



View Royal Facility

WELCOME TO THE THERAPEUTIC RECOVERY COMMUNITY Resident Handbook

YOUR HANDBOOK

This handbook is provided to orient you to The Therapeutic Recovery Community. You will find the programs, services, rules, regulations, and key staff members in this book. Please take a moment to read it.

Therapeutic Recovery Community staff:

Dana Young – Director	Phone: 250-940-5081
Le-Ann Dolan Intake & Discharge	Phone: 250-940-5084
24 hour staff	Phone: 250-940-5088
Staff tree	Phone: 250-940-5080

PROGRAM

The Therapeutic Recovery Community operates a daily structured program. Clients are required to participate in all aspects of the program.

Segments of the program include:

- Therapy sessions.
- Recreation activities.
- Relaxation groups.
- Educational groups.
- Daily community assignments
- In-house 12 step meetings.
- Relapse prevention discussions.
- Community meetings.
- Recovery programs.
- Keeping a daily journal.
- Work as Therapy

These opportunities are offered as tools to assist you in achieving your overall recovery goals and objectives. Our staff will assist you to develop an individualized recovery plan.

Therapeutic Recovery Community RULES AND REGULATIONS

1. Residents are expected to participate in all program activities and all meals unless excused by program staff.
2. For the first 60 – 90 days, a resident is in the orientation phase. This allows full attention to be given to recovery without the distraction of outside issues or concerns.
3. Residents receive their medication from the Nurses Station. All medication needs to be handed in to staff. Vitamins and/or herbal or nutritional supplements must be approved by a doctor. The Director must also approve their use before they can be made available to a resident.
4. Residents are expected to keep their rooms and personal belongings in a clean and orderly condition, your room is subject to inspection and search at any time. Residents may not lay in bed between the hours 8:00am and 4pm. Doors to resident's rooms must remain propped open between 8:00am and 4pm.
5. Residents are not to use abusive or inappropriate language and ethnic or sexual jokes.
6. Gambling or the lending or borrowing of money is **not** permitted at any time.
7. Transactions between staff and clients are prohibited.
8. Residents may not initiate new intimate relationships while in the program.
9. Dietary supplements may not be used while in the program this includes energy drinks, weight gain powders, cleansing formulations etc.
10. Food stuffs may not be stored or consumed in resident's bedrooms.
11. Outside food may not be stored in the kitchen.

COMMUNITY RULES

Cardinal Rules will result in discharge:

1. No physical violence
2. Use of drugs, alcohol, or possession of related paraphernalia.
3. Threats of physical violence, or intimidation against any person.

Major Rules may result in discharge:

1. No contraband
2. Misuse of vehicles
3. Sexual activity between residents
4. Positive urine test
5. Misuse of prescribed medication

Community Rules that will result in progressive consequences:

1. Unacceptable performance of chores
2. Non-acceptance of guidance from staff
3. Smoking or vaping outside of designated times / areas
4. Punctuality
5. Proper manners
6. Personal hygiene
7. Other rules as determined by the community process

ACKNOWLEDGEMENT: I have read and agree to follow these rules and regulations.

Signature

Date

Staff Member (witness) Signature

Date

Therapeutic Recovery Community RIGHTS AND RESPONSIBILITIES

The Therapeutic Recovery Community supports and protects your basic rights. Your personal dignity is recognized and respected.

You have the **right** to:

1. Considerate and respectful care by staff, volunteers, board members and other persons, that acknowledges your individuality in terms of race, color, sexual orientation, marital status, creed, religion, age, national origin and ethnicity;
2. Be provided safe, healthy and comfortable accommodations (facility, furnishings and equipment) that meet your needs and keep and use personal clothing and possessions as space and safety allows, providing it does not infringe upon the rights of others, or the orderly management of the Community.
3. Be free from verbal, emotional, mental (intellectual) or physical abuse and/or inappropriate sexual behavior;
4. Be assured of confidential handling of your personal and medical records. You may approve or refuse the release of information to any individual outside of TRC, except as otherwise provided by law or the courts;
5. Be fully informed of all rules and regulations governing conduct and responsibilities;
6. Be fully informed of Therapeutic Recovery Community staff, including names, titles and availability;
7. Be involved in the planning of your recovery through discussions with staff on your progress;
8. Make appropriate and reasonable suggestions to staff about policies and services;
9. Expect the staff to respond to your reasonable requests appropriately and in a timely manner;
10. You are free to discharge yourself at any time from The Therapeutic Recovery Community.
11. Be free to attend religious services or activities of your choice on site and to have visits from a spiritual advisor, provided that these services or activities do not conflict with The Therapeutic Recovery Community program schedule or requirements (participation in religious services is voluntary)

Therapeutic Recovery Community
MEMBER RIGHTS AND RESPONSIBILITIES (CONTINUED)

You have the **responsibility** to:

1. Obey and follow The Therapeutic Recovery Community Standards.
2. Remain drug free.
3. Abide by community rules.
4. Participate in the daily schedule of groups, meetings, work and educational functions.
5. Maintain a clean physical space and personal hygiene.
6. Act responsibly to self, others and the community.

7. Read the entire Therapeutic Recovery Community Handbook and, if there is anything in it you do not understand or about which you have questions, to bring that to the attention of the staff.
8. Participate in TRC services, taking an active part in your recovery program by working to understand and deal with your problems/addiction.
9. Honor the confidentiality and privacy of other community members.

10. Get to know the members of the staff of the Therapeutic Recovery Community, making an effort to follow their directives and report to them any changes in your condition.

ACKNOWLEDGEMENT: I have been personally advised and have received a copy of my personal rights and responsibilities and have been informed of the provisions for complaints at the time of my admission:

Resident Signature

Date

Staff Member (witness) Signature

Date

Program Components

1. Program Separateness

- The Therapeutic Recovery Community is located in a setting that allows residents to disconnect from networks of drug-using friends and to relate to new drug-free peers.

2. The Therapeutic Recovery Community

- The TRC environment has many common areas for holding group activities and promoting a sense of community. These areas include the dining room, recreation and group areas.

3. Program Activities

- Recovery and educational services take place in the context of the peer community. Virtually all activities occur in groups or meetings where residents can interact and learn from one another.
- Group activities include
 - At least one daily meal prepared, served, and shared by all members
 - Daily group meetings and seminars
 - Organized recreational activities

4. Staff as Community Members

- Each staff member is a part of the recovery community. He or she is a manager of and elder in this community and helps residents use the program. Staff members function as consistent and trustworthy rational authorities and as role models, facilitators, and guides in the community-as-method approach and the self-help and mutual self-help learning processes.
- Residents are expected to follow staff direction. Refusal to follow staff directions may result in discharge.

5. Peers as Role Models

- Senior residents are expected to demonstrate the desired behaviors and reflect the values and teachings of Recovery. They serve as role models for new and junior residents.
- The strength and integrity of the community as an arena for social learning depend on the number and quality of its peer role models.
- Residents serve in leadership and teaching roles in the community.

6. A Structured Day

- Each day has a schedule of recovery and educational activities with prescribed formats, fixed times, and routine procedures.
- Order, routine activities, and a schedule counter the characteristically disordered lives of residents and leave little time for negative thinking and boredom—factors that often contribute to relapse.

7. Stages of the Program

- The Recovery program is organized into four major stages (orientation, primary recovery, early re-entry and re-entry) and phases of recovery that reflect a developmental view of the change process.
- The program stages and phases of recovery allow for individual goals to be established and incremental learning taking place.

8. Work as Therapy and Education

- Consistent with the recovery self-help approach, all residents are responsible for the daily operation of the house, which includes cleaning, meal preparation, maintenance, schedule coordination, and meetings.
- Job assignments provide residents with a sense of responsibility and affiliation with the house.
- Jobs provide opportunities for self-examination, personal growth, and skill development.

9. Instruction and Repetition of Recovery Concepts

- Recovery concepts embody the programs values and belief system, which are antidotes to the values and beliefs of drug and alcoholic subcultures.
- The concepts, messages, and lessons are repeated and reinforced in group sessions, meetings, seminars, and peer conversations, as well as in suggested readings

10. Awareness Training

- All recovery and educational interventions involve raising residents' consciousness of the effect of their conduct and attitudes on themselves and others.

11. Emotional Growth Training

- Community residents learn to identify feelings, express them appropriately, and manage them constructively in stressful situations.
- The interpersonal and social demands of living together in the recovery community provide many opportunities to experience this training.

12. Planned Duration of recovery

- A period of intense recovery programming is needed to ensure the internalization of recovery teachings.
- The length of time residents must be in the recovery program depends on their progress in achieving individualized behavioral goals in each program stage and phase of recovery.

USE OF ALCOHOL OR DRUGS

One of the benefits of a recovery program is providing an environment that helps you to remain free of alcohol and other drugs. The urge to use may be strong for many people in the initial stages of recovery, but any drug use may be grounds for immediate discharge.

Anyone using substances is continuing to cause themselves harm and may hinder the progress of others. Occasionally community members are aware that another member is drinking or using drugs. If this is ignored the individual is not helped and others may be hurt.

VIOLENCE, THREATS, AGGRESSION, INTIMIDATION TO OTHER RESIDENTS OR STAFF – ZERO TOLERANCE

Violence is any behavior or communication of intent to injure that gives staff / other residents reasonable cause to believe there is risk of injury, direct or indirect, that causes harm or threat of harm to that person or persons and property. This includes physically violent behavior such as, hitting, pushing, 'kicking a chair', 'throwing dishes', 'getting into someone else's face' and damaging property. More indirect forms may include verbal threats, using intimidating behavior, and sexual harassment.

There will be no tolerance of any behavior that threatens the safety of others. This includes all forms of discrimination, such as racism, sexism, and homophobia and the behaviors that lead to the development of violence, hostility and exclusion (i.e., bullying, verbal abuse, insults, harassment or name calling, social rejection and exclusion).

IF A SITUATION ARISES ALL INVOLVED MUST CEASE (STOP) AND DESIST (BACK DOWN AND WALK AWAY) AND SEEK STAFF HELP IMMEDIATELY.

RELATIONSHIPS

During early recovery, people are emotionally vulnerable. It is important to the recovery process that you do not enter into any physical or exclusive relationship with another community member. This is grounds for discharge.

Residents must restrict their socializing to the common leisure rooms and grounds of the house. Reminder: You are not allowed to visit any bed rooms unless it is your room.

SMOKING POLICY

Times and location for smoking and vaping are posted in common areas for residents' information. Help to quit smoking is available through the medical staff on site.

MAIL

All incoming mail should be addressed in the following manner:

Residents Name
Therapeutic Recovery Community
94 Talcott Road
View Royal BC V9B 6L9

PHONE

Telephone use is permitted after the orientation phase during non-program times. Excessive phone use in the common areas is an irritant to other residents and is discouraged. Personal cell phones are not permitted in Community.

VISITORS & VISITING HOURS

Visiting hours are held on weekends unless other arrangements are made and approved by staff. Residents are expected to attend all groups; work assignments and meals while their visitors are at the house.

Visitors must schedule visits Thursday morning prior to the weekend visit.

All visiting must be done in the communal visiting areas.

Visitors are not permitted in the smoking area.

Visitors must follow all rules and regulations. Visitors who have been drinking or appear intoxicated will not be allowed in the facility.

TV VIEWING TIMES

TV is only to be used during the hours of: 6pm and 10pm

The TV will not be on during chore or program times.

LANGUAGE CODE

To maintain a positive atmosphere at the Therapeutic Recovery Community, please show respect for yourself and others by being aware of your language. We understand that some people may be in the habit of swearing and it may be very difficult to stop, but your co-operation is appreciated.

LATENESS

Structure is important in recovery and being consistently late at the Therapeutic Recovery Community is not acceptable. Community process will be utilized to explore behavior, attitudes and motivation.

USE OF RADIOS/CAMERAS/TV/ MUSIC

Radios/Music - Music may be played on earphones in your room.

Cameras/ photographs – No Photos may be taken inside the house. Photos of other residents may be taken outside with their permission. Photos should not be posted on social media.

TV's – Residents may not have their own TVs.

Video Games – Video game playing is not permitted.

HOUSEKEEPING

We are proud of our house and ask for your cooperation in keeping it clean and orderly - for yourself and for those who come after you. If you have been using the dining room or common rooms, please tidy up when leaving the area.

MEALS AND KITCHEN

All meals are served in the dining room at designated times. Snacks will be available mid-morning, afternoon and evenings. The Chef and kitchen crew are responsible for preparing, serving and the cleanliness of the kitchen. Breakfast is served between 7:30-8:15am, lunch is served between 11:30-12:15pm and dinner between 5:00-6:00pm.

DINING ROOM GUIDELINES

Personal grooming must be completed prior to arriving in the dining room. Work boots and work clothing are not considered proper attire during the dinner meal. Tank tops or muscle shirts are not acceptable during any meals.

All food is to be consumed in the dining room or outside dining area only.

MEDICAL

Non-emergency medical, dental, or paraprofessional appointments can be accessed after the Orientation Phase of the program. To promote stability in your early recovery (Orientation Phase) no non-essential Medication changes will be made.

ILLNESS

If you are feeling ill, you must report to staff and the business department before missing any program activities or work. If, after consultation with a staff member, it is determined that you need to see the physician for treatment, an appointment will be made.

ELECTRICAL APPLIANCES

Electrical appliances are not to be brought to the TRC. This includes things like blenders, bean grinders, electrical fans etc.

LOUNGE AND KITCHEN AREAS

The common areas are for socializing. All members of the community are responsible for seeing that the area is cleaned up. Clean up includes putting away all games and cards, bussing dishes and coffee cups as well as stacking the magazines and newspapers.

LAUNDRY

Laundry service is mandatory for all community members. Residents must wash their bedding weekly.

DAILY ROOM CLEAN UP

1. Make bed.
2. Hang up clothes neatly in the closet.
3. Put dirty clothes in a laundry hamper in the closet.
4. Place shoes in row at end of bed.
5. Put away papers and books or stack them neatly on the desk or table.
6. All drawers closed.
7. Hang up towels and washcloths.
8. Nothing thrown under the bed. Storage totes will be provided.
9. Nothing hanging on lamps, doors, doorknobs, etc.
10. Toiletries neatly arranged or put away.
11. Floor swept daily including the tops of baseboards.
12. Empty wastebaskets daily and replace plastic liners.

Therapeutic Recovery Community

GROUP GUIDELINES

1. Recovery groups have expectations for how the residents are to behave and interact with each other during group sessions. We call these our Group Guidelines.
2. The group facilitators are present to guide the group process. It is the residents' role to discuss their recovery feelings and issues with each other.
3. Group usually begins with a brief "here and now check in".
4. The use of "I statements" is encouraged because they help the speaker "own their feelings."
5. Feedback is important and encouraged, the speaker will ask for feedback but advice giving should be avoided.
6. One person talks at a time. "Cross-talk" must be avoided.
7. Confidentiality is extremely important to the functioning of the group. What is said during group stays in the group. This means that while residents may discuss their own issues with other community members and/or staff when outside of group, they are NOT to discuss other group members' issues outside the group.
8. If an individual begins crying, the other group members should follow the facilitator's lead in the process. (Talking during a silence, touching or giving tissues can sometimes interrupt rather than help.)
9. When an individual is asked to leave the group, they are expected to leave without argument. No group member should try to stop another from leaving.
10. The group sessions should start and end on time.

RESIDENCY AGREEMENT
Therapeutic Recovery Community And
The Resident:

_____ Last Name First Name

The address of the residence is:

94 Talcott Road, Victoria, BC, V9B 6L9

Application of the Residential Tenancy Act

- 1 The Therapeutic Recovery Community is a registered Assisted Living residence and therefore this agreement is not subject to the Residential Tenancy Act [RTA] or Regulations.
- 2 The Resident has the right to file a complaint and/or engage in an appeal process with the Director of The Therapeutic Recovery Community to resolve a dispute or file a complaint with the assisted living registry at any time.

Residency

This Residency starts on: _____
Day Month Year

Definitions

Staff: Dana Young (Director) – and any supports as designated by such.

Sundries: consists of all cooking related items, linens, common toiletry items (i.e., toilet paper) and cleaning chemicals, as well as all cooking and cleaning related utensils and tools.

Notice of Termination

The Resident is required to give the DIRECTOR, notice of intent to terminate residency. The Resident acknowledges they will participate in an exit interview.

Resident’s Rights and Responsibilities:

Every resident has the right to:

1. Be treated with respect and dignity.
2. Be treated in a fair manner.
3. Receive the same level of support and service as every other resident.
4. Receive clear instruction to the Rules & Regulations of the house.
5. Feel safe and cared for by all staff and residents.

Every resident has the responsibility to:

1. Treat others with respect and dignity.
2. Participate in all program components.
3. Abide by the Rules & Regulations.
4. Inform staff of any violations of the Cardinal Rules & Regulations and use community process to raise awareness in other violations.
5. Inform staff if the resident feels they are not being treated in a fair manner.

Resident Signature Date Staff Member (witness) Signature Date

Allergies/Special Diet:

Please inform staff upon intake of any special diet, as prescribed by a physician or dietician, or allergies (food/drug/environmental). Every attempt will be made to tailor your care plan accordingly. In the event an exception or change cannot be made, notice will be made in writing to the resident.

Termination of Residency:

A residency may be terminated immediately if any Cardinal Rules & Regulations are broken. The Therapeutic Recovery Community works with its residents on a regular basis to ensure continued comprehension of such rules.

Grievance procedure

1. Purpose of the procedure/Introduction

The Therapeutic Recovery Community aims to ensure that Residents with a grievance relating to their residency can use a procedure, which can help to resolve grievances as quickly and as fairly as possible.

2. Informal discussions

If a Resident has a grievance about their residency they should discuss it informally with a staff member immediately. We hope that the majority of concerns will be resolved this way.

3. Stage 1 – Internal Complaint Resolution

If the resident feels that the matter has not been resolved through informal discussions, they should put their grievance in writing to the Director of the Therapeutic Recovery Community.

4. Stage 2 – The Grievance Meeting

Within 2 working days the Director will respond, in writing, to the statement, inviting the resident to attend a meeting where the alleged grievance can be discussed. This meeting should be scheduled to take place as soon as possible and normally 5 working days' notice of this meeting will be provided to the resident.

After the meeting the Director must write to the resident informing them of any decision or action and offering them the right of appeal. This letter should be sent within 2 working days of the grievance meeting and should include the details on how to move a grievance to 'Stage 3: External Complaint Resolution', should the result not be satisfactory to the resident.

5. Stage 3 – External Complaint Resolution

At any time or if the matter is not resolved to the resident's satisfaction they may contact the Ministry of Health, Assisted Living Registrar directly to file a complaint.

In writing:	Ministry of Health Assisted Living Registry PO Box 9638, STN PROV GOV Victoria, BC V8W 9P1
By phone:	1 (866) 714-3378 (Toll Free in BC) 1 (250) 952-1369 (In Victoria)
By fax:	1 (250) 952-1119
By email:	hlth.assistedlivingregistry@gov.bc.ca

You have the right to be treated with the same quality of service, program, and dignity and respect while filing a complaint.

Additional Terms

1. I accept and agree to comply with the *Conditions of Residency and House Rules* of the Therapeutic Recovery Community. I have received a copy of these documents, and they have been clearly explained to me.
2. In addition to the above conditions and requirements the Resident agrees not to engage in criminal activity on the premises or in the community, including but not limited to:
 - a. Any activity that threatens the health, safety or wellbeing of staff or other Residents or persons;
 - b. Any activity involving alcohol, street drugs or illicit use of medications;
 - c. Theft, assault or threatened assault, and battery;
 - d. Unlawful use of a firearm or other weapon.
3. The Resident agrees that his room may be inspected daily by staff at random times; notice will be give beforehand and the resident will be notified of the outcome afterward.
4. The Resident accepts that drug testing is a mandatory program component and agrees to provide a urine sample when requested by staff and further agrees that:
 - a. The procedure of providing a sample be witnessed by staff to ensure no substitutions; and
 - b. Residency may be terminated for refusal to provide a sample or for having a sample test positive.
5. The Resident agrees to treat all information about other residents as confidential.
6. The Resident agrees to take their medication as prescribed and to meet with the doctor to discuss medication changes and alternative.
7. The Resident agrees to follow conditions as laid out by the Court or probation order if applicable.

Conflict Resolution

The following community process (taught in the orientation phase) outlines how conflicts in community are resolved:

Step one: Talk with the person and use communication skills. If you or the other party is unable to communicate in a positive way or manage emotions go to step two.

Step two: Speak with your mentor and the other persons mentor to get an outside view on the conflict and once calm have mentors approach the other resident to see if you can work through the conflict. If this doesn't resolve the conflict go to step three.

Step three: Speak with the assistant and or house coordinator (who are skilled at mediation) and request a mediation. The house assistant and or house coordinator will speak with both parties to listen to concerns. A mediation will be facilitated.

Mediation is a tool used to resolve conflicts between two or more peers. Both parties will have an opportunity to express themselves. Mediation takes place in one of the group rooms and will include the peers involved in the conflict as well as mentors and the house leaders. During the early phases of the program staff will facilitate.

1. D = DESCRIBE the situation. This is to help everyone know how you see what is happening. Make sure your description helps clarify the situation rather than complicate it. Try dealing with only one issue at a time. Don't try and describe the other person's attitudes, motives or intentions. Avoid mind reading. You should include what you think the other person is saying, i.e. "if I understand you correctly, I think you mean..."
2. E = EXPRESS what emotions you are feeling about the situation you have just described, using "I" statements. Don't blame the person for your feelings ("you make me mad." Avoid words that may insult the other person and or swear words. Manage your emotions and be low key rather than dramatic.
3. S = SPECIFY how you would like the situation to be different. You should try to change only one behavior at a time. Outline what you will change and give the other party several choices or options on how the situation could be changed. You might want to ask the other person for ideas of what they think might work. Be willing to accept a compromise rather than the exact solution you had in mind.

4. C = CONSEQUENCES express what the consequences will be if the behavior is changed. These should be positive consequences that will result from the change in the situation and will include improved relationships, role modelling to the community, and success with communicating in a healthy way, etc.

RULES FOR MEDIATION

1. No baiting
2. Must support the sitting verbal position facing each other at all times
3. Must remain sitting while the mediation is occurring
4. No attacking
5. Support the topic
6. Keep information relevant
7. Manage gestures
8. No yelling
9. Confidentiality

Therapeutic Recovery Community

Informed Consent to Service

I, _____, hereby indicate my agreement to accept services and to participate in the recovery program offered by the Therapeutic Recovery Community.

I confirm that:

1. This consent is given freely and voluntarily;
2. I am aware I can revoke this consent at any time;
3. I am capable of making the decision to give or to refuse to sign this consent;
4. I have been provided information about the Therapeutic Recovery Community.
5. I have had the opportunity to ask questions, which have been answered;
6. I understand the information provided to me and find it sufficient to make an informed decision to choose this program and course of services.
7. I understand this consent is required to demonstrate that I have received clear and complete information about the Therapeutic Recovery Community at View Royal as required by the Assisted Living Registry;
8. I understand and consent to random urine screening.
9. I understand that my personal information will be kept confidential and will not be disclosed to persons or agencies outside the Therapeutic Recovery Community without my written consent.
10. I have received a signed copy of Rules & Regulations and Residency Agreement for my personal reference.

SIGNED: _____

DATE: _____

Therapeutic Recovery Community: _____ (print)

Admissions _____ (signature)