUE if you're not in immediate danger
ALARM (contact 911)
CONFINE (close doors and windows)
EXTINGUISH/EVACUATE to designated meeting destination off the residence,
across the street at the neighbor's mailbox, away from EMS vehicles
- Contact CRRA and notify them of emergency
- CRRA will notify emergency contacts
- Stay with residents until Resident Manager accounts for all residents

OVERDOSE EMERGENCY:

- Call 911
- Administer residence NARCAN and follow instructions given by first responders/911
- Notify CRRA of emergency
- Stay with resident until CRRA/paramedics arrive
- CRRA will notify emergency contacts

GRIEVANCE PROCEDURE

As a resident of RA you have rights as well as responsibilities. You are responsible for abiding by the guidelines of this program, and RA is responsible for providing you with a safe and supportive recovery environment for you to grow, practice, and become proficient with a recovery way of life while living here. Please talk with your house manager, your peers, and the CRRA about your concerns so that we can address them for you.

Residents can contact the accrediting body Florida Association of Recovery Residences (FARR) at <http://www.farronline.info/grievance> or contact them via phone at (561) 299-0405.

Grievance Forms can be found at each residence in the Program Policies Binder and submitted to the owner of the program without discrimination from Recovery Avenue's staff and administration.



GRIEVANCE FORMS

RESIDENCE: _____ DATE OF SUBMISSION: _____

RESIDENT NAME: _____ RESIDENT SIGNATURE: _____

LIST GRIEVANCE BELOW:

STAFF MEMBER RECEIPT & ACKNOWLEDGEMENT:

STAFF NAME: _____ STAFF SIGNATURE: _____

DATE SIGNED: _____

RESOLUTION BELOW: _____ DATE OF RESOLUTION: _____

Resident Initials _____



RESIDENT MEETING COUNT CHART

Phase 1: 6 meetings/week (4 accountability)

Phase 2: 4 meetings/week (2 accountability)

Phase 3: 4 meetings/week (1 accountability)

NAME: _____

WEEK OF: _____

DAY	MEETING NAME/TIME	CHAIR/HOUSEMATE NAME	CHAIR SIGNATURE	PHONE CONTACT
SUN				
MON				
TUES				
WED				
THURS				

Resident Initials _____

FRI				
SAT				



Sample Resident Weekly Schedule				
DAY/TIME	6 am-12 pm	12 pm-5 pm	5 pm-10 pm	10 pm-12 am
Sunday	leisure/grocery shopping/house funds/shopping	chores/house cleaning	house meeting/announcements/evening meeting	sponsor phone calls, leisure, designated curfew
Monday	morning meeting/work	work	evening meeting/outpatient/chores/ random UA/BAT test	leisure, curfew
Tuesday	morning meeting/prayers	work	work/evening meeting/chores	stepwork, leisure, curfew
Wednesday	morning meeting/prayers	work/volunteer work	outpatient/evening meeting/chores	leisure/curfew
Thursday	morning meeting/stepwork	work/volunteer work	outpatient/evening meeting/chores	leisure/curfew
Friday	prayers/work	work/daily activity/volunteer/school	evening meetings/chores/leisure/house dinner	leisure/curfew

Resident Initials _____

Saturday	morning meeting/ stepwork	leisure/work/family time outside of residence	evening meeting/chores	leisure/curfew
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LIST OF APPROVED COLD AND ALLERGY MEDICATIONS:

- -Cough drops without alcohol
- -Mucinex (not mucinex-dm)
- -Alka Seltzer (original)
- -Allegra, Zyrtec, Claritin (not Allegra-D, Zyrtec- D or Claritin-D)
- -Flonase, Nasonex
- -Benadryl (non- drowsy) for emergency allergic reactions
- -Motrin, Ibuprofen, Aleve, Excedrin, Acetaminophen
- -Tamiflu w/ a prescription

RESIDENT ACKNOWLEDGMENT OF PROGRAM POLICIES

By signing below, I acknowledge receipt and understanding of my rights and responsibilities as outlined in these program guidelines. The intake forms I filled out during my admission includes this document.

Name: _____

Date: _____

Staff: _____

Resident Initials _____