

# ACTION NORTH

## House Rules

### A. Assigned Rooms

1. Sleeping quarters are assigned on admission. Please take pride in your room by keeping your area clean at all times. Staff will do random room inspections.
2. Guests are not allowed in the bedrooms, nor are clients allowed in bedrooms other than their own. Women are not allowed in the men's bedrooms nor are men allowed on the women's bedrooms.
3. Food and beverages are not to be taken into the bedrooms.
4. Changing rooms while at Action North is strictly prohibited unless just cause can be proven to your counsellor.
5. Smoking is not allowed in the building. Smoking is allowed outside the Action North building in designated.

### B. Fire Alarm Procedures

1. Due to provincial regulations, there will be **NO SMOKING** in the building. Smoking is permitted outside in designated areas only.
2. Clients must *Sign In* and *Sign Out* each time they leave the Centre. The form is located at the Front Desk.
3. Fire drills:
  - a. Clients are required to respond promptly to all fire drills.
  - b. Clients are to leave the Centre by the proper exit and meet in the parking lot.
  - c. All fire exits are posted.
  - d. If there is an obvious fire or visible smoke, the clients should exit the building immediately, make their way to the parking lot and stay there until further directions are given.
  - e. After all clients are in the parking lot and if it is cold, the clients should proceed directly to the Town Hall during the day or the Arena Lobby 5:00 pm.
  - f. Staff must ensure that all clients are accounted for.
4. The [escape route floor plans](#) are posted in each of the client rooms and all public areas.
5. Please use the ashtrays. Do not leave cigarette butts on sidewalks or the ground.
6. If ashtrays are full, empty ashtrays in receptacle provided.

### C. Visiting Hours

1. Visitors may come to the Centre between the following hours:  
6:00 pm and 10:00 pm on Saturday  
and  
9:30 am and 9:30 pm on Sunday
2. Children are not allowed during visiting hours, without prior permission of the counselling staff.

3. As noted in the *Assigned Rooms* section above, guests are not allowed in the bedrooms. Guests are allowed in the common area only.
4. Visitors will not be allowed to eat meals or snacks at the Centre.

*Note: Treatment activities will be a priority. Activities will not be interrupted by visitors or telephone calls.*

#### **D. Passes**

1. Passes are a privilege, that when abused, will be taken away.
2. Passes are limited to thirty (30) minutes only, unless authorized by your counsellor.
3. Passes can be taken between the following hours only:

##### **Weekday Passes (30 minute pass limit)**

12:00 noon to 1:30 pm - Monday to Friday

5:00 pm to 6:00 pm - Monday to Friday

\* No passes after 6:00 pm

##### **Weekend passes (You must check in every three (3) hours. There will be no exceptions)**

Saturday: 3:00 pm to 5:00 pm

Sunday: 9:30 am to 9:30 pm

\* No 30 minute passes on Saturdays

4. Clients must stay on the Action North premises for *forty eight (48) hours* after arrival, before the first pass is issued.
5. When leaving the centre for any reason, (e.g. medical appointments, dental appointments, walks, shopping, etc.), you must sign out at the front desk. You must also sign in immediately after returning to the centre.
6. If sessions are missed or the client is late passes may be taken away for any length of time at the discretion of the counsellor(s). Passes will be taken away three (3) times only before the client will be terminated.

#### **E. Confidentiality**

***Who you see here, what you see here, when you leave, let it stay here.***

1. Circumstances where staff must notify emergency services:
  - In cases of suspected child abuse or neglect, and in cases of current or past sexual abuse in which the offender may have present access to minor children, staff are obligated to inform the appropriate authorities;
  - When a client states that he/she intends to inflict bodily harm to another person;
  - Upon subpoena to testify in court at the direction of a judge or court order;
  - When a client is in physical distress and may need medical attention, and,

- When a client states that he/she intends to commit suicide, or otherwise poses a danger to themselves, staff will notify emergency services necessary to save the individual's life.
2. Due to confidentiality **No Information** will be given to persons phoning or dropping into the centre in regards to any clients here in treatment.

## **F. Telephone Calls**

1. Telephone calls can be made during the following hours only:

Saturday: 3:00 pm to 11:00 pm

Sunday: 8:00 am to 11:00 pm

2. Telephone calls can be made at the pay phone only. The Action North phones are for staff members only. Action North phones can be used for business or emergency calls at the discretion of the counselling staff.
3. Clients are responsible for their own cost of telephone calls.
4. Time limit on calls is fifteen (15) minutes. Please be courteous to your fellow clients.
5. If the time limit is broken you will be given a one (1) minute warning and the phone will be turned off and your counsellor will be notified.
6. Payphones are available in other parts of Town for use during client breaks.

## **G. Prescription/Non Prescription Drugs**

1. You will be asked upon admission to turn in all prescription and non prescription drugs at the front desk.
2. Procedure for taking medication is as follows:
  - Medication is to be administered by a staff member. Please have a glass of water or juice with you.
  - All prescriptions given to a client from a doctor while in treatment must be given to the front desk and a staff member will have the prescription filled. If the client does not have medical coverage, it is the responsibility of the client to pay for the prescription.
  - It is your responsibility to approach the front desk when you are due to take your medication. Please ensure that you are taking medication as prescribed - time, amount, etc...
  - Medication can only be administered as written on the prescription label.

## **H. Stereo/Music/Television**

1. Music is not to disturb fellow clients. No profane music is to be played in the recreation area. Music considered offensive will be confiscated and returned to you at time of discharge.

2. **Loud music will not be tolerated.** Please be courteous to your fellow clients and respect their personal needs as well as your own.
3. The television and stereo must be turned off during sessions and during meals.
4. If you bring your own stereo you must keep it in your own room.
5. All music must be turned off by 11:00 pm
6. The television and stereo should not be on at the same time.
7. There is no food or drinks allowed in the TV Area.

#### **I. Recreation Equipment**

1. All recreation equipment must be signed out and in. The person signing out the equipment is responsible for the items signed out.
2. Pool Table and T.V. hours are:  
Weekdays: 12:00 noon - 1:30 pm  
and 4:30 pm - 11:00 pm (after all sessions are over)  
Saturday: After all sessions are over  
Sunday: All day
3. Clients are not permitted to watch movies Monday to Friday.  
Movie/Video hours are: Saturday: 3:00 pm to 1:30 am  
Sunday: 9:30 am to 11:00 pm
4. All video rentals are the responsibility of the client. Please use your own name and home address when renting videos. Action North will not be responsible for rental or late charge costs.
5. X-rated movies are forbidden. Staff will decide which movies are acceptable and appropriate. Staff decision is final!

#### **J. House Cleaning**

1. Saturday mornings there will be general clean-up of the centre and assigned rooms. A chore list will be posted.
2. Each client will be assigned a chore(s) and all clients must participate.
3. If your chore assignment(s) are not completed you will not be allowed passes.

#### **K. Client Responsibilities**

1. Keep your bedroom neat and clean.
2. Clean up after yourself. (e.g. return cups, glasses to kitchen.)
3. Do your own personal laundry from 12 noon to 10:00 pm daily, as sessions permit.
4. Follow Action North House Rules and Policies.
5. Maintain personal hygiene on a daily basis.
6. Maintain self discipline and motivation regarding sobriety.

#### **L. Refreshments/Meals**

1. Coffee, juice and snacks are provided during breaks from sessions and during your free time.

2. Breakfast is served between 7:00 am and 8:00 am; lunch at 12:00 noon; and supper at 5:00 pm.
3. Clients are not allowed under any circumstances, to cook for themselves. Clients may assist in the kitchen under the supervision of a staff member. Clients may make toast as long as the toaster is not in the kitchen.

#### **M. General**

1. You are assigned a counselor for the duration of your stay here.
2. Inform your counselor of any special needs - diet, medical, etc...
3. Out of respect for others, please refrain from lying on the couches.
4. Please take care of the furniture, do not deface, do not put your feet on it, leave all four legs of the chair on the floor at all times (don't tip the chairs back while sitting on them).
5. Do not write on walls, furniture, deface or damage any of Action North's property.
6. Indoor footwear and appropriate clothing must be worn at all times.
7. Any personal belongings left behind will be kept for one (1) month before being disposed of. It will be your responsibility for shipping if left behind at the centre.
8. No client may be employed, in training, or have other obligations that will hinder their treatment for the duration of their program. Exceptions may be made for clients in the long-term program.
9. Travel to jam sessions or A.A. meetings will be done in the Action North van. Traveling in visitor's vehicles will not be permitted.
10. Clients are not at any time allowed in the kitchen area unless they are bringing dishes to the sink, or working under the supervision of a staff member.
11. The pantry and back fridge are not for client use. The cooler in the dining area is for client use. Please label any extra items bought for your own personal use.
12. Linen change will be done every Wednesday morning at 10:00 am.

#### **N. Personal supplies**

1. It is your responsibility to provide all your own personal supplies (i.e. shampoo, toothpaste, body soap, etc...).
2. You are responsible to bring your own identification to the Centre.
3. You are responsible for your own mailing of letters, parcels, or cheque cashing. Action North will not cash cheques for clients or provide monies.
4. Action North is not responsible for missing valuables.
5. Kleenex is provided for clients at the front desk.

#### **O. Bedtime**

Bedtimes are as follows:

Sunday to Friday: 11:00 pm (lights out at 11:30 pm)

Saturday 2:00 am (lights out at 2:00 am)

## **P. Relationships**

1. There will be no intimate relationships (unless notified upon admission) developed between client and staff; clients and clients; clients and outsiders, for the duration of your program. You are here for treatment only and you must focus on your program.
2. No verbal, physical or mental abuse will be tolerated between clients and staff for the duration of your treatment. If there is verbal, physical, or mental abuse you will be terminated.

## **Q. A.A. Meetings and Other Support Groups**

1. A.A. meetings are a part of your program and are mandatory.
2. Rides are not to be taken from A.A. members. Transportation is provided by the centre.
3. The purpose of Support Groups is to discuss what was learned and has been helpful to us from the daily sessions.
4. Support Groups start at 4:00 p.m. each weekday.

## **R. Group Chairperson**

1. Group Chairperson will be nominated and selected for one week period on each Tuesday.
2. Duties of the Chairperson are as follows:
  - presides over all A.A. meetings only to maintain order
  - designates and supervises client chores
  - represents the group.

## **S. Grievances and Complaints**

As adults, it takes patience and tolerance to live in harmony with other men and women and have to abide by House Rules. Action North can only help you if you want it. If you find that you either cannot get along in a group situation or that our rules are not for you, then talk to your counsellor as we may be able to assist you in making other arrangements.

1. **House Rules:** If you are having a problem with a certain rule or rules, you are welcome to come into the office and discuss a possible solution with the Senior Counsellor.
2. **Clients:** When you have a complaint or grievance with another client (whatever the reason) and it cannot be solved personally, you must bring the problem to the attention of your counsellor who will then sit down with both parties to resolve the issue.
3. **Staff:** Should you have a complaint about a Staff member, it is up to you to express your feelings to only that staff member so as to work out your differences. If a successful solution cannot be reached by either of the above methods, you may then bring your concern the attention of the Senior Counsellor.