



RESIDENT HANDBOOK

TABLE OF CONTENTS

CRITICAL RULES
LIVING ARRANGEMENTS ROUTINE RULES
CORRECTIVE ACTION
COMPLAINTS/GRIEVANCES
THE PHASE STRUCTURE
CONFIDENTIALITY
HIPAA DISCLOSURE
RESIDENT BILL OF RIGHTS
PROGRAM DOCUMENTS AND FORMS

“The Mission of True North Recovery Inc. is to provide our community with same day access to services, through evidenced based best practices, client centered, culturally competent, substance use disorder treatment, partnerships, and authentic community-based recovery support services.”

WELCOME TO TRUE NORTH RECOVERY INC.'S RECOVERY RESIDENCE.

The goal of True North Recovery is to provide a safe, sober, and responsible environment to recovering alcohol and substance abusers which will support recovery.

The information contained in this Resident Handbook will serve to introduce you to our recovery residence, its staff, its expectations in terms of rules and responsibilities and the services which are available to you.

True North Recovery Inc. believes in the many pathways to recovery. This approach combines, sober and social supports, community-based groups and meetings, and engagement with treatment providers and local resources. This approach includes:

1. A supportive, structured, monitored and accountable sober living environment.
2. Attendance at specific meetings in the residence as well as in community that are necessary to build an effective recovering community. Participants who are willing and able to honestly support each other in the difficult task of recovery from addiction, mental health problems, and anti-social behaviors. These meetings include a weekly house meeting as well as community-based groups.
3. Attending appropriate 12-Step Meetings/ church groups in the community.
4. Attending counseling or other forms of treatment needed for you to:
 - A) receive accurate information about addiction, mental health problems, and problematic behavior.
 - B) learn the specific thinking, feeling management, and behavioral skills needed to advance in your recovery, avoid relapse, and
 - C) develop the life skills that will enable you to lead a rewarding drug free life, via linkage to outside providers and active involvement in the recovering community.

POLICIES AND PROCEDURES

Policies and Procedures True North Recovery Housing has formulated its Policies and Procedures to ensure a safe comfortable environment for all residents. Group living can pose challenges under the best of circumstances. While some of the following may seem restrictive, the goal is to provide clearly defined guidelines for all residents. Keep in mind not every situation can be addressed so common sense must be exercised. The overriding rule is the Golden Rule: Treat others as you would like to be treated, speak to others as you would like to be spoken to, and give the respect you would like to receive.

It is our firm belief that each resident is personally responsible for their own actions and their own sobriety; therefore, the house manager's primary duties are to introduce and instruct the new resident to the culture of the home, hold all residents accountable to their commitment to sobriety and good self-care, and to ensure that the house rules are being followed.

True North Recovery administrative staff are the acting directors of the program. TNR oversees the day-to-day management of each house and is available to offer support and guidance to the residents. All prospective residents must interview with the TNR house manager to qualify for housing.

Residents are required to attend weekly house meetings. These meetings are mandatory and is similar to a group conscious meeting. This is the time for each resident to discuss affairs of the house, voice concerns, and respond to issues that may arise. Resident input is encouraged and is necessary for a healthy living environment.

All residents are subject to peer-based accountability. It is your duty as a resident to follow the policies and procedures of the house. It is also your duty to encourage other residents to do the same. If you are aware of a rule infraction, you should point it out and/or report it to staff members. Reporting to staff is not "snitching". It is the action of a responsible member committed to the general welfare of the house.

Upon admission and at any time the staff deems necessary, your room and personal belongings may be searched for alcohol, drugs, or other contraband. Residents will be subject to both random and behavior indicated alcohol and/or drug screening tests. Refusing to submit to a test is grounds for immediate expulsion. Any resident found using alcohol or drugs will be immediately discharged and the resident agreement terminated. No refund of rents/move in fees will be given for violation of this policy.

Please note, personal food items must be taken when the member leaves. Any food left behind will be disposed of.

Residents are encouraged to limit their personal belongings to what will fit in their allocated space. All items of value should be safeguarded. TNR is not responsible for damage to or loss of personal items. TNR strongly discourages, but does not prohibit, residents from bringing small durable goods to the home. This includes, but is not limited to: DVD players, gaming consoles, TVs, small kitchen appliances. Any items of this nature can be used by the other residents if left in communal areas and/or attached to common use items.

TNR Recovery Homes prides itself for being a good neighbor. All residents are expected to be respectful and courteous to neighbors. Do not engage in any verbal or physical confrontation with the neighbors. Do not block driveways, sidewalks, or mailboxes when parking your vehicle. Do not cut through neighborhood yards. Do not solicit neighbors for any handouts. If you have any problems with a neighbor, do not engage them. Notify TNR immediately so we can help resolve the issue.

TNR Recovery Homes reserves the right to make exceptions to the rules and policies on a case-by-case basis. Any exception does not set a precedence or constitute a permanent change.

PROGRAM FEES

- Client is responsible to pay \$100 move in fee upon entry into home. (Initials)_____
- The Program Fee for the Premises is \$400.00 per month (the "Program Fee"). The Program Fee is due monthly on the 1st. (Initials)_____
- If, at the end of this contract, there is any unpaid Program Fee, a final bill will be printed and delivered to the Client at their new address. The Client will then have 30 days to pay the final bill. Any non-payment of final bill, after the initial 30 days, will result in a monthly interest rate of 3.5% until a payment plan has been put into place. Nonpayment for 90 days will result in the account being sent to collections. (Initials)_____
- The Client acknowledges that the costs of all utilities are included in the Program Fee. (Initials)_____

- Residents who are not employed should participate in at least five hours of community service work per week until they are gainfully employed. Community service work can be approved to help offset monthly programming fee if client is unemployed for a max of \$600.00 in programming fees. (Initials)_____
- Phase books are \$5.00 each. Client is responsible for the cost for another if lost or misplaced. They are required for housing. (Initials)_____

CRITICAL RULES

True North Recovery Inc. has several critical rules which result in immediate corrective action up to and including immediate termination from the residence. These critical rules are:

- ALCOHOL: All clients agree there will be no possession, sales, or use of beverages containing alcohol within the residence or in the community. (Initials)_____
- PRESCRIPTION DRUGS: All clients agree there will be no possession, sales, or use of any prescription drug within the adult residential community that has not been registered with the Housing Manager and monitored through self-administration. While in housing as the client you are not to pick up any narcotic medication without a peer support or TNR staff approval. (Initials)_____
- ILLICIT DRUGS: All clients agree there will be no possession, sales, or use of any illicit drug within the residence or in the community. This includes Marijuana and any Marijuana or CBD / Hemp products. (Initials)_____
- USE OF DRUGS:
 - There will be NO use of mind-altering substances in the residence, nor by any resident in the community either on or off the grounds. (Initials)_____
 - Using alcohol or other drugs can result in immediate discharge. (Initials)_____
 - If a resident refuse to provide a sample for testing or submitting to a BRAC, the resident may be asked to leave the grounds. (Initials)_____
- SEXUAL HARASSMENT: All clients agree there will be no flirting, sexual remarks, sexual harassment, romantic involvement or sexual acting out with another resident or visitor, including the fraternization between the men's housing programs and the woman's housing programs. (Initials)_____
- VIOLENCE: All clients agree there will be no violence or threat of violence in the residence or by any resident inside or outside of the community grounds. Violence or the threat of violence will result in immediate discharge. (Initials)_____
- THEFT: All clients agree that stealing from other residents or program house will not be tolerated under any circumstances. (Initials)_____
- BULLYING: All clients agree that threats, intimidation, taunting or bullying of any kind will not be tolerated. (Initials)_____
- WEAPONS: All clients agree under no circumstances are weapons allowed on TNR property. Knives with blades longer than 4 inches are considered a weapon which is not compliant with housing. Any Weapons found on site will be confiscated. ANY firearms Found on the property will be confiscated and may be turned over to Law Enforcement. (Initials)_____
- ILLEGAL ACTIVITIES: All Clients agree that they will not engage in any illegal activities while living in the home. (Initials)_____
- PORNOGRAPHY:
 - All clients agree sexually Explicit Material: Sexually explicit pictures, magazines, reading materials or movies are not allowed at TNR. (Initials)_____
 - All clients agree child Pornography: Any resident found with child pornography (or any sexually explicit material containing images of children or models who look like children) will be subject to being asked to leave the sober community. The material will be confiscated and may be destroyed or turned over to the police for investigation. (Initials)_____

LIVING ARRANGEMENTS

(Routine Rules and Procedures)

House and room Inspections:

Staff can and will conduct thorough searches of persons, property and vehicles on the premises of TNR. Searches are conducted randomly and upon suspicion of non-compliant activity. It is important for all residents to understand that they may be asked to submit to a search of their persons, their personal belongings, any and all personal and communal living spaces and vehicles on TNR property. Discovery of illicit substances or contraband may result in immediate discharge and may result in filing of a police report. Property may be confiscated and destroyed. Any refusal to search may result in immediate termination from Housing. (Initials)_____

- **Personal Items/Clothing Restriction:** Residents are only allowed the personal items that fit in their personal dresser and under bed storage. All items must be put away between 8:00am and 5:00pm. Anything left out may be taken by staff and placed in storage in the resident's name until Staff has time to get it out of storage. All toiletries must be stored neatly in the resident's respective area. Residence will refrain from using other residence items without permission. (Initials)_____
- **Contraband items:** Include, but are not limited to: drugs, drug paraphernalia, alcohol, weapons of any kind (guns, knives, bows, etc.), pornographic material (pictures, magazines, videos) on paper, video or electronic devices/phones, sexually explicit or drug-related material (clothing, pictures, etc.), any material that is rude or offensive and food items that contain poppy seeds or THC. (Initials)_____
- **Personal Furniture Items:** All furniture brought in, other than electronics, is a donation to the house and becomes property of the house when that resident graduates or moves out. Before any items of furniture are moved, the resident bringing the furniture must sign a "Furniture Donation Form" (Appendix 2) which will be placed in the resident's business file. (Initials)_____
- **Automobiles:**
 - Each resident who owns a vehicle, must provide a copy of his/her valid insurance, registration and license to TNR to have on file before vehicle is allowed at residence, and must abide by all Alaska State Laws. Residents must park their cars in designated parking areas (all unregistered vehicles will be towed at owner's expense). (Initials)_____
 - Residents are limited to one vehicle on the property. Possession of Vehicles are subject to approval by Housing Manager / TNR administration. It is a privilege, which may be granted or revoked at any time. (Initials)_____
 - Visitors must park only in the visitor parking area, and not on the street. (Initials)_____
 - Vehicle maintenance or non-operable vehicles is not allowed on TNR property. (Initials)_____
 - Residence are not allowed to transport other residence without permission. Males must ride with males, females must ride with females, No exceptions. (Initials)_____
- **Laundry:** True North Recovery Inc. has washers and dryers for resident's convenience and use. Residents are expected to wash their own clothing and bed linen. Residents will be issued bed linen and towels when admitted. Residents are to keep these laundered appropriately. No TNR bedding is to be taken outdoors. TNR supplied linens must be washed and returned prior to move out or may result in additionally billed fees. Laundry must be done between the hours of 8am - 10pm and promptly removed when done. Each resident is expected to wash their laundry at minimum once per week. If residents are having a hard time getting laundry done due to other residents' usage, a laundry schedule may be implemented by the Housing Manager. (Initials)_____
- **Dress Code:** All residents are expected to dress accordingly and not in an "inappropriate" manner. Clothing is always to be worn in common areas. (Initials)_____
- **Cleaning Duties:** At True North, respecting our home is a priority. Maintaining a respectable living environment is paramount to successful outcomes for you as a resident. Please respect the home and take care of it, through daily completion of chores, regular deep cleanings, and maintaining your living space.

- All residents are expected to check the job list posted for their chore duties. (Initials)_____
 - Chores will be completed no later than 10:00am each morning by all residents and checked off for the day. If client is on pass, they are required to make sure their chore is covered by someone else in the house before they leave. (Initials)_____
 - The Senior Resident of the House and the Live-In of Housing will monitor to assure the assigned tasks are properly completed. (If a resident is on a special pass, the resident is responsible to find someone to do their job). (Initials)_____
 - Residents will always have their personal area clean including bed made each morning and clothes washed regularly and put away. (Initials)_____
 - Common areas (living room, dining room, bathrooms, stairs) should always be kept neat and clean.
 - Do not move or rearrange any furniture in the home without staff approval. (Initials)_____
 - Residents are responsible for their own cooking and cleaning up after themselves with each meal. (Initials)_____
 - Personal hygiene is an important part of sober and responsible living. As a result, each resident is required to shower and engage in other appropriate personal hygiene activities each day. The bathroom is to be picked up and cleaned after each resident has finished using it, so the next resident will have a clean bathroom to use. (Initials)_____
 - Every Saturday is General Housecleaning/Deep Clean from 10am until completed before free time. General Housecleaning is mandatory for all residents unless prior arrangements have been approved by staff. Do not make plans or pass requests during these hours. (Initials)_____
 - **TV and Radios:** TV's and Radios are allowed. However, they are NOT to be used between 8am- 5pm. Headphones must be on from 12am – 8am and may not be played in a fashion to be heard from other clients. (Initials)_____
 - **Person area and property:** True North Recovery is not responsible for lost or stolen property. If you have anything of significant value do not keep it at the residence (electronics, jewelry, excess cash, ect.). Bedrooms are for residence only. Residence are not allowed to enter other rooms that are not assigned to them for any reasons. (Initials)_____
 - **Visitors/Visiting Hours:**
Visiting hours are as follows:
 - Monday- Friday: 10am-8pm**
 - Saturday: 1:00pm to 8pm**
 - Sunday: 1:00pm to 8pm**
- Visiting is only in the common area; no visitors are allowed in bedrooms for any reason and NO OVERNIGHT VISTORS ALLOWED. Visitors must fill out a HIPPA form when coming onto the property even for pick up and drop off of housing clients. (Initials)_____

House Rules

True North Recovery Transitional Recovery Residences

- **Medication:**
 - Residents should bring any medical, eye, or dental problems to the attention of Administration. Residents may utilize any medical doctor they choose but "doctor shopping" (finding multiple doctors for the same prescription or finding doctors who will prescribe mood altering drugs without proper medical justification) for medications may result in immediate discharge. (Initials)_____
 - If a resident is on medication prescribed by their personal physician or dentist, the medication will have to be documented, and may be stored and in medication room. Failure to have a medication logged in with administration, (this includes refills) is grounds for corrective discipline up to and including immediate discharge. (Initials)_____

- Residents must take their medication as prescribed by their doctor. Deviation from prescription could result in removal from our program. (Initials)_____
- Residence must set up their prescription refills in med packs within the first 30 days of living in housing or it could be grounds for discharge. (Initials)_____
- If the medication is on the True North Recovery Inc. List of Restricted Medications, it will have to be secured in the resident's lock box, and stored in the medication room, medications stored will be obtained with the assistance of staff and self-administration will be monitored. (Initials)_____
- If for any reasons you are prescribed a control medication/narcotic due to surgery or any other emergency, housing will only allow for 72 hours of use. If client needs more time, they will need to find a different/temporary place of stay and cannot return to housing until they can pass a UA. (Initials)_____
- Staff will be authorized to verify with prescribing medical doctor the need for such medication and the resident agrees to sign the appropriate HIPPA release form to verify information with the prescribing doctor. Failure to do so may result in discharge from True North Recovery Inc. (Initials)_____
- **Horseplay:** There is not to be any unnecessary horse-play, yelling, rough-housing or running inside the buildings. (Initials)_____
- **Selling / Borrowing / Gambling:** True North Recovery Inc. does not encourage the lending of money or property between residents, nor do we encourage the buying or selling of personal items between residents. No gambling is allowed in the house or on the property. (Initials)_____
- **Smoking:** Smoking is not allowed in any of the rooms. Please step outside to smoke in designated areas only. Utilization of the butt cans provided is kindly requested. Smoking inside may result in termination from program. (Initials)_____
- **Conservative with power and water:** Shut off lights, televisions, and any electronics when not in use. Check faucets for any leaks or damages. (Initials)_____
- **Damages to property:** If there are any damages, leaks, or appliances not properly working notify TNR staff immediately. Any household items that are broken or damaged by a resident must be replaced. Damage to building structures, equipment or appliances must be done by a professional that has been authorized by TNR staff and paid for by the resident. (Initials)_____
- **Respect of Other Housing Clients:** All Clients agree to act reasonably in their dealings with each other and to refrain from any behavior, action or inaction that they know, or reasonably ought to know, will interfere with the other Clients' quiet enjoyment. All Clients agree to discuss concerns frankly and in a timely manner, and to refrain from emotional outbursts. Should negotiation become necessary, all Clients agree to negotiate in good faith. All Clients agree to respect each other's' property, privacy and sleep schedules and to comply with all reasonable requests wherever possible. (Initials)_____
- **Disruptive or disrespectful behavior** is not tolerated. These acts include but are not limited to verbal threats, sexual harassment, physical violence, destruction of property and/or intimidation of any manner. Any such acts are grounds for removal from housing. (Initials)_____
- **Reasonable noise levels** are to be maintained at all times. No yelling, screaming or excessively loud music/TV. TV use should be at minimal sound levels. When playing music in common areas, the type of music should be generally acceptable by others and not excessively loud. (Initials)_____
- **Parties, Gatherings, and Celebrations:** Consent for gatherings must be obtained from each housing client and housing manager. In the event that a client does not consent to the gathering the other clients may not hold an event on premises. The Client hosting the party, gathering or celebratory event will be responsible for the cleanup as soon as reasonably possible. (Initials)_____
- **Meeting Attendance:** Based on Phase and employment you will be expected to participate in meetings and self-help groups in the community as well as in the residence. While specific meeting requirements will be described in the phase section of this book, it is important to understand participation in meetings and groups is a requirement of your participation True Norths Housing program. **Residents in all phases must utilize meeting verification sheets and turn them in during House meetings each week.** (Initials)_____
- **Pets:** The Clients agree that the following applies with respect to pets: No pet will reside on the premises and visiting pets must have documentation of current and up to date shot records provided to the house manager

prior to the initial visit. Any pet owner also agrees that he or she will be exclusively responsible for any and all damage caused by the pet. This includes, but is not limited to, damage to furniture, carpeting, doors, lawn and garden. (Initials)_____

- **Treatment Attendance:** Participation in substance abuse treatment is a requirement of all residents. In some cases, participation in mental health or behavioral health treatment may also be required. Participants in Medication Assisted Treatment Programs may also be required to attend Outpatient treatment services in addition to requirements set forth by MAT provider. While in treatment, it is imperative that you follow the recommendations of your treatment provider, attendance at scheduled treatment activities to include groups, one on one sessions case management and peer support sessions are required. **Failure to attend treatment and/or follow recommendations may result in corrective action, loss of phase or removal from housing.** (Initials)_____
- **Relationships with others in the house** should reflect a family type relationship. Association with other residents or staff members in a non-family way (romantic, intimate or sexual manner) may be cause for discharge as it is disruptive for others. (Initials)_____
- **Mail** is allowed to be forwarded to 591 S. Knik Goose Bay Road when in housing with TNR. Mail will be brought to the house by staff. You are responsible for forwarding your mail once you leave TNR. Mail for discharged residents will be held for maximum of (7) days then returned to sender or mail carrier. (Initials)_____
- **Neighbors** Good relations are to be maintained with our neighbors. Please conduct yourself accordingly and familiarize yourself with property boundaries. Any potential disputes should be immediately reported to staff. Do not enter the neighbor’s property. (Initials)_____
- **Fire and Emergency Safety plans** will be reviewed with each client. Please become familiar with plans posted in each house. All residents will be required to participate in fire and emergency drills. Always practice safe habits. Be aware of fire exit locations and how to use them for all emergencies. Know how to call 911 in an emergency situation. Smoke only in designated areas. (Initials)_____
- **Overnight passes:** Overnight passes can be approved after the first 30 days of living in housing. To get an overnight pass approved you must give a 48-hour notice, all chores must be completed or discussed with another client to make sure chore is covered, and up to date on all treatment requirements. If you go on an overnight without permission, you will be considered to have “walked” and will be subject to discharge. (Initials)_____
- **House meetings** All Clients are required to be available for house meeting each Friday at 4:00 PM at premise. If a Client needs to be excused from house meeting request must be submitted 24 hours in advance and approved in order to be granted permission to miss a Friday house meeting. (Initials)_____
- **Curfews:** Your Curfew will range from 9:00pm – 11:30 pm based on your Phase. Curfew is a precise time. We strongly encourage all residents to plan to be home at least 15-30 minute prior to curfew as accidents, weather and other unforeseen circumstances may arise. Curfews are non-negotiable, one-minute past curfew constitutes being late:

Curfew Violations Constitute corrective action:

First Curfew Violation: Verbal Warning

Second Curfew Violation: written corrective action, loss of Phase and privileges.

Third Curfew Violation: Probationary period or immediate removal from housing.

** If Curfew is missed by more than two hours, it may result in immediate corrective action or removal from housing.

*** residents who are gone for 24 hours without approval or an approved Pass will be considered to have abandoned Housing. In these cases, all personal affects will be packaged and brought to the TNR administrative office for pick up, and you will have affectively surrendered your bed.

(Initials)_____

• **Housing Hours of Operation:**

MONDAY - FRIDAY:

All residents are to be up and out of bed by **8:00am**.
 Your bed is to be made and Personal area cleaned by **9:00am**.
 Your Housing Chore is to be completed and signed off by **10:00am**.
 House is shut down from entertainment activities, tv's off until **5:00pm**.
 Free time is available from **5:00pm-10:00pm**
 Laundry room, kitchen, living room closed promptly at **10:00pm**
 Quiet time will be observed from **10:00pm-11:00pm**. (chores may be completed for the following day during quiet time)
 House shuts down fully from **11:00pm – 6:00am** all residents will retire to their personal space for the evening at **11:00pm**.
 LIGHTS OUT at **midnight**.

SATURDAY -SUNDAY

All residents are to be up and out of bed by **10:00am**.
 Your bed is to be made and Personal area cleaned by **11:00am**.
 Your Housing Chore is to be completed and signed off by **12:00am**.
 Free time is available from **12:00pm-10:00pm**
 Quiet time will be observed from **10:00pm-11:00pm**.
 House shuts down fully from **11:00pm – 6:00am** all residents will retire to their personal space for the evening at **11:00pm**.
 LIGHTS OUT at **midnight** and all residence but be in their rooms for the evening.
 (Initials)_____

• **Termination of Tenancy:**

- No Client has the authority to force another Client to involuntarily end his or her occupation or tenancy unless otherwise agreed in writing. (Initials)_____
- No client has the authority to force another client to switch rooms/beds. Any room changes must be approved through house management. (Initials)_____
- If client is suspected/found to be using drugs or alcohol, the client is expected to make immediate plans to vacate the property. (Initials)_____
- Client intending to end his or her occupation or tenancy will inform House Manager, in writing, a minimum of 2 weeks before vacating the Premises. The vacating Client will be responsible for any and all current and outstanding charges, costs, or fees incurred by him or her during the course of his or her occupation or tenancy or caused as a result of the vacation of his or her occupation or tenancy. (Initials)_____
- Client agrees to provide their forwarding address and a phone number by which they may be contacted in the event they must vacate the Premises for any reason. The forwarding address and new phone number must be provided as soon as reasonably practical to the other Clients to this Agreement. All Clients agree that if any Client is compelled to use professional services (e.g. a process server or investigator) to locate another Client's address for service of legal process, that the Client who failed to provide his or her forwarding address within 1 days after vacating the Premises will pay for the locate costs. (Initials)_____
- TNR reserves the right to remove any Client at any time with no prior notice. Client has 6 hours to remove personal items or staff will remove it and place it in storage. (Initials)_____
- If any Client vacates the Premises for any reason and fails to collect his or her property within 5 days, TNR reserves the right to remove all items from the home and items will be donated to a local thrift store. (Initials)_____

- Client agrees to follow all treatment and housing requirements to remain in housing. This includes direction from but not limited to counselor, peer support, housing manager, treatment facilitators and PO's. If client does not comply, they will be asked to leave our housing program. (Initials)_____

House meetings will be held weekly and attendance by all residents is mandatory

FAILURE TO FOLLOW STAFF INSTRUCTIONS WILL RESULT IN CORRECTIVE ACTION

If you break rules, you will receive consequences. The consequences will be issued by Administration. If a resident breaks multiple rules in a 30-day period, the resident will be re-evaluated by Administration for continued residency.

Corrective actions may include but are not limited to:

- Verbal Warning
- Write up with corrective action required by resident
- Formal behavioral contracts
- Probation periods
- Loss of specific privileges deemed appropriate by staff
- Immediate removal from the program

COMPLAINTS/GRIEVANCES:

True North Recovery Inc. is committed to meeting the needs and expectations of our residents. We will work with you to try to resolve any conflict and try to provide a satisfactory outcome for all parties involved within seventy-two (72) hours, whenever possible.

If you have a complaint and/or grievance or wish to convey your feedback and/or feelings regarding any issue during your stay at True North Recovery Inc., please follow the procedures outlined herein.

A GRIEVANCE SLIP form follows this page. This form is also available in the administration office. The form is to be completed, signed and submitted to the housing manager or Executive Director.

If you are making a verbal complaint to a staff member, the staff member may complete the Grievance Slip. The form is to be signed by both you and the staff member.

The House Manager will meet with you to discuss your grievance/complaint within forty-eight hours when possible. During the initial interview, the House Manager will discuss the nature of the complaint/grievance, the impact on your stay (if applicable) and possible resolutions. You will be provided with a written response to your complaint/grievance with resolutions within seventy-two hours of receipt (when possible). The House manager or executive director will then sign the response.

To change an existing policy or rule, the following procedure must be followed:

1. All policy change requests in the house will be discussed and voted upon at the house meeting.
2. If the house votes for the policy or rule change, it will be submitted to the Executive Director.
3. The Executive Director may approve the recommended policy or rule change by a simple majority vote.

4. If approved by the Executive Director, the recommended policy or rule change will be submitted to administration for the review and approval by both the House Manager and the Executive Director. This will assure that the recommended change is both a sound behavioral practice that will not endanger the sober and responsible environment of the residence and that it will not adversely affect the finances of the sober community or violate any laws, codes, or ordinances.
5. The administration may modify any aspect of the recommended rule or policy change or veto it. The administration will communicate their reason for the modifications or veto in writing to the Executive Director.

THE PHASE STRUCTURE

True North has phases. Our housing model is based on incentives for progression through recovery related tasks and personal progress. Each phase brings new privileges as you develop your personalized recovery journey.

Orientation / Probationary:

1. Orientation is designed to help new residents in Phase 1 to allow them to become involved with the house, get to know other residents, and learn to put personal recovery and protecting the safe and sober environment of the community as their top priorities.
2. All new residents will begin on orientation phase. During this time, residents must be accompanied by True North Recovery Inc. staff, an approved sponsor/ mentor or family member to attend outside AA/NA meetings or church groups in the community, True North Recovery Inc. meetings, food shopping, and other approved True North Recovery Inc. activities.
3. Residents may go to work or seek employment during the Orientation Restriction period but need to return to the house immediately following employment interview or their work shift. When on Orientation or probation, the resident must inform the house manager about where they are going and when they will be returning by completing and submitting pass request form and or complete a weekly schedule.
4. All residents on orientation or probationary phase are not allowed to have visitors except immediate family in the community room only, with prior approval.
5. Visitors may drop off property to the orientation resident after it has been scanned by the House Manager.
6. ALL MEDICATIONS MUST BE CHECKED IN WITH THE HOUSE MANAGER FOR LOG IN.

Phasing Up:

All residents beginning on orientation phase must complete all intake paperwork, pass a drug screen, and be enrolled in treatment to become eligible for phase one privileges.

All residents demoted to a probationary Phase for corrective action will complete all requirements set forth in their individualized correction action plan and behavioral contract, prior to returning to phase one. Probationary periods are individualized and may vary based on infractions.

PHASE ONE:

1. Complete 10-15 Peer support hours weekly (15 in initial 30 days)
2. Complete up to 3 hours of Case Management weekly
3. Attend 4 AA/NA meetings per week if unemployed or 3 if employed.
4. Attend all mandatory house meetings.
5. Obtain a Sponsor or mentor
6. Curfew is 9pm and resident is eligible for overnight passes after 30 days
7. Complete phase one workbook
8. Complete phasing application
9. Follow all rules and regulations

Phasing Up:

To Phase-Up from Phase 1 to Phase 2, the resident must have accomplished the following:

If after 30 days, the resident has accomplished the following, the resident may qualify to meet with the House Manager, explain the progress they have made and request approval to move into Phase 2. It is important to remember that moving up in the phases of residency is based upon completing specific recovery and life tasks and demonstrating the ability to practice the principles of sober and responsible living within the True North Recovery Residence.

- A. Obtained employment
- B. Current on Rent
- C. Has regularly attended and responsibly participated in mandatory meetings in the community
- D. Completed Phasing application
- E. Completed Phasing workbook
- F. Be free from any rule violations or disciplinary actions for a minimum of two weeks.
- G. Meet with the House manager in order to demonstrate the following:
 - That the resident is responsibly participating in the community
 - That the resident is employed and compliant with treatment provider.
 - That the resident has developed a personal awareness of their responsibility for engaging in the behaviors that led to applying for residence at True North Recovery Inc.

That if the resident were to be advanced to Phase 2, that the resident would be able to both learn from and contribute to their own recovery and the recovery of the other residents.

PHASE TWO:

1. Attend a minimum of 3 AA/NA meetings per week
2. Working full time, going to school or performing volunteer work
3. Complete 10 Peer Support hours weekly
4. Complete up to 1 hour of Case Management weekly
5. Begin working the 12 steps with your sponsor
6. Therapeutic classes and treatment with community providers outside of the residence if needed or ordered by the court.

7. Continuous attendance at all House meetings
8. Displaying role-model behavior
9. Complete workbook for phase three
10. Complete Phasing application
11. Follow all rules and regulations
12. Curfew is 11:00pm and resident is eligible for weekend passes.

Phasing Up:

To Phase-Up from Phase 2 to Phase 3, the resident must have accomplished the following:

If after 30 days, the resident has accomplished the phase two tasks outlined above and has secured a leadership role within the house the resident may qualify to meet with the House Manager, explain the progress they have made and request approval to move into Phase 3. It is important to remember that moving up in the phases of residency is based upon completing specific recovery and life tasks and demonstrating the ability to practice the principles of sober and responsible living within the True North Recovery Residence.

PHASE THREE:

1. Begin making outside living arrangements
2. Completion of the Relapse Prevention Plan and review with Executive Director
3. Hold House Leadership and mentor position
4. Continuous meeting attendance, working the steps with your Sponsor
5. Display role-model behavior
6. Complete a minimum of 5 hours of peer support weekly and 1 hour of case management bi-weekly.
7. Curfew is 11:30

CRITERIA FOR RESPONSIBLY LEAVING THE ADULT RESIDENTIAL COMMUNITY

In order to responsibly leave the sober community with a recommendation from the Executive Director and the House Manager, a resident must have:

1. Completed Phases 1 and 2 at True North Recovery Inc.
2. Maintained uninterrupted abstinence from alcohol, drugs, antisocial and criminal behavior for a minimum of 4 months.
3. Obtained full time employment, entered school, or been working as a volunteer in an approved program for a period of four months
4. Scheduled a discharge session with staff at least 3 weeks prior to discharge and been able to demonstrate progress and a concrete recovery plan to be implemented after leaving True North Recovery Inc. housing
5. Scheduled and completed a final meeting with the Counselor to share their future plans and receive feedback.

Note: True North Recovery Inc. has an open-door policy should anything occur, any resident is welcome to reapply for housing regardless of circumstances.

EXAMPLES OF RESPONSIBLE BEHAVIORS

1. Refusing to resort to lying, cheating, stealing, manipulating, threatening, or using violence to cope with problems of personal feelings.
2. Making a genuine effort to become productively involved in the True North Recovery Residence.
3. Living according to the rules of the True North Recovery Residence and if a resident does break a rule, promptly admits to the appropriate staff or assigned senior resident and is willing to accept the consequences as a learning experience.
4. Maintaining effective acts of daily living such as maintaining personal hygiene, keeping room neat and orderly, participating in mandatory house activities.
5. Seeking and finding employment.
6. Meeting all financial obligations to the sober living house and other persons and organizations.
7. Seeking to avoid conflicts with others by setting appropriate boundaries and respecting the boundaries of others.
8. Being willing to resolve conflicts, should they occur, through open and honest communication, using problem solving and conflict resolution procedures, and honestly seeking to find a solution that allows both people to feel satisfied with the outcome (seeking a "win-win" solution).
9. Consistently working to complete the requirements of the current phase of recovery and being willing to ask for help from a 12-Step Sponsor, a senior resident, a staff, or an addiction or mental health counselor should problems develop in completing any tasks.
10. Responsibly attending all medical and counseling appointments and following the recommendations of the care givers.
11. Being willing to register all prescribed medications with the house manager, allowing the facility to safely hold prescribed medication, reporting in a timely fashion for monitored self-administration of medications, taking medications as prescribed, and promptly reporting any adverse side effects of medications to appropriate True North Recovery Residence staff and the doctor prescribing the medication.

CONFIDENTIALITY OF ALCOHOL AND DRUG ABUSE RESIDENT INFORMATION

Federal law and regulations protect the confidentiality of alcohol and drug abuse resident records maintained by True North Recovery Inc. Generally, the staff may not say to a person outside the program that a resident attends the program or disclose any information identifying a resident as having an alcohol or drug abuse problem unless:

1. The resident consents in writing: OR
2. The disclosure is allowed by a court order: OR
3. The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation: OR
4. The resident commits or threatens to commit a crime either at the program or against any person who works for the program.

Violation of the federal law and regulations by a program is a crime. Suspected violations may be reported to the United States Attorney in the district where the violation occurs. Federal law and regulations do not protect any information about suspected child abuse or neglect from being reported under state law to appropriate state or local authorities.

Records are protected under the Federal regulations governing Confidentiality of Alcohol and Drug Abuse Patient Records, 42 C.F.R. Part 2, and the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), 45 C.F.R. Pts. 160 & 164 and cannot be disclosed without written consent unless otherwise provided for in the regulations. The Federal rules prohibit any further disclosure of this information unless a written consent is obtained from the person to whom it pertains. The Federal rules restrict any use of this information to criminally investigate or prosecute any alcohol or drug abuse patient.

HIPAA DISCLOSURE

THIS NOTICE DESCRIBES HOW MEDICAL AND DRUG AND ALCOHOL RELATED INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

General Information:

Information regarding your health care, including payment for health care, is protected by two federal laws: The Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), 42 U.S.C. & 1320d et seq., 45 C.F.R. Parts 160 & 164, and the Confidentiality Law, 42 U.S.C & 290dd-2, 42 C.F.R. Part 2. Under these laws, True North

Recovery Inc. may not say to a person outside True North Recovery Inc. that you are a resident, nor may True North Recovery Inc. disclose any information except as permitted by federal law.

True North Recovery Inc. must obtain your written consent on separate consent forms before it can disclose information about you. Generally, you must also sign a written consent before True North Recovery Inc. can share information for treatment purposes or for health care operations. Specific information to be released is restricted to:

1. Whether or not the resident is in treatment
2. Resident diagnosis
3. The nature of the project
4. A brief description
5. A statement as to whether the client has relapsed into drug and alcohol abuse and the frequency of such relapse

Federal law permits True North Recovery Inc. to disclose information without your written permission:

1. Pursuant to a Letter of Agreement;
2. For research, audit or evaluations;
3. To report a crime committed on True North Recovery Inc. premises or against True North Recovery Inc.'s personnel;
4. To medical personnel in a medical emergency;
5. To appropriate authorities to report suspected child abuse or neglect;
6. For a good cause court order.

For example, True North Recovery Inc. can disclose information without your consent to obtain legal or financial services, or to another medical facility to provide health care to you, provided there is a Letter of Agreement.

Before True North Recovery Inc. can use or disclose any information about your health in a manner which is not described above, it must obtain your specific written consent allowing it to make the disclosure. Any such written consent may be revoked by you in writing.

Your Rights:

Under HIPAA you have the right to request restrictions on certain uses and disclosures of your health information. True North Recovery Inc. is not required to agree to any restrictions you request, but if it does agree then it is bound by that agreement and may not use or disclose any information which you have restricted except as necessary in a medical emergency. You have the right to request that we communicate with you by alternative means or at an alternative location. True North Recovery Inc. will accommodate such requests that are reasonable and will not request an explanation from you. Under HIPAA you also have the right to inspect and copy your own health information maintained by True North Recovery Inc., except to the extent that the information contains psychotherapy notes or information compiled for use in a civil, criminal or administrative proceeding or in other limited circumstances. Under HIPAA you also have the right, with some exceptions, to amend health care information maintained in True North Recovery records, and to request and receive an accounting of disclosures of your health-related information made True North Recovery Inc. during the six years prior to your request. You also have the right to receive a paper copy of this notice.

True North Recovery Inc. Duties:

True North Recovery Inc. is required by law to maintain the privacy of your health information and to provide you with notice of its legal duties and privacy practices with respect to your health information. True North Recovery Inc. is required by law to abide by the terms of this notice. True North Recovery Inc. reserves the right to change the terms of this notice and to make new notice provisions effective for all protected health information it maintains.

Complaints and Reporting Violations:

You may file a complaint to True North Recovery Inc. and the Secretary of the United States Department of Health and Human Services if you believe that your privacy rights have been violated under HIPAA. You will not be retaliated against for filing such a complaint.

Violation of the Confidentiality Law by a program is a crime. Suspected violations of the Confidentiality Law may be reported to the United States Attorney in the district where the violation occurs.

RESIDENT BILL OF RIGHTS

ADMISSION INTO TRUE NORTH RECOVERY INC. DOES NOT CONSTITUTE THE SURRENDER OF YOUR RIGHTS AS A HUMAN BEING. TRUE NORTH RECOVERY INC. SUPPORTS AND PROTECTS THE FUNDAMENTAL HUMAN, CIVIL, CONSTITUTIONAL AND STATUTORY RIGHTS OF EACH RESIDENT. WE WANT YOU TO BE INVOLVED IN YOUR CARE, AND AS SUCH, YOU, AS THE RESIDENT, AND/OR YOUR FAMILY HAVE THE RIGHT TO:

1. Reasonable access to adequate and humane services regardless of your race, religion, sex, sexual orientation, ethnicity, age, handicap, political views, or financial status. True North Recovery Inc. does not discriminate against residents based on color, national origin or marital status.
2. Communication and information regarding your stay at True North Recovery Inc.
3. Attention that is considerate and respects your personal value/belief system, by an adequate number of competent staff.
4. Freedom from censorship of mail or phone calls, unless therapeutically contraindicated.
5. Assurance of your health and safety. Emergency medical care will be accessed by using 9-1-1, True North Recovery Inc. is not responsible for resident's medical bills if they are hurt or require medical attention while at True North Recovery Inc.
6. Freedom from requirement to perform tasks that may cause injury or emotional trauma. A part of your stay is personal care, which includes making your bed, dusting your area, and clearing your plates from the dining room.
7. Request the opinion of a consultant, at your own expense.
8. Visits from family and significant others, regardless of age, unless contraindicated.
9. Obtain the fee for residency at True North Recovery Inc. in writing.
10. Rules and regulations of True North Recovery Inc. that govern your conduct during your stay with us.
11. Confidentiality and privacy.
12. To express your personal values, belief systems, and cultural practices. You are encouraged to discuss it with the staff. However, these beliefs and practices may not harm others or interfere with the planned course of action.
13. Discharge from True North Recovery Inc. at your own responsibility. If at any time you desire to discharge, please discuss this decision with staff so that appropriate procedures can be followed.
14. If during your stay, staff makes a judgment that you pose as a threat to yourself or others, it is our responsibility to seek appropriate legal action. This will include the involvement of the police or orders for involuntary transfer to another facility.
15. To file a complaint or grievance either orally, written or through established True North Recovery Inc. procedure.
16. A resident has the right to inspect his/her own records:
 - The project director may temporarily remove portions of the records prior to the inspection by the resident if the director determines that the information may be detrimental if presented to the resident. Reasons for removing sections shall be documented and kept on file.
 - The resident has the right to appeal a decision limiting access to his/her records to the house director.
 - The resident has the right to request the correction of inaccurate, irrelevant, outdated or incomplete information from his/her records.
 - The resident has the right to submit a rebuttal data or memoranda to his/her own records.

17. Be treated with dignity and not be subjected to unusual punishment, humiliation, mental abuse, or punitive interference with the daily functions of living, such as eating and sleeping.