

Residential Recovery Program

Code of Conduct

The following is a guide to expected and appropriate conduct while at Our House. These guidelines are designed to make group living more comfortably, promote recovery and encourage respect, responsibility, cooperation, safety and trust among residents and staff. When/if these guidelines are not followed; there will be consequences to the resident(s) as deemed applicable by Our House staff members. If these guidelines are continually broken, a resident will be discharged from the Our House program.

These guidelines are subject to updates and amendments as deemed necessary by Our House.

1. For the first thirty days of residency, residents are considered freshman residents and are required to be accompanied by an intermediate or senior resident, who is not on restrictions, whenever leaving the property.
2. Residents must comply and follow program schedule.
3. Residents are responsible for setting weekly appointments with their counselor.
4. Residents are expected to seek out and obtain a fellowship, home group and sponsor within the first month of treatment.
5. Overnight passes are generally not permitted during residents first thirty days in the program and must be approved by staff.
6. Overnight passes must be requested, and a pass request form must be filled out and signed by a staff member before leaving. Pass requests must be approved at least six hours in advance. If you plan to leave early in the morning, request your pass the day before. Staff can deny pass requests for several reasons.
7. Extended passes will be considered for residents that are accountable in their program. Clients may request an extended pass from their primary counselor and the counseling team shall decide if the request will be granted.
8. When leaving on a pass or appointment, residents are responsible to find chore replacements. There is a spot on your pass request sheet for the resident to sign that they accept responsibility for a chore.
9. Be respectful towards residents, staff, and roommates. Talk to your roommate about how to share your space and how to live together peacefully.
10. Food and beverages are to be consumed in the dining area. Only snack items are permitted in client rooms and must be sealed to prevent infestation.
11. All prescriptions are to be turned into your counselor and filled by the pharmacy that Our House uses. Clients must take prescriptions as prescribed. Any variation in dosing or stopping of medication needs to be approved by the Our House medical director.
12. All over the counter medication needs to be signed by your counselor. Once the over-the-counter medications have been initialed by your counselor you will be given permission to keep them in your room or staff will request that they are locked in the medication room.
13. Clients are not to be in the kitchen when they are not completing a chore or specifically asked by a staff member to do so.
14. Client's must effectively and consistently wash their hands for health and safety purposes.

15. During mealtimes clients are to abide by the guidelines for portions written on the board by the steam tables. This ensures all resident will have a meal.
16. Residents are not to wear headphones in the kitchen as this compromise's safety. For safety reasons please knock and announce when you are coming into the kitchen.
17. Do not bring hand or power tools to Our House.
18. Residents are responsible for good personal hygiene and are responsible for the cleanliness of their personal living area. Appropriate mechanisms must be used to minimize unpleasant odors in personal living areas, and common areas.
19. Residents must clean up after themselves in the common areas, bathrooms, and TV rooms and are required to assist in the maintenance and cleanliness of Our House.
20. Chores are to be completed before leaving the premises. All chores commence at the specific times indicated on the chore list and are to be done fully to completion.
21. Residents are responsible for their own laundry, are to launder their clothing and bed linens weekly, and will follow the posted schedule. Shoes are not to be washed in the laundry machines at any time and there is to be no overloading of the machines, or extra laundry soap added, as this damages the machines. Residents are to follow the specific manufacturer's instructions for amount of soap to be added per load.
22. Radios, lights, air conditioning and heat are to be turned off when room is not occupied.
23. Dress code in residence is as follows:
 - a. Wet or dirty footwear, work boots or any other heavy footwear must be removed at the boot rack. During inclement weather, and/or seasons, additional footwear is to be available and used.
 - b. Shoes, runners, or slippers must be worn outside of residents' rooms at all times.
 - c. Shorts or trousers must be worn outside of residents' rooms at all times.
 - d. Shirts must be worn at all times when on the south side of the main building and inside of the main building and group rooms.
 - e. Housecoats, pajamas, or bare feet are not allowed in the main building.
 - f. Hats, hoods, or sunglasses are not to be worn in the main building or group rooms at any time.
24. All residents are to sign in and out on the sign out sheet at the front counter whenever leaving or returning to the agency. There is to be no signing in or out for another resident. Residents are to also complete the destination portion of the sign out sheet whenever attending a one to one with their counselor during regular programming time or while attending the Life Skills and Understanding Anger components of the program.
25. Residents are to smoke in specific smoking areas and not within five meters of any entrance.
26. Fire and safety rules and regulations must be followed at all times. In the event of a fire (or fire drill) all residents and staff will to be directed to the east gate muster point and roll call will be taken by staff or in the absence of staff by Resident Security. Evacuation diagrams are located on the back of each resident room door. Do not remove/tamper with the diagrams.
27. Residents are not to talk or text on their phones during programming. Phones will be taken away from 8am-4pm for one week if used during programming. The second offence will result in 2 weeks.
28. Monday through Thursday televisions in the main building are to be turned off between 8:45 and 4:00pm. Fridays 8:45-2:00pm.
29. Residents are not to enter other resident's rooms without a direct invitation from that resident. Residents are to lock their doors to their rooms when they are not present.
30. Foul language and swearing is discouraged.

31. If a resident is allergic to pets, that resident is responsible to acquire his own appropriate allergy medication and precautions.
32. Random drug testing and searches with a drug dog occurs regularly.
33. All personal belongings are to be removed from Our House upon leaving. Any remaining articles may be disposed of as deemed necessary within fourteen days of the resident leaving.
34. When Twelve Step fellowship meetings in house are occurring, residents on site are to attend that meeting. Other residents need to attend an outside meeting. Saturday and Sunday are the only exceptions, residents do not have to attend Saturday or Sunday's in-house meeting.
35. Residents are required to attend five meetings per week. Please mark these on the meeting board located in the main building.
36. During evening programming (e.g., Understanding Anger) residents are responsible to attend three meetings per week.
37. Residents are expected to complete approximately one step a month.
38. Visiting hours are posted in the main building. All visitors must fill out the visitor's log for safety purposes and in case of evacuation. Clients are responsible for their visitors and their conduct while at Our House. If a situation that a resident is uncomfortable with occurs, they are to let staff know so they may assist in dealing with the behavior/issue.
39. All outside appointments will require approval to miss programming prior to the day of the appointment (e.g., doctor, dentist etc.).
40. Residents are expected to schedule any off-property appointments during non-programming hours. Fridays and afternoons/evenings are preferred.
41. When a resident is placed on restrictions as a consequence for not meeting Our House expectations that resident is required to cover weekend chores for the residents on weekend pass. This applies for the duration of their restrictions.
42. If a resident becomes aware of a potential or real safety hazard, they must report it to a supervisor.
43. If you are having a conflict with a staff member, please adhere to the following steps for conflict resolution:
 - Bring your issue or concern directly to the staff member whom you are having conflict with.
 - If the issue remains unresolved request the assistance of your primary counselor or another counseling team member to mediate the conflict.
 - If the situation remains unresolved, put your grievance in writing in detail and submit it to the Executive Director.
44. If you are having a conflict with your roommate or another resident, please adhere to the following steps for conflict resolution:
 - Bring your issue, concern, or complaint directly to the person whom you are having the conflict with.
 - If the situation remains unresolved, bring the matter to the attention of your counselor who will then deal with the situation and assist in resolving the conflict.