

Phoenix Society

# LUNAR

Program



Orientation Handbook

Welcome to

# **Living United in Naturally-Assisted Recovery (LUNAR)**

**LUNAR** - (adj) *of, or relating to the moon  
and its effects.*

A woman-focused approach to wellness  
in mind, body, community, and spirit

# ***Congratulations!***

**By choosing to become part of the Phoenix community,  
you have chosen to embody and live the LUNAR spirit**

## **Orientation to the Phoenix LUNAR Program**

The purpose of this Orientation handbook is to help you understand:

- the setup of LUNAR and the expectations of you as well as your responsibilities as a participant
- the approach and policies, rules and structures that the Phoenix Society follows to make everyone's stay at the LUNAR Program safe and comfortable;
- the programs and the daily activities in which you are expected to participate;

### **Intended Purpose of the LUNAR Program**

***It is the intended purpose of the LUNAR Program to assist women who:***

- recognize that they have a problem with drugs and/or alcohol and are prepared to do something about it;
- are interested in lifestyle change from the harmful consequences of addiction to living a healthy recovery-based lifestyle that promotes health, community, connection, and well-being;
- are motivated and ready to participate in a program that is highly structured, requires accountability, and expects people to move toward the concrete outcomes; and who,
- realize that their active participation individually and collectively are critical to success.

### **About LUNAR**

LUNAR is a 3-month program that helps you stabilize and become familiar with the structure and routine of the program to create safety and a sense of community. The focus of LUNAR is to uncover current strengths and assets and also explore and practice new skills, strengths, and assets to incorporate into your life while being a part of a supportive and safe recovery community.

### **Values In Action**

The Phoenix Lunar Program is guided by the idea of "values in action." The values of the Phoenix community are:

#### **Cooperation – Coordination - Solidarity**

The Phoenix LUNAR Program is based on explicit values that describe a view of healthy personal and social living. These explicit values guide how we relate to ourselves, our neighbours, significant others and people in the larger community. It is an expectation that all community members put these values into action. These values are put into action through the following three processes in the Phoenix community:

#### ***Mattering – Learning - Living*** ***Mattering***

One of the most important things about being part of any community but particularly in the Phoenix community is that **“you matter.”** What exactly does **“mattering”** mean? It means that in a community of others, **you and your actions count!** It means that you, at the level of mind, heart and spirit have an important influence and impact on others in the community. So, an important part of mattering is taking full ownership and responsibility for our actions, recognizing that we are all interconnected and interdependent parts of a larger human community. A key set of values of the Phoenix Community are:

## **CARE FOR EACH OTHER, OUR COMMUNITY, AND OUR NATURAL ENVIRONMENT**



**Mattering** is also about exercising one’s membership in the Phoenix Community community. The expression of this part of **“mattering”** is that **“I count.”** Knowing that you count in a community of others, almost always leads to the next part of mattering which is expressed by **“I care.”** Knowing that you matter, that your actions have impact, knowing that you are part of a community where you can make a big difference is a key awareness. It is easy to see if there is caring in someone’s actions.

We see **values in action** when people:

- *Experience close, positive and durable human relationships.*
  - *Feel valued as a community member.*
  - *Live in a safe, secure, stable environment.*
  - *Realize their potential for good health.*
    - *Learn to their utmost ability.*
  - *Participate as responsible community members.*
- *Achieve a reliable basis for making informed choices;*
  - *Find ways of being useful to others;*
- *Believe in a promising future with real opportunities;*
- *Cultivate the inquiring and problem-solving habits of mind necessary for lifelong learning and adaptability;*
  - *Build a healthy lifestyle;*
- *Learn to respect democratic values and the elements of responsible citizenship;*
- *Value and respect their community, the world and the diversity of its people.*

### **Living**

It is important to note that people usually don’t come to live these values in isolation. People come to live these values and put them into action through a combination of **people** who appreciate, encourage and support us, **settings** that are supportive and challenging, and **learning** that collectively and powerfully shapes people’s experience. Another way of saying this is “What we can’t do alone, we can do together!” We believe that by building on our strengths, we create the conditions for our individual and our collective well-being.

### **Learning**

The Phoenix Hub of Services is more than just “addiction treatment.” It is a learning community - a place to learn, change and grow, to learn about new ways of living and being in the world. Everyone has a different style of learning, learns in different ways and at a different pace. At the Phoenix Society, we recognize that relationships are an important part of how people learn. We also believe that an important part of learning is the feeling of belonging. So you have joined a learning community of people who believe that learning is really about paying attention to and bringing our awareness to our “**being**,” our “**belonging**” and our “**becoming**” in our daily life.

*“Learning in the context of our lived experience of participation in the world”*

*Adapted from Communities of Practice, Learning, Meaning and Identity, Etienne Wenger*

**Being – Belonging – Becoming**

What does being, belonging, and becoming mean? Did you know that the World Health Organization has determined that these are key parts of a person’s health and wellness, and the essential parts of a person’s “quality of life?” Here are some ways of thinking about being, belonging and becoming:

<b>B E I N G</b>	<b>Physical Being</b>	Being physically able to get around. How much exercise I get each day. Taking my medication everyday on time. My nutrition and the food I eat.
	<b>Psychological Being</b>	Being free of worry and stress. The mood I am usually in. Having a positive attitude toward myself and my life Accepting all the parts of myself.
	<b>Spiritual Being</b>	Having hope for the future and a sense of direction in my life. My own ideas of right and wrong. Feeling connected to something bigger than me. Holding beliefs and values that give purpose to my life
<b>B E L O N G</b>	<b>Physical Belonging</b>	Valuing the house or apartment I live in. Connecting with the neighbourhood where I live.
	<b>Social Belonging</b>	Having a positive attitude toward people, and generally accepting people, despite others’ sometimes perplexing behaviour

**B  
E  
L  
O  
N  
G  
I  
N  
G**

***Community Belonging***

Being close to people in my family

Having a supportive community of others who understand me and support me like my AA, NA home group  
Having a spouse or special person who appreciates me unconditionally.

Feeling that you have something valuable to give to society and that your daily activities are valued by your community

Being able to get professional services (medical, social, etc.)

Knowing where to go to get help

Helping others in the community through volunteering and being of service – coaching a little league team, sponsoring someone new in recovery, volunteering at the food bank, etc.

**B  
E  
C  
O  
M  
I  
N  
G**

***Practical Becoming***

Working at a job or going to school to support my lifestyle.

Having enough money to support my lifestyle.

Making sure my home is well taken care of, is clean, tidy, and comfortable.

***Leisure Becoming***

Participating in outdoor activities (walks, cycling, soccer, baseball, etc.)

Participating in indoor activities (TV, cycling, meditation, reading, journaling, yoga, etc.)

***Growth Becoming***

Improving my physical health and fitness.

Being able to cope with changes in my life and work.

Having the feeling of my continued development and potential.

Feeling open to new experience.

Feeling increasingly knowledgeable and effective.

## RULES AND EXPECTATIONS

### What are rules and expectations?

**Rule** = a statement of what to do and not to do. Rules help us to work together cooperatively and collaboratively as a team and to keep things moving in a

**Shared Expectations** = how we would think and act in building a cooperative community that takes our collective well-being to heart.

### Why are the rules and expectations important?

- Rules and expectations are important because they *provide the structure that supports* us as individuals and as a group to achieve our goals and purposes here together.
- Program structure *guides all participants in the process of achieving important goals* and **how** to achieve goals by making good use of our time

### What previous participants have told us about why rules and expectations are important:

- We want to enjoy each other's company.
- We want to live in a clean, peaceful and stable environment.
- We want everyone to feel safe and supported.
- We want everyone to help each other and to listen to each other.
- We want everyone to learn to appreciate each other's individuality and uniqueness.
- We want everyone to be themselves and be appreciated for who they are.
- We want everyone to say with pride, "This is my home".

### Daily Expectations

- You must do your share of assigned chores, which are on weekly rotation.
- You must keep your room tidy and neat.
- You must store your clothes in the closet or dresser (not on the floor)
- You must wash your clothes at least once a week.
- You must fold your clothes and put them away in the drawer or closet.
- You must not share your clothes or shoes or personal hygiene (toiletries) with other residents (towels, razors, toothbrush, etc.).
- You must make your bed every morning by 8:45am
- You must also take turns in taking out the garbage so the facility is kept clean.
- Residents must participate in all scheduled activities in the LUNAR program. If residents cannot participate in an activity because of a doctor's appointment, for example, they must clear this with the LUNAR counsellor in advance.

## Phoenix LUNAR Program

### Program Rules

1. Use of alcohol or other illicit mood altering drugs including steroids is strictly prohibited and may result in the discharge of the resident from the program.
2. Entry into any premises where the primary commodity for sale is alcohol or other drugs or where gambling occurs such as a casino may result in the discharge of the resident from the program.
3. Engaging in violent behaviors or criminal activity on or off the premises will result in the immediate discharge of the resident from the program.

## **POLICY REGARDING VIOLENT BEHAVIOR**

Phoenix Drug and Alcohol Recovery and Education Society is committed to providing a violence free environment in all of its programs. The safety and comfort of all residents depends upon each person taking responsibility for their behavior and actions.

### **DEFINITION**

Violence is defined as an act of aggression, verbal or physical assaults or threats, which may involve, but are not limited to: name calling, threatening, swearing, hitting, biting, scratching, pinching, use of a weapon, sexual harassment or assault and battery.

### **DEFINITION**

Assault is any action by another which causes a person to feel afraid for his or her safety. The two components of assault are the threat and the ability of the person to carry through on the threat.

Immediate discharge from the program will result for any resident who engages in the behaviors described above or whose behavior is assessed by the staff team and/or the Executive Director or designate, as posing a risk to the safety, security and well-being of other residents.

4. Bullying: Everyone has the right to be treated with dignity and respect. Bullying undermines these rights.

Bullying is any ongoing physical or verbal mistreatment where there is: an imbalance of power and the victim (target) is exposed repeatedly to negative actions on the part of one or more other residents.

Behaviours associated with Bullying:

- Offensive name calling – verbal and written
- Aggressive personal contact
- Threats – verbal and written
- Intimidating body language
- Invading personal space
- Intentional / continual noise-making
- Intentional exclusion
- Damage, Destruction, and theft of property

If you feel you are being treated inappropriately or disrespectfully by another resident, you have a right to seek help or support. Do not wait too long to inform your LUNAR program counselor.

5. Smoking by residents is strictly prohibited in the Quibble Creek and Phoenix Transition Housing Centre building, and on outdoor decks and patios. Smoking is allowed only in the designated outdoor smoking area outside on the southwest side of the Phoenix Centre building where the concrete benches and ashtrays are located. Failure to comply with this smoking policy may result in discharge from the program.
6. Weapons, alcohol, or illicit drugs or drug paraphernalia found in resident's possession will result in an immediate discharge from the program.
7. All residents must follow the Phoenix Society Bed Bug Protocol. This means that all belongings residents bring from other locations outside the Quibble Creek and Phoenix Transition Housing Centre at time of admission or at other times during their residency must be checked through the Bed Bug Protocol before being brought into the building, which includes heat treatment.
8. All residents accessing exterior deck areas are expected to behave in a civil and respectful manner to the public which includes the following: wearing appropriate clothing and shoes at all times, no shouting or calling at pedestrians on the street below, no throwing objects and no spitting from deck areas. Failure to comply with this policy may result in discharge from the program.
9. Once admitted to the LUNAR program, residents are on restriction for a minimum of 14 days. After this period, restriction is reviewed by the Counsellor and/or staff team and the resident with respect to the resident's risk and need. When attending 12 step or psychoeducational meetings in the community while on restriction, residents must be with a senior resident who is off restriction, or a person approved by the primary counsellor on your floor. If you are leaving the property, you need to take a senior resident with you. Following this, you will participate in a connection commitment until you are 60 days into programming. This is where residents commit to not leaving the property alone.



10. All residents must be supervised by the Phoenix Sessional Physician.
11. All prescription, non-prescription and over-the-counter medications (including samples of medications, health supplements, vitamins, creams and ointments) must be submitted to staff at the time of admission (and/or at other times during your stay) for blister packing and labeling by the pharmacy and must be administered by staff. You may apply to self-administer inhalers, creams, ointments or lotions by completing an application for self-administration of medication. All prescriptions and nonprescription medications must be turned in to the staff for blister packing and labeling by Lancaster Medical Supplies.
12. All cell phones must be turned into upon admission and will remain in staffs' possession until the end of property restrictions. Once cell phone privilege has been instated, phones will be provided to residents at 12pm and turned back into staff at 10pm. Should a resident face additional restrictions during their stay, their cell phone privileges will be lost until the expiration of their restriction period.
13. Residents must attend a minimum of 6, 12 STEP or Psychoeducational meetings per week.
14. Residents must sign in and out in the log on your floor upon leaving and entering the LUNAR Program area for fire safety purposes.
15. Drug testing may be requested at any time if there is suspicion that a resident may be under the influence of alcohol or other drugs. Refusal to comply with testing will result in immediate discharge from the program.
16. The designated resident in charge of wakeups will ensure that residents will be out of bed by 7:00 AM. Proper attire is required at all times. Attire not considered appropriate includes, but is not limited to; pajamas and robes, articles of clothing that show bra straps and shoulders, short tee shirts exposing midriff. Skirts/Dresses or shorts must reach to the fingertips of the extended arm. Clothing displaying inappropriate or unsuitable slogans and images.
17. Three nutritious meals per day following Canada's Food Guide are served in the dining room and snacks are available in the afternoon and evening. You must advise staff of any food allergies or intolerances PRIOR TO admission. Residents are not allowed to eat or to store food in their rooms. No food preparation or cooking is allowed in this area. Food must be stored safely in the refrigerator in the servery. All food must be eaten in the kitchen area of the central servery area on the floor. No food is allowed to be eaten in the TV lounge on the east side of the floor.
18. Curfew during the week is 11:00 PM. Doors will be locked at 11:15 PM. Curfew on the weekends is 2:00 AM. Doors will be locked at 2:15 AM. During the week, lights are out at 11:30 PM sharp. On weekends, lights are off at 3:00 AM. On Sunday, lights are out at 11:30 PM.
19. All residents are expected to maintain a high standard of cleanliness and tidiness in their bedrooms daily (beds made and room tidy by 8:45 AM weekdays, 11:00 AM on weekends).
20. Any photographs, posters etc. must be tacked to the corkboard in your room. Taping and tacking pictures to the walls of your room is absolutely not allowed.
21. Residents are not allowed to be in another residents' room without the room's residents being present.
22. Counsellors and/or other staff may perform room searches at any time without notice.
23. Daily personal journals must be kept up to date by all residents. A minimum of half a page must be completed by 9am.
24. Due to parking limitation residents vehicles will not be stored on site. You will need to inform your counselor if you have a vehicle you will be using while in treatment.
25. Residents are not allowed to bring TV's, VCR's or personal computers into their rooms for their personal use. Residents are strongly advised not to bring other valuables or articles of significant personal value into the LUNAR program during their stay. The Society's insurance covers the building only and is exclusive of residents' personal valuables.
26. Stereos and portable stereos must be kept at a minimum volume in residents' rooms, and are strictly prohibited from the outdoor deck and patio areas.
27. TV's will not be turned on until after 5 PM except for Fridays, Saturdays, and Sundays.

28. Visitors are allowed only at the discretion of the LUNAR counsellor during scheduled visiting hours: Tuesdays and Thursdays, and Saturdays and Sundays from 2PM to 4PM. All visits require 24 hours' notice. All visitors are the responsibility of the resident who invited them. You will meet all visitors at the main entrance of the building and ask them to sign in at the Admissions Control Centre to receive a visitor's pass. All visits will be in the Lounge on the ground floor of the building.
29. Physical contact with other residents such as touching, poking, etc is prohibited.
30. No horseplay will be tolerated in the building or on the premises. Please walk through the building with awareness and respect for others who are in the building.
31. All residents will be provided with access cards to their floor and areas of the building to which they are granted access. Access cards ensure the safety and security of everyone in the building and to ensure that the spaces that have been created in the building are used for the purpose for which they were designed. If you lose your card or key, you will need to pay a \$10 replacement fee.

### Daily Schedule of Activities

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Brunch Served 10:15AM</b> Assigned Chores	<b>Up at 7:00 AM</b> Breakfast 7:30 Assigned Chores  <b>9:00AM Group Work</b>  <b>12:00 Lunch</b>	<b>Up at 7:00 AM</b> Breakfast 7:30 Assigned Chores  <b>9:00AM Group Work</b>  <b>12:00 Lunch</b>	<b>Up at 7:00 AM</b> Breakfast 7:30 Assigned Chores  <b>9:00AM Group Work</b>  <b>12:00 Lunch</b>	<b>Up at 7:00 AM</b> Breakfast 7:30 Assigned Chores  <b>9:00AM Group Work</b>  <b>12:00 Lunch</b>	<b>Up at 7:00 AM</b> Breakfast 7:30 Assigned Chores  <b>9:00AM Group Work</b>  <b>12:00 Lunch</b>	<b>Brunch 10:15AM</b> Assigned Chores
<b>Afternoon</b>  <b>Family Visits</b> recreational Activities Volunteerism	<b>Afternoon</b>  Appointments Volunteerism	<b>Afternoon</b>  <b>Family Visits</b> Appointments Volunteerism	<b>Afternoon</b>  Appointments Volunteerism	<b>Afternoon</b>  <b>Family Visits</b> Appointments Volunteerism	<b>Afternoon</b>  Appointments Volunteerism	<b>Afternoon</b>  <b>Family Visits</b> Volunteer Service
<b>4:30 PM DINNER</b>  <b>7:00 PM AA/NA Meetings</b>	<b>4:30 PM DINNER</b>  <b>7:00 PM AA/NA Meetings</b>	<b>4:30 PM DINNER</b>  <b>7:00 PM AA/NA Meetings</b>	<b>4:30 PM DINNER</b>  <b>7:00 PM AA/NA Meetings</b>	<b>4:30 PM DINNER</b>  <b>7:00 PM AA/NA Meetings</b>	<b>4:30 PM DINNER</b>  <b>7:00 PM AA/NA Meetings</b>	<b>4:30 PM DINNER</b>  <b>7:00 PM AA/NA Meetings</b>
<b>11:00 PM Curfew</b>  <b>11:00 PM Lights Out</b>	<b>10:00 PM Curfew</b>  <b>11:30 PM Lights Out</b>	<b>10:00 PM Curfew</b>  <b>11:30 PM Lights Out</b>	<b>10:00 PM Curfew</b>  <b>11:30 PM Lights Out</b>	<b>10:00 PM Curfew</b>  <b>11:30 PM Lights Out</b>	<b>2:00 AM Curfew</b>  <b>11:00 PM Lights Out</b>	<b>2:00 AM Curfew</b>  <b>11:00 PM Lights Out</b>

**\*\*\* Power Hour - 10PM to 11PM**

***Power Hour is a time for residents to come together as a group to debrief about their day, to read and work on Step work together and to wind down for bedtime.***

**Daily Chore Descriptions**  
**8 AM-8:45 AM Monday-Friday**  
**10:45-11:30 AM Saturday, Sunday & Holidays**

**LUNAR Program Area**

**Residents' Personal Living Space**

- **Daily**
  - Bathroom and kitchen countertops and tabletops should be clutter free, organized and cleaned.
  - If using tables or countertops for rolling cigarettes, be sure to clean tobacco off immediately after completion.
  - Garbage emptied if  $\frac{3}{4}$  full.
  - No clothing articles or other personal objects should be left on the floor at any time.
- **Weekly**
  - All bedrooms should be vacuumed or swept and mopped.
    - mop the floor with clean water containing bleach and liquid cleaner every morning.
  - Windows, ledges, and hardware should be cleaned.
  - Walls and doors and door handles spot checked and cleaned.
  - Bathroom, including sink, shower, toilet, should be cleaned.
    - Clean toilets using toilet brush and powder cleanser.
    - Replace soap, paper towels, bleach solution, and toilet paper when needed.
  - Bedding cleaned.
  - Personal towels should be cleaned.
  - All furniture should be cleaned weekly including drawers and legs.
- Report defective or broken furnishing and /or fixtures to staff immediately.
- When moving out of a room, be sure the room is clean for the next person. Spot check and clean walls and furniture and take all of your belongings.
- When discharging from the facility you must turn in all keys and cards to Phoenix staff.

**\*\*\*Do Not Use Bleach Solution on Any Wood or Cloth Furniture\*\*\***

**Assigned Daily Floor Chores**

- **Back Lounge**
  - **Morning**
    - Organize room, arrange chairs and tables.
    - Empty dishwasher and put away dishes.
    - Clean counters, cabinets, tables, and chairs.
    - Sweep outside patio if dry.
  - **Night**
    - Put dishes in dishwasher and turn on.
    - Tidy, organize, and clean kitchen counters, cabinets, tables, and chairs.
    - Sweep and mop kitchen floor
    - Take out garbage
    -
- **Front Lounge**
  - Tidy, organize, and arrange tables, chairs and seating.
  - Wipe down chairs and countertops.
  - Vacuum floor.

## ■ **Laundry Room**

- Tidy and organize items.
- Wipe down counters, cabinets and appliances with bleach solution.
- Remove lint from lint tray in dryer.

## ■ **Stairwell**

- Wipe down stair rails, walls and landing.
- Sweep and mop floor.

## ■ **Windows**

- Clean all windows and window ledges in common spaces (front and back lounge, laundry room, and hallway).

## ■ **Garbage**

- Empty back and front lounge and hallway garbage's and recycling and take to appropriate facility.

## ■ **Mopping (2 people)**

- Sweep and mop hallways, elevator, front and back lounges, and laundry room.

**Clients must check with the designation person in charge of monitoring chores to ensure that chores are completed satisfactorily.**

## ■ **Housesit**

- House sit starts at 12pm on weekdays and starts after brunch on weekends. Housesit continues until 11:00pm. The house sitter is responsible for answering the phone and taking messages and so cannot have visitors.
- The house sitter is also responsible for coffee trays being taken to and from kitchen. Bring the coffee thermos, and snack tray and fruit basket down to the kitchen at and to bring up at 1:30 PM and between 7-7:30 PM daily on weekdays and 11:30 AM and 7- 7:30 PM on weekends snacks will also be brought up to the floor on the weekends. Bring cups down to kitchen and bus tray up.
- Use cleaning solution to clean all door knobs on the floor and the railings leading from the second floor to the main floor including the door handles, and elevator buttons.
- The house sitter must stay upstairs during this time except to eat meals.

## **House Sitting Duties**

The Phoenix LUNAR program has provision for one resident to house sit the LUNAR Program area each day. The position and its responsibilities rotate among residents in the LUNAR Program.

### **Procedures:**

#### **Weekdays: The hours of the House Sit Position are: 12:00 pm to 11:00 pm Responsibilities:**

1. Check supplies of juice cream, sugar, fruit, artificial sweetener etc replenish supplies and wash dishes in the Kitchen at 1:30 pm.
2. The House Sit picks up snacks between 7-7:30pm pm from the Admissions Office as residents have no access to the kitchen after 5:45 PM.
3. Residents must wear appropriate clothing and footwear when entering the kitchen area.
4. No visitors are allowed during house sit.
5. House Laundry is done daily between 3pm and 5pm.
6. Answer phone at all times, take and write down messages for other residents.
7. Wipe down stairwell rails and door handles at 2:30 pm and 7:30 pm using spray bleach solution sprayed on cloth.

#### **Weekends: The hours of the House Sit Position are: After Brunch till 11:00 pm Responsibilities:**

1. Check supplies, clean the dishes, and replenish supplies in the kitchen at 1:30 PM.
2. The House Sit picks up snacks between 7-7:30pm pm from the Admissions Office

3. Residents must wear appropriate clothing and footwear when entering the kitchen area.
4. House Laundry is done daily between 3pm and 5pm.
5. Answer phone at all times and take and write down messages for other residents.
6. Wipe down stairwell rails and door handles at 2:30 pm and 7:30 pm using spray bleach solution sprayed on cloth.

**\* Monday house-sit washes shower curtains**

**\* Wednesday house sit cleans out the fridge**

### **Assigned Roles**

***Residents will be assigned a role to help with the overall functioning of the floor.***

**Newcomer Guide:** gives manual and reviews it with newcomer. Monitors supplies and handouts for manual. Informs the copier if new forms need to be copied. Collaborates with the floor coordinators to ensure that newcomers are welcomed into the group and they are familiar with the floor culture, structure and rules.

**Room Stager:** is responsible for cleaning rooms, making beds, and removing personal belongings of discharged residents. Also ensures that rooms are clean and ready before new residents' arrival.

**Inventory Controller:** monitors, tracks, and notifies maintenance personnel of supplies needed in storage room and for the floor. Refills supplies that are low on the floor (e.g., paper towels, laundry and dishwasher detergent, etc.). Organizes and puts away items in the housekeeping room.

**Board Communicator :** responsible for updating information on communication and whiteboards and for writing down residents responses during group check in (e.g., feelings, needs and appointments, etc.). Also responsible for ensuring that the counsellor has the meal miss and save form before 8:45 am.

**Early Riser:** brings up coffee from kitchen at 6:30 am and wakes residents up in the morning 7:00am. Communicates with floor coordinator regarding residents missing wakeups.

**Copier:** responsible for monitoring copies in program file folders and making copies before they are needed. Will also inform the LUNAR counsellor if documents need to be revised or changed.

**Assigned Chores Monitor:** ensures that all residents have completed their chores by 8:45 am on weekdays and 11:30 am weekends to satisfactory level.

**Daily Room Clean Monitor:** responsible for ensuring that residents rooms have been organized, and cleaned to a satisfactory standard by 8:45 am on weekdays and 11:30 am on weekends. Informs the floor coordinator of any concerns residents with residents completing task.

**Weekly Room Clean Monitor:** ensures weekly chores are done by each resident each week. Informs the floor coordinator of any concerns with residents completing task.

**Document Monitor :** Handout weekend planner sheets on Wednesday and ensures that residents return them filled out completely before group Thursday morning and provides completed draft of weekend planners to counsellor before group Thursday. Also responsible for checking to ensure that journals have been completed for the day in the beginning of group. Communicates with floor coordinators regarding any concerns with resident's completion with the above tasks.

**Sign In/Out Monitor:** checks the sign in and out book at least three times a day (e.g, 1pm, 6pm, and 11pm). Reminds residents to sign in and out of logbook. Request copies of sign in and out sheets from copier, and notifies them in advance when sheets are needed.

**Meeting Monitor:** ensures that individuals are attending and are punctual for meetings including check in, power hour, and outside meetings.

**Fridge & Microwave Clean:** each Wednesday, a full clean of the fridge will be completed by 7pm. Each day, the microwave will be cleaned as needed.

## Daily Journal and Assignments

### Journal

---

1. Are there specific situations I faced today that I did not handle well? List them, and explore them.
2. Are there specific situations I handled particularly well today? Write an affirmation to yourself for thinking and acting in the appropriate way.
3. Is there anyone I have hurt in any way today and know I need to make an amends with? Name names and give your personal reasons for wanting to make amends.
4. What lessons did I learn today as a result of what I experienced?
5. Are there any situations that tempted me to fall back into old behavior patterns? If so, what were they? Why did they affect me the way they did? What do I need to do to avoid these types of situations in the future?
6. What do I want to do differently tomorrow?

These questions are intended to be of some assistance in writing a journal. If you can find your own style and answer these questions at the same time please feel free to do so; the important part is that you take the time every day to write out what you are *thinking* and *feeling*. Use the **Emotion List** to help you connect the ways that your thoughts influence your emotions.

### Last 90 Days

---

Write out what it was like for you in your last 90 days of active addiction. Focus on your feelings and the emotions surrounding that time and your addiction. What prompted you to seek help? Where were you? Where were your friends, family, and supports? Were you lonely, scared, hurting? The point of this letter is not to 'scare yourself straight', or to tell a war story—its purpose is to explore benefits and costs of addiction in an honest way.

You will read this letter aloud to the group when you have completed it.

### Letter to Yourself

---

Write out your expectations of yourself as a result of being in recovery. What kind of improvements do you want to see in your life in 30, 60, and 90 days from now? Where do you want to be in 6 months, 9 months, and a year? What kind of program do you want to be working in this time frame? Remember, be realistic but try to have a positive attitude—there is no greater obstacle to success than your own self-imposed limitations.

*Note: Your Last 90 Days and Letter to Self should be completed within the first week of your stay. Your journal should be completed on a daily basis; aim for one full page per day.*

## Emotion List

Being able to identify and name our emotions is essential, because we use drugs and alcohol to *change the way we feel*. Becoming emotionally literate is the first step in developing the ability to manage our emotions on our own. Use this list to help you identify and name your emotions. Starting from the primary emotion, identify the secondary, then tertiary emotion that most precisely describes what you are experiencing.

Primary Emotion	Secondary Emotion	Tertiary Emotion
<b>Love</b>	Affection	Adoration, affection, love, fondness, liking, attraction, caring, tenderness, compassion, sentimentality
	Lust	Arousal, desire, lust, passion, infatuation
	Longing	Longing
<b>Joy</b>	Cheerfulness	Amusement, bliss, cheerfulness, gaiety, glee, jolliness, joviality, joy, delight, enjoyment, gladness, happiness, jubilation, elation, satisfaction, ecstasy, euphoria
	Zest	Enthusiasm, zeal, zest, excitement, thrill, exhilaration
	Contentment	Contentment, pleasure
	Pride	Pride, triumph
	Optimism	Eagerness, hope, optimism
	Enthrallment	Enthrallment, rapture
	Relief	Relief
<b>Surprise</b>	Surprise	Amazement, surprise, astonishment
<b>Anger</b>	Irritation	Aggravation, irritation, agitation, annoyance, grouchiness, grumpiness
	Exasperation	Exasperation, frustration
	Rage	Anger, rage, outrage, fury, wrath, hostility, ferocity, bitterness, hate, loathing, scorn, spite, vengefulness, dislike, resentment
	Disgust	Disgust, revulsion, contempt
	Envy	Envy, jealousy
	Torment	Torment
<b>Sadness</b>	Suffering	Agony, suffering, hurt, anguish
	Sadness	Depression, despair, hopelessness, gloom, glumness, sadness, unhappiness, grief, sorrow, woe, misery, melancholy

	Disappointment	Dismay, disappointment, displeasure
	Shame	Guilt, shame, regret, remorse
	Neglect	Alienation, isolation, neglect, loneliness, rejection, homesickness, defeat, dejection, insecurity, embarrassment, humiliation, insult
	Sympathy	Pity, sympathy
Fear	Horror	Alarm, shock, fear, fright, horror, terror, panic, hysteria, mortification
	Nervousness	Anxiety, nervousness, tenseness, uneasiness, apprehension, worry, distress, dread

*Adapted from Shaver, P., Schwartz, J., Kirson, D., & O'Connor, C. (2001). Emotional Knowledge: Further Exploration of a Prototype Approach. In G. Parrott (Eds.), Emotions in Social Psychology: Essential Readings (pp. 26-56). Philadelphia, PA: Psychology Press.*

### **Dining Room & Kitchen Information**

#### **Monday to Friday**

7:15am - 8:15am (breakfast served at 7:30am)

11:45am – 12:45pm (lunch served at 12:00pm)

4:15pm – 5:15pm (dinner served at 4:30pm)

#### **Weekends and Statutory Holidays**

9:45am – 10:45am (brunch served at 10:15am)

4:15pm – 5:15pm (dinner served at 4:30pm)

It is expected that you ***attend for meals at service time*** to allow kitchen workers to do their jobs in a timely manner.

Please dress appropriately for meals. Sleeveless shirts are not permitted in dining area.

All beverages and snacks are available on your floor when dining room is closed. Outside beverage containers are not permitted in the dining room.

If these items need replenishing, it is the responsibility of the person assigned to “house sit” to fill them and return them to the floor.

***Cups of coffee & other beverages are not available from the dining room when it is closed.***

- If you have a valid reason for being late or missing a meal, please have it approved in advance (minimum 24 hours notice) through your counsellor.



- Bag lunches are available (minimum 24 hours notice) for residents who have been approved by their counsellor to be out for the day.
- Access to the kitchen is reserved for staff, house sit and on-shift volunteers. Please do not enter the kitchen without permission.
- Please also refrain from cutting through the dining room.

**Resident Complaint Policy and Procedure**

The LUNAR Program has a client complaint policy and procedure to handle concerns and/or complaints that you may have during your stay. Complaints are best addressed and resolved at the time and place they occur. If we have not met your expectations, we are committed to working with you to find a reasonable solution. Here are the steps to follow:

**Step 1:** If you have any concerns or complaints, please bring them forward to your counsellor. This may be in the form of a conversation.

**Step 2:** If you do not feel that your concerns have been addressed, you can write down your concerns or complaints using the client complaint form below and submit it to your counselor who will take your complaint form to the staff team. The staff team will meet at the next scheduled team meeting or within the next 7 days to discuss the complaint.

**Step 3:** At a team meeting which may include you, the staff team may ask questions to clarify the nature of the complaint and what would be a satisfactory solution.

**Step 4:** If you do not feel that your concerns have been addressed at this point, your complaint form will be submitted to the Manager of Supportive Housing Programs who will conduct a formal investigation. The formal investigation will include an interview with you to ensure that the nature of the complaint and appropriate resolution is fully clarified. The investigation may also include interviews with other residents and staffs who were involved in order gather all relevant findings having to do with the complaint.

**Step 5:** When the Manager has concluded the investigation, she/he will meet with you within 7 days of the conclusion of the investigation to discuss the findings and to determine with you an appropriate resolution to your complaint or concerns.

On the next page is a copy of the Client Complaint Form that you can use:

**Resident Complaint Form**

Your name\_\_\_\_\_ Date\_\_\_\_\_

Address\_\_\_\_\_ Telephone\_\_\_\_\_

Please provide as much detail as possible, for example:

What happened?\_\_\_\_\_

\_\_\_\_\_

---

When did this happen? \_\_\_\_\_

Who was there? \_\_\_\_\_

How did you feel when this happened? \_\_\_\_\_

---

Which staff member(s) have you reported this complaint to? \_\_\_\_\_

When did you report this complaint? \_\_\_\_\_

What would you like to see happen? \_\_\_\_\_

---

Your signature \_\_\_\_\_ Date \_\_\_\_\_

## **Fire Safety and Fire Alarms in the Building**

### **What does the fire alarm sound like?**

The fire alarm that sounds in the Quibble Creek Centre is a shrill bell like sound that continues to give signal every 5 seconds when the fire safety system has detected evidence of fire.

### **Evacuate and Assemble at a Specific Location**

When you hear the fire alarm **you must exit the building immediately** by the main stairwell and go to the assembly area across the street under the maples in front of the Charles Barham Building on the Surrey Memorial

Hospital site to the north of the Phoenix Centre. We ask you to assemble in a specific area so that we can confirm that everyone is out of the building safely.

## **How to Exit the Building**

**Remain calm and walk (don't run) in an orderly fashion down the stairs and out of the building. NEVER TAKE THE ELEVATOR WHEN THE FIRE ALARM IS SOUNDING.**

**There are Fire Exit Stairwells on 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> Floors:**

### **Central Stairway**

The central stairway in the middle of the building in the lobby area is a fire exit stairway that will take you to the main entrance of the building where you can exit to the assembly area.

### **South End Stairway**

There is a fire exit stairway at the south end of the 2<sup>nd</sup> floor. Please proceed to assembly area.

**When you arrive at the assembly point, please assist your counsellor in counting everyone to ensure that everyone has come out of the building safely.**

**Why do we say walk- don't run out of the building when you hear the fire alarm.**

If you start to run in the building, you may knock someone down and cause an injury which will make it harder to get everyone out of the building.

Please note that the Quibble Creek Centre has a sophisticated building design. Throughout the building are fire separation walls and safety doors that automatically swing shut. The fire separation walls and fire safety doors stop fire from spreading through the building.

### **What do I do if I discover a fire?**

Pull the nearest red fire alarm pull station to activate the fire alarm and if you are near someone who has access to a phone, ask them to call 911 for the fire department. Tell them you are at the Quibble Creek Centre at 13670-94A Avenue in Surrey. If it is safe, close all doors in the area to contain the fire.

You should only attempt to extinguish a fire if you have had appropriate training and know how to discharge a fire extinguisher.

### **R.A.C.E**

is a fire safety procedure that helps people remember what to do when they discover a fire:

**R** - Rescue – move those in immediate danger to an area of safety

**A** - Activate Alarm – pull the nearest red fire alarm pull station

**C** – Contain – Close all doors in the area to slow the spread of fire and smoke.

**E** – Extinguish or Evacuate – You should only attempt to extinguish a fire if you have had appropriate training.

## **How to prepare to respond to a fire?**

### **Fire Safety Drills**

Fire safety drills are a good way to prepare for an emergency. The more practice we have in responding to a fire alarm, the more confident we will all feel in how to respond.

### **Find at least two fire exits on your floor and where the nearest pull station is**

Another good way to prepare is to make sure you know where at least two fire exits are in your area and where the nearest red fire alarm pull stations are.

## **Emergency Contact Numbers**

Police – Fire – Ambulance	911
Police - <u>Non Emergency</u>	604-599-0502
Poison Control Centre	604-682-5050      or      604-682-2344
Phoenix Staff Office	604-951-1122 or 604-583-7166
Gas Leaks (Terasen Gas)	1- 800-663-9911

Power Outages and Emergencies 1-800-769-3766

Earthquakes, Flood, Tsunami  
Provincial Emergency Program 1-800-663-3456

Emotional Crisis line 604-951-8855

#### Our Location

Address of the Quibble Creek Centre is:  
13670-94A Avenue, Surrey, BC V3V 1N1

Phone: 604-951-1122

Fax: 604-951-1191

Friends and family can contact you by calling 604-951-1122 extension 1 and be transferred to the phone on your floor.

When making a call out, you need to press "9" or line out, then 604, then the number.

To reach staff in the Admissions Control Centre on the main floor, please dial 301 directly.