

The Phoenix STAR Program

Short Transitional Access to Recovery



Resident Orientation
Handbook

Welcome

**to the Phoenix Short
Transitional Access to
Recovery Program (STAR)
and**

CONGRATULATIONS

**on taking the first important steps
on your journey to a successful
recovery-based lifestyle**

Orientation to the Phoenix STAR Program

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

- the intended purposes and design of the Short Transitional Access to Recovery Program 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 STAR Program safe and comfortable;
- the programs and the daily activities in which you are expected to participate;

Intended Purpose of the Phoenix Short Transitional Access to Recovery Program

It is the intended purpose of the Short Transitional Access to Recovery Program to assist people 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 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.

Values In Action

The Phoenix Short Transitional Access to Recovery Program is guided by the idea of "values in action." The values of the Phoenix community are:

Cooperation - Coordination - Solidarity

The Phoenix Short Transitional Access to Recovery 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.*

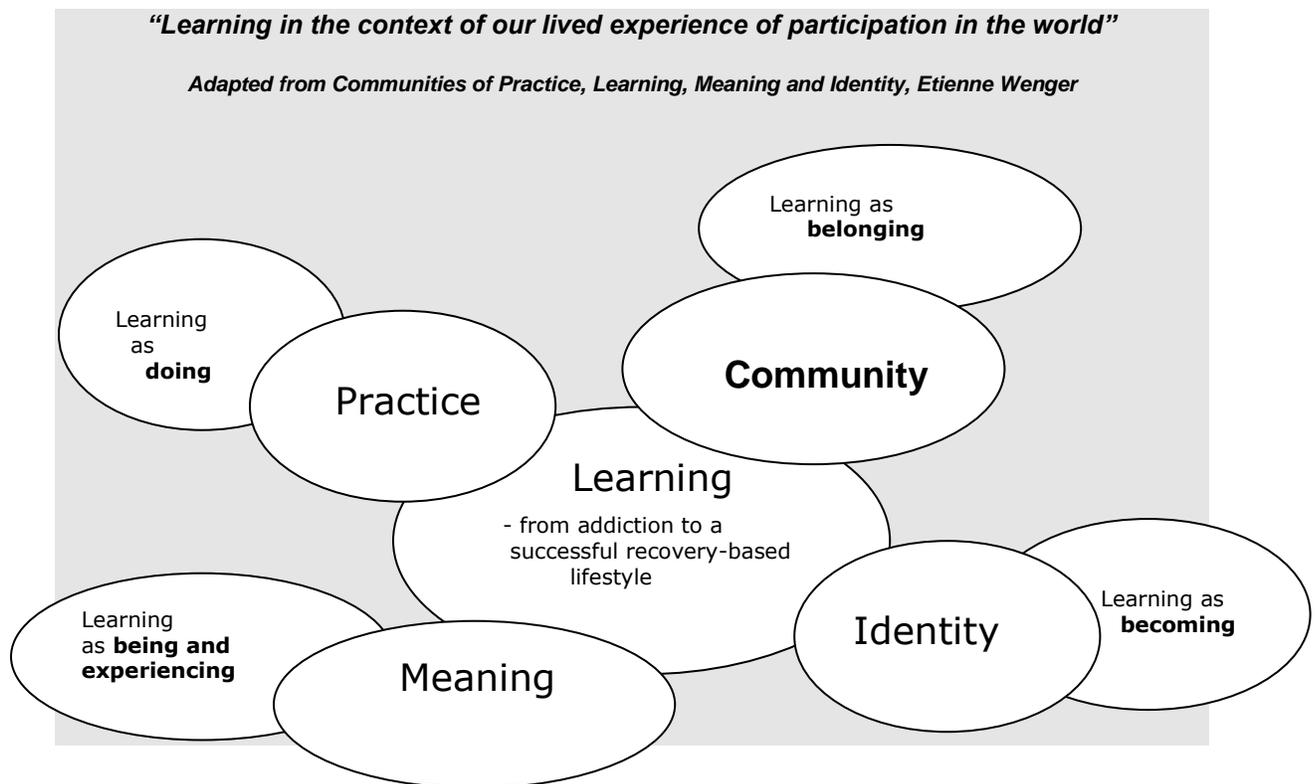
Living

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.



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 E I N G	<i>Physical Being</i>	<ul style="list-style-type: none"> ▪ 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.
	<i>Psychological Being</i>	<ul style="list-style-type: none"> ▪ 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.
	<i>Spiritual Being</i>	<ul style="list-style-type: none"> ▪ 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 E L O N G I N G	<i>Physical Belonging</i>	<ul style="list-style-type: none"> ▪ Valuing the house or apartment I live in. ▪ Connecting with the neighbourhood where I live.
	<i>Social Belonging</i>	<ul style="list-style-type: none"> ▪ Having a positive attitude toward people, and generally accepting people, despite others’ sometimes perplexing behaviour ▪ 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.
	<i>Community Belonging</i>	<ul style="list-style-type: none"> ▪ 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	<i>Practical Becoming</i>	<ul style="list-style-type: none"> ▪ 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.
	<i>Leisure Becoming</i>	<ul style="list-style-type: none"> ▪ Participating in outdoor activities (walks, cycling, soccer, baseball, etc.) ▪ Participating in indoor activities (TV, cycling, meditation, reading, journaling, yoga, etc.)
	<i>Growth Becoming</i>	<ul style="list-style-type: none"> ▪ 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 co-operatively and collaboratively as a team and to keep things moving in a

Good Orderly Direction

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.
- You must keep your room tidy and neat.
- You must store your clothes in the closet (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.
- You must take turns helping to prepare breakfast, lunch and dinner.
- You must tidy up and clean the kitchen following the Kitchen Manager's guidelines.
- 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 STAR program. If residents cannot participate in an activity because of a doctor's appointment, for example, they must clear this with the STAR counselor in advance.

Phoenix Short Transitional Access to Recovery 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:** The policy of the Phoenix Society with respect to bullying is that everyone has the right to be treated with dignity and respect.

Definition of Bullying:

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. It is preferred to speak to your counselor as soon as the incident occurs.

5. Weapons, alcohol or illicit drugs or drug paraphernalia found in a resident's possession will result in the resident's immediate discharge from the program.
6. 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.
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.
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 STAR 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 psycho-educational 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, 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 non-prescription medications must be turned in to the staff for blister packing and labeling by Lancaster Medical Supplies.
12. Residents must attend a minimum of 6, 12 STEP or Psycho-educational meetings per week.
13. Residents must sign in and out in the log on your floor upon leaving and entering the STAR Program area for fire safety purposes.
14. 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.

15. Floor monitors 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, muscle shirts, and shorts must reach to the fingertips of the extended arm. Bare feet on the floors is prohibited, must wear sock. Clothing displaying inappropriate or unsuitable slogans and images.
16. 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 at the time of admission. If you need a bagged lunch or a lunch or supper save, please notify your counselor so that the kitchen has 24 hour notice to prepare. Lunch and supper saves are saved for 1 hour only after meal service and must be eaten in the dining room. Residents are not allowed to eat or to store food in their rooms (except in cases of illness when residents receive food service directly from the kitchen). 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.
17. 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.
18. All residents are expected to maintain a high standard of cleanliness and tidiness in their bedrooms daily (beds made and room tidy by 8:30 AM weekdays, 11:30 AM on weekends).
19. 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.
20. Residents are not allowed to be in another residents' room without the room's residents being present.
21. Counselors and/or other staff may perform room searches at any time without notice.
22. Daily personal journals must be kept up to date by all residents.
23. 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.
24. 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 STAR program during their stay. The Society's insurance covers the building only and is exclusive of residents' personal valuables.
25. 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.

26. TV's will not be turned on until after 5 PM except for Fridays, Saturdays, and Sundays.
27. 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 dining area on the ground floor of the building.
28. 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.
29. 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.

Here is the daily schedule of activities at the Phoenix Centre

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	Up at 7:00 AM					
Brunch Served 10:15AM Assigned Chores	Breakfast 7:45 Assigned Chores 9:30 Group Work	Brunch 10:15AM Assigned Chores				
	12:15 Lunch					
Afternoon	Afternoon	Afternoon	Afternoon	Afternoon	Afternoon	Afternoon
Family Visits Recreational Activities Volunteerism	Appointments Volunteerism	Family Visits Appointments Volunteerism	Appointments Volunteerism	Family Visits Appointments Volunteerism	Appointments Volunteerism	Family Visits Volunteer Service
4:45 PM DINNER	4:45 PM DINNER	4:45 PM DINNER	4:45 PM DINNER	4:45 PM DINNER	4:45 PM DINNER	4:45 PM DINNER
7:00 PM AA/NA Meetings	7:00 PM AA/NA Meetings	7:00 PM AA/NA Meetings	7:00 PM AA/NA Meetings	7:00 PM AA/NA Meetings	7:00 PM AA/NA Meetings	7:00 PM AA/NA Meetings
11:00 PM Curfew	11:00 PM Curfew	11:00 PM Curfew	11:00 PM Curfew	11:00 PM Curfew	2:00 AM Curfew	2:00 AM Curfew
11:30 PM Lights Out	11:30 PM Lights Out	11:30 PM Lights Out	11:30 PM Lights Out	11:30 PM Lights Out	3:00 AM Lights Out	3:00 AM Lights Out

***** 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 bed time.

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

STAR Program Area

Team Leader

The team leader is responsible for morning wake up of residents who are on kitchen chores, bringing up morning coffee from the kitchen, client breakfast wake up, check chores and checking clients journals to ensure that they are up to date. Ensure that janitor room is stocked with supplies.

Residents' Personal living space

- All bedrooms should be vacuumed at least weekly.
- Windows ledges and hardware should be cleaned weekly
- No clothing articles on the floor at all times.
- Countertop and tabletop spaces should be clutter free and, if using tops for rolling cigarettes, be sure to clean tobacco off immediately after completion.
- 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.
- All furniture should be cleaned weekly including drawers and legs.
- Walls and doors and door handles spot checked and cleaned weekly
- Bedding cleaned weekly.
- Garbage emptied regularly

Do Not Use Bleach Solution on Any Wood or Cloth Furniture

Kitchen Servery and Dining Area (2 people)

Clean and wipe down kitchen counters, tables and chairs in dining room and Large South Facing Lounge and TV Lounge. Stack Chairs and move tables for mopping.

1. Mopping Hallways (2 people)

Mop both hallways and kitchen/dining area.

2. Clean Main Bathroom (2 people)

Thoroughly clean the main bathroom, including: sinks, toilets, urinals, bathtub and shower areas, mirrors, ledges and counters with spray bleach solution, leaving spray bleach solution bottle on top of counter. Clean toilets using toilet brush and powder cleanser. Replace soap, paper towels, bleach solution, and toilet paper when needed, mop the floor with clean water containing bleach and liquid cleaner every morning. Spot clean stall doors and walls daily and clean thoroughly weekly.

- 4. Vacuuming TV Lounge and Large South facing Lounge (1 person)**
 - Vacuum TV Lounge and put chairs back in place. Vacuum Large South Facing Lounge and put chairs and tables back in place.

- 5. Laundry Room, Bathroom, Lobby area and TV lounge (1 person)**
 - Clean and wipe down washers and dryers, countertops and sinks with bleach solution
 - Empty lint trays in dryers
 - Clean and wipe down sink and toilet, clean toilet in bathroom
 - Wipe down Lounge countertops, tables and chairs, Deck tables and chairs using mild liquid dish soap and water solution.

- 6. Sweeping Lobby, Laundry Room, Bathroom, Lounge and Deck Area (1)**
 - Sweep deck area, lounge area, lobby, bathroom and laundry room

- 7. Mopping Lobby, Laundry Room and Washroom (1)**
 - Mop Lobby, Laundry room, bathroom lounge area

- 8. Mopping Lounge Area (1)**
 - Mop Lobby, Laundry room, bathroom and lounge area off lobby

- 9. Window and Mirror Cleaning**
 - Clean windows in Large South Facing Lounge Area and mirrors in main bathroom.

- 10. Night Clean**
 - Cleans snack area and takes out garbage from all areas to outside. Check and clean all common areas in lounges, sweep and mop floors in small lounge and kitchen area if required. Take coffee urns, and peanut butter, bread, jam down to kitchen. Empty ashtrays while outside.

Clients must check with team leader to ensure that chores are completed satisfactorily.

WEEKLY CLEANING

Each week, usually on a Monday, the STAR program will do a thorough cleaning of rooms, windows, walls and floors to ensure high standards of cleanliness and sanitation.

11. Housesit

House sit starts after lunch 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 lunch and dinner time and to bring up at 1:30 PM and 6:30 PM daily on weekdays and 11:30 AM and 6:30 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 bleach 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. The house sitter must stay upstairs during this time except to eat meals.

House Sitting Duties

The Phoenix Short Transitional Access to Recovery Program has provision for one resident to house sit the STAR Program area each day. The position and its responsibilities rotate among residents in the STAR Program.

Procedures:

Weekdays: The hours of the House Sit Position are: 1:00 pm to 11:00 pm

Responsibilities:

1. The House Sit or Team Leader picks up the 10:30 AM coffee in the kitchen.
2. Check supplies of juice cream, sugar, fruit, artificial sweetener etc replenish supplies and wash dishes in the Kitchen at 1:30 pm.
3. The House Sit picks up the decaffeinated coffee at 6:30 pm from the Admissions Office as residents have no access to the kitchen after 5:45 PM.
4. Residents must wear appropriate clothing and footwear when entering the kitchen area.
5. No visitors are allowed during house sit
6. House Laundry is done when others are at meetings at 7:00 pm if needed.
7. Answer phone at all times, take and write down messages for other residents.
8. 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. At 6:30 pm daily, pick up decaffeinated coffee from the Admissions Office. Bring snack trays and fruit basket back to the floor.
3. Residents must wear appropriate clothing and footwear when entering the kitchen area.
4. House Laundry is done when others are at meetings at 7:00 pm if necessary
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

CHECK SIGN-IN SHEET @ 1 PM, 6 PM & 11 PM

Dining Room & Kitchen Information

Monday to Friday

7:15am - 8:15am (breakfast served at 7:45am)

11:45am – 12:45pm (lunch served at 12:15pm)

4:15pm – 5:15pm (dinner served at 4:45pm)

Weekends and Statutory Holidays

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

4:15pm – 5:15pm (dinner served at 4:45pm)

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

Please remain seated and refrain from taking food from the fridge until the bell rings.

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

All beverages and snacks are available on your floor when dining room is closed.

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 counselor. A meal save can be requested by your counselor if deemed necessary. Meal saves are kept for 1 hour and must be consumed in the dining room.

Bag lunches are available (minimum 24 hours notice) for residents who have been approved 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 Phoenix Transitional Access to Recovery 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 counselor. 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 2nd and 3rd 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 2nd floor. Please proceed to assembly area.

When you arrive at the assembly point, please assist your counselor 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?

1. 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.

2. 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 - Non Emergency

604-599-0502

**Poison Control Centre
or**

**604-682-5050
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. The call can 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.