

# **The Phoenix Centre**



## **Transitional Housing Program**

**RESIDENT HANDBOOK**

# **The Phoenix Centre Transitional Housing Program Resident Handbook**

This handbook has been prepared to provide you with an understanding of the approach and policies that the Phoenix Society follows to help make your home a safe, affordable and comfortable place to live. We suggest that you keep this handbook in a convenient place for future reference. If you have any suggestions or ideas to offer us for future editions, please contact the Director of Transitional Housing.

# Table of Contents

<b>Introduction and Welcome</b>	4
Intended Purpose of the Transitional Housing Program	5
Transitional Housing Team Roles and Responsibilities	6
Transitional Housing Program Goals and Objectives	7
Community Values in Action	8
Program Rules and Regulations	9
Guests and Visitors	11
Volunteerism/Red Shirts	12
Program Fees	13
<b>Your New Home</b>	14
Moving In/Moving Out	14
Keys and Locks	15
Bicycles	15
Parking	15
Insurance	15
Common Areas	15
<b>Care of Your Home</b>	16
Maintenance and Repairs	16
Renovations and Alternations	16
Preventative Maintenance	16
Cable and Telephone	18
Heating System in Units	18
Hydro and Gas Conserving Energy	18
Laundry Rooms	18
Pest Control, Pets	19
Garbage and Recycling	19
Storage Areas	19
Balconies	19
Birdfeeders	19
Noise and Disturbances	20
Conflicts and Complaints	20
<b>SAFETY</b>	22
Building Security	22
Fire Safety	23
Being Prepared for an Earthquake	25
After an Earthquake	26
Evacuation Procedures	28
Resident Complaint Form	29
Request for Maintenance	30
<b>EMERGENCY CONTACT NUMBERS</b>	31

## Introduction

Welcome and congratulations on your continuing journey!

Our hope is that in transitional living, you can fulfill your goals and dreams and enjoy your success in a recovery-based lifestyle.

By now, you have established a good foundation for sober living and are ready to succeed in the areas of work, education and healthy independent living.

## The Phoenix Centre Transitional Housing Program

This program is designed for residents who require safe, affordable, transitional housing, while implementing back to work or back to school action plans. The Transitional Housing program consists of bachelor style units that are fully furnished and the suites are divided between the Phoenix Centre, Quibble Creek, and the Rising Sun buildings. This residential program is enhanced with on-site employment, education and recovery support services.



## A Structured Program

The Phoenix Centre Transitional Housing component is a structured program. This means that residents are **accountable for reaching their employment, education, recovery, and life planning goals.**

In order to achieve these goals Residents are also required to participate in the following:

- Regular check-ins with their assigned Caseworker
- Attend community meetings and other activities that are designed to support and sustain a recovery-based lifestyle and the goals of successful independent living

## **Intended Purpose of the Phoenix Centre Transitional Housing Program**

To assist residents in gaining greater self-sufficiency in a recovery-based lifestyle and to provide safe transitional housing to people who:

- have completed a residential addiction services program;
- are ready for second stage housing;
- have developed, and are ready to, implement a back to work or school action plan;
- are seeing an alcohol and drug counsellor regularly;
- have developed a recovery and relapse prevention plan;
- require recovery support services;
- are ready to commit to staying in, and being supervised in, a structured program
- are motivated and ready to access Phoenix Centre relapse prevention services:
  - ✓ employment/education assistance
  - ✓ life management skills development
  - ✓ structure and accountability



## **Transitional Housing Team Roles and Responsibilities**

### **TH Manager**

8:00 am to 4:30 pm Mon to Fri  
Main floor QC 604.951.1122 Extension #5  
Daytime support and motivational sobriety coach for resident relapse prevention, personal action plans, and life management skills development, volunteer coordination, and team support.



### **Admissions Coordinator**

8:00 am to 4:30 pm Mon to Fri  
Main Floor QC 604.951.1122 Extension #1  
Maintenance coordination, resident's administration support.

### **Phoenix Caseworker**

10:00 am to 6:00 pm Mon to Fri  
Main Floor PC 604.583.7166 Extension #1  
Primary support for PC resident's relapse prevention, oversee personal action plans and life management skills development. Weekly and monthly check in's, follow-up to ensure adherence to program expectations including rent payments and unit inspections.

### **Quibble Creek Caseworker**

4:00 pm to midnight Mon to Wednesday  
8:00 am to 4:00 pm Sat to Sun  
Main Floor QC 604.951.1122 Extension #1  
Primary support for QC resident's relapse prevention, oversee personal action plans and life management skills development. Weekly and monthly check in's, follow-up to ensure adherence to program expectations including life/work action plan adherence and unit inspections.

### **TH Counsellor**

12:00 pm to 8:00 pm Tues to Wed  
8:00 am to 4:30 pm Sun to Mon  
4<sup>th</sup> floor QC 604.805.9037  
Individual counselling; chairing TH meetings including the Women's' group; availability to almost 100 Transitional Housing residents; unit inspections; available to assist in emergent resident life situations.

## Goals and Objectives

The Phoenix Centre Transitional Housing Program has been designed to assist people in meeting the following goals:

<b>GOALS</b>	<b>OBJECTIVES</b>
<ul style="list-style-type: none"> <li>▪ To build <b>human assets</b> to secure and maintain appropriate gainful <b>employment</b> to support independent living plans</li> </ul>	<ul style="list-style-type: none"> <li>▪ Utilize career planning program to transition to secure employment</li> <li>▪ Increase employability skills</li> <li>▪ Improve technology skills</li> <li>▪ Participate in voluntary work experience/job shadowing</li> <li>▪ Manage conflict and stress in the workplace</li> </ul>
<ul style="list-style-type: none"> <li>▪ To build <b>human assets</b> by completing <b>educational and vocational programs</b> that support concrete employment and career action plans</li> </ul>	<ul style="list-style-type: none"> <li>▪ Assessment of English, Math and Study Skills</li> <li>▪ Complete ABE or GED</li> <li>▪ Strengthen career plans</li> <li>▪ Improve essential skills</li> <li>▪ Educational upgrading and prep for entrance exams at post-secondary schools or trades training or apprenticeship</li> </ul>
<ul style="list-style-type: none"> <li>▪ To build <b>personal assets</b> by developing effective independent living skills and <b>physical assets</b> by finding safe, appropriate housing and living arrangements that support a recovery-based lifestyle</li> </ul>	<ul style="list-style-type: none"> <li>▪ Strengthen recovery maintenance skills</li> <li>▪ Strengthen relapse prevention skills</li> <li>▪ Improve health and wellness skills</li> <li>▪ Improve budgeting and financial planning</li> <li>▪ Explore life/work management and planning</li> <li>▪ Locate safe, affordable market housing</li> </ul>
<ul style="list-style-type: none"> <li>▪ To build <b>social assets</b> by establishing a functional, pro-social support network to sustain the process of positive personal change that has begun</li> </ul>	<ul style="list-style-type: none"> <li>▪ Become involved in the Phoenix Alumni Community Centre</li> <li>▪ Experience cooperation, respect, solidarity, trust, reciprocity</li> <li>▪ Volunteerism in the community</li> <li>▪ Civic participation</li> </ul>
<ul style="list-style-type: none"> <li>▪ To build <b>financial assets</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ Attend financial literacy skills workshops</li> <li>▪ Begin saving for education and/or market housing</li> <li>▪ Attend asset development workshops</li> </ul>

## **Values in Action**

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

The Phoenix Centre Transitional Living Program is an opportunity for you to put the values you have learned into action. The Transitional Housing 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:

- Care for each other, our community and our natural environment
- Truth and honesty in word and deed
- Strive for reciprocal, positive human relationships
- Make better social worlds
- Live in the present rather than the historical past
- Personal accountability and responsibility for destiny
- Social responsibility and good citizenry
- Responsible concern for others
- Family responsibility
- Community involvement
- Realize your potential for good health
- Pro-social moral code
- Inner person is good, but behavior can be problematic
- Change is the only certainty we have
- A positive work ethic
- Self-reliance
- Learning is a lifelong process
- Value and respect for/in our community, the world and the diversity of its people

# Transitional Housing Program Rules for Residents



## The Do's

1. Make recovery first! The Phoenix Centre Transitional Housing Program is a recovery-based program. Any use of alcohol or illicit mood altering drugs is strictly prohibited and may result in discharge from the program.
2. Because recovery is first, it is an expectation that members of the transitional housing program act in solidarity as peer supports for others who are trying to achieve their personal goals. This is a demonstration to the community that we can all achieve together what we may not be able to achieve on our own.
3. Phoenix Drug and Alcohol Recovery and Education Society are 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.**

Immediate discharge from the program will result for any resident who engages in the behaviors described above.

4. Residents must attend a **minimum number of 2 community meetings per week**. In addition, residents must attend a **weekly Transitional Housing meeting**. Quibble Creek residents attend Tuesday 6:30 pm – 7:30 pm and Phoenix Centre residents attend Wednesday 6:30 pm – 7:30 pm. There is a women's meeting on Mondays 10:30 am – 11:30 am. Absence from these mandatory meetings must be discussed with your case worker.
5. Residents must attend all community meetings and group and individual counselling sessions that are scheduled. This includes one to one with ASTEP Caseworkers, Outreach, Transitional Housing Counselor, and Surrey Substance Use Counsellors. If you are not able to attend any of these sessions, you must provide notice to the person whom you have a scheduled meeting with in advance.
6. Residents in the transitional housing program who are **not yet employed** are expected to be **out of bed by 8:00 am on weekdays, 11:00 am on weekends**. Those residents with varied work schedules will make arrangements with their Caseworker around expectations for daily schedules.
7. All residents are expected to maintain their suite daily (beds made and room tidy by 8:30 am weekdays, 11:30 am weekends) and to complete duties that are assigned to them as part of the volunteer program. Random inspections of all housing units will be conducted to ensure that high standards of cleanliness and safety are maintained.



8. Take care of your key and access card; if lost, participants will be charged \$10 for any replacements. Phoenix Society does not have a rolling credit system in place. If you cannot pay for the replacement immediately, you will need to sign a repayment contract with your case worker.
9. All Phoenix Transitional Housing Program residents must follow the Phoenix Transition Housing Bed Bug Protocol. This means that all belongings residents bring from other locations outside the Phoenix Transition Housing Centre at any time during their residency must be checked through the Admissions Coordinator and the bed bug protocol before being brought into the building.

## The Don'ts

10. Smoking and vaping is strictly prohibited in all interior areas of the Phoenix Centre. Smoking/vaping is not allowed on the balconies or patios areas of transitional housing units. **Smoking/vaping is only allowed in designated smoking areas outside the building on the south west corner where the benches and ashtrays are located. Smoking/vaping is not allowed in the front or rear parking areas, behind the building, in the sweat lodge area, or the driveway.** Failure to comply will result in eviction.
11. Residents and/or any persons invited onto the property by residents shall not engage in any criminal activity on the premises or property.
12. No sexual activity is allowed in the transitional housing units or anywhere on Phoenix property.
13. Appropriate clothing is required at all times in common and program areas of the Phoenix Centre. Attire not considered appropriate includes, but is not limited to; sleeveless undershirts (wife beaters), dresses that do not extend past the fingertips. Pajamas are not permitted outside of the suites.
14. Residents are not allowed to be in another resident's unit without the resident being present.
15. Open flame devices (i.e. candles/incense) are not allowed in the transitional housing units
16. Make sure the furniture is not pushed up against or near electric floor heaters. This is potentially a fire hazard.
17. Curfew during the week is 11:30 PM. Doors will be locked at 11:45 pm. Evening staff should be made aware when residents leave the premises and a phone call required if late for any reason. Exceptions will be made where residents are working afternoon or evening shifts.
18. Curfew on the weekends is 2:00 AM. Doors will be locked at 2:15 AM.
19. **There are no overnight privileges for the first month of the program.** This is to ensure that all new residents are connected to community and utilizing resources. After the first month, residents are required to notify their Caseworker of any overnights that will be taken.
20. Residents are required to participate in any emergency drills (i.e. fire/earthquake).



## Guests

Visitors are welcome during scheduled visiting hours. Visits are scheduled from 7:00 pm to 9:00 pm during the evenings and on Saturday and Sunday during the day from 1:00 pm to 4:00 pm. All visits with guests must occur in the common areas of the Phoenix Centre in either the family room or the dining room both located on the ground floor of the Phoenix Center. **No visitors are allowed in the transitional housing program units at any time, thus there will be no overnight guests.** Visitors are the responsibility of the resident who has invited them. Children visiting residents must be under the constant supervision of the parent. Guests that bring toddlers are to inform the admissions office and use the family room.

## Volunteerism

Residents in the Transitional Housing Program who are unemployed and paying a reduced program fee will be **required** to select a volunteer position as a means of contributing to the community. Those residents who are working and paying the higher program fee are also expected to volunteer as time permits. This is what we consider part of values in action.

Volunteer positions at the Phoenix Centre include positions in the kitchen as well as property management volunteer positions. Volunteer positions require a commitment of 12 or more hours per month from residents. Another opportunity is the Red Shirt events, such as, Adopt a Street.

Please meet with your Caseworker within the first week of your move in to be assigned a volunteer position.



## The Red Shirts

Phoenix Society has created a Volunteer Program called the Red Shirts. The primary purpose is to have residents volunteer their time, energy, and helping spirit to build social assets and re-connect to the community they live in. The volunteers assist the Surrey BIA, VanCity and other community organizers in the setup, maintenance and tear down of the weekly summer and Christmas community events.

### Advantages

Volunteering as a Red Shirt gives residents the opportunities to:

- Put Phoenix values in Action
- Get integrated back into the community
- Gain a sense of pride in helping others
- Being a part of a team that positively impacts others
- enhance skills in communicating, collaborating with DSBIA staff and interns
- receive a letter of recognition

### Sample Events

- Quattro Street Fair, BC Summer Games, Surrey International World Music Marathon,
- Kaboom Playground Build, Long Long Table, Surrey Fest, Whalley's Corner Community Festival
- Adopt-A-Street program
- VanCity Food Cart Festival, RCMP Block Party
- Movies Under the Stars
- Eat, Live, Play, Well Street Fair
- Christmas lighted truck parade, BC Lions Christmas Hampers

## Program Fees Payment

### How to pay your program fees:

Your rent must be paid on or before the first day of each month. You may pay your rent by:

1. **Cheque/Cash:** If you choose this option, please submit your payment to staff on or before the first day of the month, and ask for a receipt.
2. **Direct Payment:** This is a recommended option for those on Income Assistance or PWD. The option to have rent come directly to Phoenix can be requested through your Income Assistance office.

**NOTE:** If you are unable to pay your program fees on time, you must let your Caseworker know in writing with the reason before the first of the month and arrange for a re-payment agreement to be signed. If your program fees are not paid by the 15th of that month and no agreement has been arranged, you will be issued a **Notice of Discharge**.

## How program fees are calculated

All residents pay program fees based on a "rent geared to income scale." The monthly rent for affordable rental housing is customarily based on 30 per cent of your total monthly income. However, the Phoenix Society has created an easier format. **If you have monthly gross income from all sources that exceeds \$1200 per month, your monthly rent is \$475.00. If your total gross monthly income is less than \$1200 per month your rent is \$375.00**

The units in the Transitional Housing Program are equivalent to rental properties in the area that rent out for \$650.00 per month or more. For those who are working and earning more than \$1200 per month, a minimum rent of \$475 will apply. The remaining \$175.00 will be considered by the Phoenix Society as a "savings subsidy" to encourage you to build a savings account toward a deposit on your next home or toward some other financial goal that you are planning for.

**A change to your income affects your rent contribution.** Please notify your Caseworker immediately of any significant income change (e.g. source of income such as employment, employment insurance, income assistance or change in the amount of income). The TH Manager will determine whether the program fees (rent) will be adjusted for the upcoming month and the Caseworker will notify the resident of the amount of the rent and the date the change is effective.

# Your New Home

## Moving In

The Admissions Coordinator will let you know what day you may move into your new home. On the pre-arranged date go to the Admissions' office to pick up your keys and your Caseworker will complete an intake and move-in inspection of your unit with you. Transitional Housing Program Residents are allowed to bring the following items into the transitional housing units: **Personal clothing, TV, stereo, microwave, computer, hangers, kitchen equipment, dishes, extra bedding, extra towels, bathroom toiletries and cleaning supplies.**

## Moving Out

When you decide to move out, you need to give the Caseworker a written 15 day notice. Hand in your notice no later than the last day of the month, in the month before you plan to move. For example, if you plan to move by April 1<sup>th</sup>, you need to give your written notice by March 15<sup>th</sup>.



The Admissions Coordinator will make an appointment for inspection of your unit before you leave. You must leave the unit as clean as it was when you moved in. Except for normal wear and tear, any damage to your unit is your responsibility. Repairs may be charged to you. You must return all keys and security cards when you sign the move-out inspection form.

### Unit Turnover Costs

Item	Amount	Item	Amount	Outstanding	Amount
Stove Top and Hood Fan	\$25.00	Oven	\$25.00	Lancaster	\$
Fridge	\$25.00	Shower	\$25.00	Personal Loans	\$
Shaw Cable Box	\$20.00	Floor/Carpet	\$25.00	Arrears	\$
Drywall Repair	\$125.00	Further Damage Blinds, holes in carpet/ flooring etc.	TBD by Management	Total Owing	\$
Any missing items not reported in Move in inspection will be charged at a nominal replacement. The total cost of any unit move out that requires extra cleaning must not exceed the total damage deposit.					

## **Keys and Locks**

The Admissions Coordinator will provide you with keys for your unit, a card reader for the front doors and to your floor of the Phoenix Centre. Please note that we have to charge a replacement fee of \$10 if you lose any of your keys or security cards. If you cannot pay for the replacement when you pick it up, you will be required to sign an agreement with staff indicating the expected payment date.

## **Parking**

Parking is at a premium for Phoenix residents, staff and outside visitors, therefore parking passes will only be issued to those who have been placed on the waitlist and have met the criteria to be able to park on the Phoenix lot. If you qualify there will be a fee of \$25 per month.

There are conditions to be followed: vehicles must be licensed for the road and be in running order. It is also necessary to register your vehicle to obtain a parking space and parking pass. No automotive repair work is allowed to be done in any parking area of the Phoenix Centre. No storage of non-roadworthy or non-insured vehicles is allowed in any parking area of the Phoenix Centre. Preferences will be made for clients needing a vehicle to get to work. Please be aware of speed limits, parking privileges may be revoked.

## **Bicycles**



If you are bringing a bicycle with you it must be registered with the Admissions Coordinator. You will be given a sticker to place under your seat and your serial # and description of the bike will be put into our registration. You are responsible for the locks and safe parking of the bikes in our designated bike areas.

## **Insurance**

The Phoenix Society insures the Phoenix Centre building only, not resident's belongings or vehicles. The Phoenix Society cannot be responsible for any resident's belongings. Please take appropriate steps to protect your belongings by keeping your unit door locked whenever you are out and also take your belongings with you upon leaving the program.

## **Common Areas**

There are several common areas for use in the Phoenix Centre. It is everyone's responsibility to ensure safe and reasonable use of all common areas in the building. Please check with the Admissions Coordinator if you plan to use one of the Common Areas for a special activity, as these areas are much in demand by everyone.

If you are interested in using the gym in the basement, please fill out a community center waiver, follow the gym schedule posted, and go there with a partner & walkie talkie.

Please leave common areas like the hallways, laundry rooms and grounds clean for other residents. Vandalism to elevators, stairwells and hallways can result in costly repairs. Please notify staff if you see anyone damaging Phoenix Centre property.

## Care of Your Home

The Phoenix Centre has been created with the help of many community partners. All transitional housing units are furnished; some have linens provided and donated dishes. Please leave all furniture, linens and furnishings in the unit when you leave so that the next person may enjoy a completely furnished and outfitted home. It is your responsibility to keep your home safe and clean so that the next person is able to enjoy a comfortable home. Regular daily cleaning is required to keep your home at an appropriate standard of cleanliness and tidiness. Regular unit inspections will be conducted in order to maintain high standards of cleanliness and safety.

## Walls

Please use the cork boards that are provided to post pictures, posters etc. Do not damage the walls.

## Appliances:

**Refrigerator:** The refrigerator in your unit has a frost free freezer. You do not need to defrost the freezer. Please use a mild soapy solution to clean the smooth surfaces of appliances, and for grease and dirt, try a paste made from baking soda and water.

**Oven:** the ovens in the Quibble Creek building are self-cleaning. Please wipe any large amounts of food spills with damp cloth then turn on the self-cleaning oven and choose length of time depending on how dirty. Do not use oven cleaner or any solvents during the heat cleaning process. Make sure to turn on the overhead stove fan. Do not leave the premises while the oven is still cleaning.

## Bathrooms

Please use a non-abrasive cleaner on bathtubs, sinks and toilets. A rough cleaner will scratch the surface and make the fixtures harder to keep clean.

## Condensation

You have a condensation problem in your bathroom if there are symptoms such as condensation on the fixtures or walls, mold and mildew in the corners on the ceiling, peeling paint, musty smells or water dripping from vents.

Condensation is caused by excessive humidity, moisture from hot baths and showers, dampness from wet bath mats, towels and dry clothes

**To reduce condensation:** turn on the bathroom fan while you are showering or bathing. Be sure to keep the fan running until the condensation has evaporated. Keep the kitchen fan on while cooking and washing dishes.

## Carpets and Area Rugs

Please notify staff of any spill or stains so that they can be treated immediately.

## Maintenance and Repairs

**Please notify staff of any repairs that are needed as soon as possible:**

- **Plumbing problems:** taps leaking, water appearing under sinks, toilet running constantly or leaking
- **Electrical problems:** switches not functioning
- **Appliance Problems:** stovetop or oven elements not functioning, fridge malfunctioning

### Making a request for Maintenance and Repairs

If you have a problem with your home or a repair is required please contact staff. The Maintenance Manager will then be dispatched to make the repairs in a timely fashion. If it is a minor maintenance repair or a preventative maintenance chore (see Preventative Maintenance below), a 24 hour notice will be attached to your door or prominently displayed on hallway entrances.



For emergencies such as a flood, an elevator breakdown, power or heat system failure, a broken window or a leaking roof, etc. please phone the Admissions Office at 604-583-7166 Ext #1 for Phoenix Centre or 604-951-1191 Ext 1 for Quibble Creek.

**Please note: If there is an emergency repair such as a burst water pipe the Maintenance Manager will enter premises without notice.**

If there has been property damage or an injury, staff will complete an incident report and may require specific details from you at the earliest opportunity after the event.

### Preventative Maintenance

The Phoenix Society is committed to providing safe housing for its residents. Therefore, from time to time, maintenance personnel may need to make repairs or conduct preventative maintenance in your suite to ensure it remains healthy and safe. These measures include: testing smoke detectors, fire alarms, plumbing and electrical fixtures, etc. We may need to ask you to be absent from your suite while repairs are underway. The Phoenix Society will make every effort to minimize the disruption while repairs and preventative maintenance are underway.

While preventative maintenance and repairs are underway, maintenance contractors may post warning or caution signs. For your safety and the safety of others, please respect these signs.

### Renovations and Alternations

From time to time, we may have to call service and maintenance companies for repairs and upgrades to the building. We plan ahead for this type of work and will let you know well in advance of any renovations planned in the building.

**Please Note: Transitional housing program units will not be altered in any way. Examples of alterations include but are not limited to the following: painting, wallpapering, changing the flooring, or making any structural changes.**

## Cable and Telephone

Your unit has both cable and telephone outlets. Residents are required to set up their own cable, including Wi-Fi access should you choose. The Phoenix Society will only cover Telus basic cable. When you move out you are responsible to return your box and all outstanding bills will be on your personal account.

## Heating System in Units

The heating system in the PC transitional housing units is radiant in-floor heating. The controls for this system are preset at a comfortable temperature by the heating control system. You should not have to adjust the temperature. However, please note that when you turn the heat up, this heating system takes a little while before you notice a difference. If you are feeling consistently too cool, please inform staff so that the zonal setting can be checked by a heating service technician. Please do not put furnishings against the baseboard heaters as this is a significant fire hazard.

## Hydro and Gas

Hydro is included in your monthly rent. Everyone is encouraged to adopt a **PowerSmart** attitude. Please remember to turn your lights and television off when you leave your unit and to turn the heat down if you are too warm rather than opening windows and doors while the heat is on.



## Conserving Energy

In keeping with the value of caring for each other, our community and our natural environment, it is the responsibility of everyone at the Phoenix Centre to conserve energy. Here are some ways you can save energy in your home:

- When it's cold outside, keep the temperature at 20 degrees Celsius. You can lower the temperature at night or when you won't be at home. If your unit is consistently too cool, please notify the Admissions Coordinator.
- **Turn off the lights and television in rooms that are not being used and whenever you leave your unit.** Wherever possible, use energy efficient 40 watt or 60 watt light bulbs.
- Keep your refrigerator on a medium setting.

## Laundry Rooms

Each floor of the transitional housing wing has a laundry room. There is no charge for the use of the washer and dryer but you must provide your own laundry soap. Please clean around the drum and exterior of the washing machine after you have used it, and **remove the lint from the lint screen in the dryer after each use.**

Please report any washers or dryers that aren't working to staff **immediately** so that service and repair can be quickly arranged.

## Pest Control

Pests, particularly insects, can become a problem in your home. You can reduce the incidence of pests by keeping food like flour, cereal, sugars etc., stored in glass, metal or hard plastic containers with tight fitting lids, by keeping your garbage including recyclables in tight-closing, hard containers. We recommend that you clean behind and under the fridge at least every six months and sweep your kitchen floor daily.

The Phoenix Centre may have to call a pest control company to control pests from time to time. If you discover insects in your unit, please notify staff **immediately**. All units may have to be sprayed in the building to keep insects under control. If spraying has to be done, you will receive a notice that explains how to prepare your unit before the treatment can be completed. You will have to leave your unit for several hours while pest control treatments are applied.

## Pets

Residents cannot have pets in their suite.

## Garbage and Recycling

All garbage must be taken to the bin outside at the rear of the building. Please take your garbage out often (daily) and **ensure that your garbage bag is not dripping any liquid when you carry it down the hallway and out of the building.** **Please exit the building with garbage through the main stairwell or elevator as fire exit stairwells are alarmed.**

There are also recycling bins for mixed paper, cans and glass. Please take the extra time to sort and recycle these items rather than putting them in the garbage. Please familiarize yourselves with what you can put in the organic bins. The company that picks up the recyclables are contracted and can levy a hefty fine for not sorting items.

## Storage Areas

Storage is only available in the closet of your unit as occupancy in the transitional housing component is recognized as a short-term stay.

## Balconies

Your balcony **must not** be used for storage. The only items allowed on balconies are the patio table and chair. Barbecues of any sort are not allowed on your balcony as they are a potential fire and health hazard. **There is absolutely "NO SMOKING or VAPING" allowed on balconies or patios, or anywhere other than the designated smoking area.**

## Birdfeeders

Please note that bird feeders and bird feeding **are not permitted** on balconies or patios of transitional housing units.

## Noise and Disturbances

You and your neighbours are entitled to privacy and quiet enjoyment of your homes. We encourage all residents to live in a manner that does not have a negative impact on your neighbours. Music must be kept at a minimum level. Please note that excessive noise and disturbances will be dealt with in a progressive disciplinary manner up to and including issuing a **Notice of Discharge**.

- ❖ **Surround sound. Please be mindful that this is a Program and not a regular tenancy in the market place. Therefore, please ensure no doors slamming, talking loudly in halls or electronic noises after 8:00 pm. In addition, we request that you do not install surround sound to any of your electronic devices; absolutely no sub-woofers allowed. Be mindful of neighbours below or beside to ensure no one is awakened in the night do to gaming devices, music or tv.**

## Conflicts and Complaints



Increase the Peace -

If you are involved in a conflict with another resident, please try to resolve the issue with them before seeking external measures for resolution. If you are unable to resolve the issue as it relates to your residency, please contact staff.

The Phoenix Centre Transitional Housing Program has a Complaint Management Protocol. Below are some recommended ways of resolving a conflict with another person.

Talk about the issue directly with the other person. Remember the following questions and guidelines when you are communicating with the other person:

- How can I listen in a way that the other person will want to speak?
- How can I speak in a way that the other person will want to listen?
- Try to look at the big picture. Ask yourself, what are we making here together?
- How can we make a better world together by resolving this issue between us?
- Try to use "I" statements. **Example:** "I have a hard time sleeping when you play your music really loud at night." This might work better than saying: "You'd better shut that music off or else!"

**Try to reach a solution you can both live with – it will most likely require compromise on both your sides.**

***If you do not feel that you can reach a resolution, the Phoenix Society has a dispute resolution process in place where you can take your complaint forward in writing to the Executive Director or designate. The steps in this dispute resolution process are outlined below and include a "complaint form" that you can use.***

**POLICY**

All complaints from residents in the Phoenix Centre Transitional Housing program shall be referred by staff directly to the Housing Coordinator or designate. A step by step procedure will be followed to work with the complainant to reach a resolution in a timely fashion.

**PROCEDURES**

<b>Responsible Person</b>	<b>Action</b>
<b>All Staff</b>	1. Shall refer all complaints or grievances from residents directly to the Executive Director or designate.
<b>Housing Coordinator/ Designate</b>	2. Will select a staff member to be present at a meeting with the resident(s) to hear the complaint(s). If the dispute is not resolved at this stage, the resident will be asked to put the complaint in writing so that it may be brought before the team at the next regularly scheduled team meeting or within 7 days whichever is the earlier date.
<b>All Staff</b>	3. At no time will this complaint be discussed with other staff members, third parties, or in the presence of residents in the program.
<b>Housing Coordinator/ Designate</b>	4. Shall meet with the staff members on the site at the next regularly scheduled team meeting to gather information regarding the actions or circumstances which led to the complaint and to assist the team to facilitate the resolution of the complaint. Minutes of the team meeting will be recorded so that the details of the dispute resolution process are fully documented and transparent.
<b>Housing Coordinator/ Designate</b>	5. Will select one other staff member to be present at a meeting with the resident who has brought the complaint forward. The Executive Director and the staff member will provide the resident with the solution that the team has suggested. If the complaint still remains unresolved for the resident(s), the resident(s) will be encouraged to submit a request to appeal the decision made by the staff team to the Executive Director for further review.
<b>Executive Director/ Designate</b>	6. Will review the request and arrange to meet with the resident(s) within 7 days to find a satisfactory resolution to the complaint.

**\*\*Please see the Resident Complaint Form on the last page.**

## SAFETY



### Protect Yourself and your Home

- Don't let strangers follow you into the building as you enter. Only let workers come into the building or your unit if you know they should be there (for example, notices have been posted) and they have proper identification.
- If you see strangers loitering around the building, please let the staff know. If you observe suspected criminal activity, do not attempt to intervene. Phone the police immediately.

### Building Security

The Phoenix Centre has a computerized security system that monitors for fire safety and for security throughout the building around the clock. All doors are locked and programmed to be alarmed in the evening and on weekends. If you need to enter the building and your card will not activate the doors, you will need to ask staff in the control center to open the main entry doors.

**PLEASE NOTE:** The **Fire Exit Doors** at the south ends of the transitional housing wings are **Fire Exit Only** and are alarmed for security purposes 24/7. These stairwells are considered “**no go zones for residents**” unless there is a fire.



### **OPENING THE FIRE EXIT DOORS WILL TRIGGER AN EAR SPLITTING ALARM.**

So **please**, use the glassed in stairwell at the middle of the building or the elevator to exit the building so that others are not inconvenienced or disturbed.



## Fire Safety

Here are some fire safety tips to protect you and your home:

### **CANDLES AND/OR ANY OPEN FLAMES ARE NOT ALLOWED IN TRANSITIONAL HOUSING UNITS**

- Do not store flammable materials such as paint thinner, solvents propane tanks or gasoline inside your unit.
- Regularly recycle old newspapers because they are a fire hazard if you let them stack up.
- Make sure you know what to do in case of fire. You will find fire safety and evacuation information posted on each floor. You can also obtain fire safety information from the Housing Director. From time to time, the Phoenix Centre will have fire drills. Notices will be posted in advance. Please ensure that you participate in the fire drills so that you are aware of how to evacuate the building. If you hear a fire alarm you should always leave the building right away. Follow your fire escape plan.
- All of the transitional housing units are equipped with wired in smoke detectors, sprinklers and an individual alarm system. So even if the alarm rings in another part of the building, there will be a loud alarm that will sound in your unit. **DO NOT TAMPER IN ANY WAY WITH THE SMOKE DETECTORS.**
- The stairwells at the south end of the building are the fire exits. The doors are alarmed. If you open these doors, a loud siren will sound. Please do not use these stairwells except in case of a fire.
- The main stairwell in the middle of the building is also a fire exit stairway. **Remember,** exit the building using the nearest stairwell to you. **Never use the elevator when there is a fire.**
- Make sure you know at least two ways out of the building in case one escape route is blocked by fire. Plan these escape routes so you know how to exit the building safely.
- If a fire breaks out in your unit, evacuate to safety, pull the nearest pull station to activate the fire alarm and call the fire department.
- Call the staff in the Admissions Control Centre if the smoke alarm in your unit goes off frequently. The smoke detectors are hard wired into the building, so you won't need to replace a battery. **Do not remove or disable the smoke alarm in your unit.**
- By keeping your stove, oven and toaster clean so they don't smoke, you can help prevent setting the alarm off. Also, use the exhaust fan when cooking to reduce the possibility of "false alarms" and never leave cooking food unattended.
- Leave firefighting to the local fire department. Only use a fire extinguisher if you have been trained. If you want to learn how to use a fire extinguisher, contact the Director of Transitional Housing.
- Do not prop open fire doors or disable automatic door closers, as you place both yourself and your neighbours in danger in the event of a fire.
- Do not overload power outlets. Use a power-bar with a shut off feature that can protect your electrical appliances.

## When Power Goes Off

- **Determine whether the outage is limited to your home.** If your neighbour's power is still on, check your circuit breaker panel or fuse box. You need to turn all the breakers off for at least five minutes, then turn them back on. When operating a breaker, always face away from the panel.
- Most power outages last for just a few moments. In extreme cases such as severe weather or earthquakes, outages can last for more than a day. Because power failures do happen, it makes sense to be prepared for them.
- **Turn off electrical appliances.** Appliance or tools left on will start up automatically upon restoration of service; turning them off will prevent injury, damage or fire. If a power surge follows start-up, it could damage sensitive electronic equipment such as computers, microwaves, and DVD players.
- Power can be restored more easily by reducing the load on the electric system.
- Make sure your range is turned off and all other heat-producing appliances, such as your iron, are unplugged. This will minimize the risk of fire when power is restored.
  - **Never go near or touch a fallen power line.** Always assume that a line is energized. Stay at least ten meters (33 feet) away at all times and do not attempt to remove debris surrounding the line.
  - **Look up outage information.** Use a laptop running on a battery or call someone with Internet access whose power is on, to access outage information by region at [www.bchydro.com/outages](http://www.bchydro.com/outages).

## When Power is Restored

- Occasionally, after restoration, even after your power has come back on, a momentary outage may occur as part of the repair activity.
- Give the electrical system a chance to stabilize. Turn on the most essential appliances first, and wait 10 to 15 minutes before reconnecting the others.
- Check to make sure your refrigerator and freezer are back on. Check all frozen foods to determine the extent of thawing. Check your freezer guide to determine whether food can be safely re-frozen. If food still has ice crystals at the center, it is safe to refreeze. Dispose of any food that is discoloured or smells spoiled. If in doubt, throw it out.
- Remember to reset your clocks, automatic timers, and alarms.
- Restock your emergency cupboard so the supplies will be there when they are needed again.
- Pull out your emergency kit once a year and make sure it still fits the needs of your household. Replace batteries with fresh ones.

## **Be prepared for an Earthquake**

Here on the West Coast, we need to be ready for earthquakes. It can make us feel a bit more comfortable if we know what to expect and how we can prepare ahead of time.

### **What happens during an earthquake?**

There's lots of noise during a major earthquake. Objects such as bookcases, ceiling tiles, filing cabinets and computers that are not anchored to the floor or walls will shake and rattle and may fall, break or shift. Windows may break creating shattered glass and strong drafts. The motion may be severe enough to throw people to the ground. Lights, telephones, elevators, heat and air conditioning stop working in areas hit by a large earthquake. The shaking may last just seconds or minutes, but be prepared for aftershocks over the next few days, weeks or months.

Know the safe places in your home: You will be safest against an inside wall, under a strong table, desk or away from falling objects.

Stay away from dangerous areas like windows, mirrors, hanging pictures or plants, tall furniture or ceiling fixtures.

Emergency preparedness guidelines advise that we should keep an emergency supply kit with a minimum of a three-day supply of food (especially foods that don't require cooking, such as energy bars, fruit, cheeses, peanut butter, and crackers), bottled water and clothing. Also include a first aid kit, flashlight, extra batteries, a portable battery-operated radio and any required medications.

At the Phoenix Centre, we have an emergency three-day supply of food and water on hand at all times as well as first aid kits.

### ***If there is an earthquake and you're at home, you should:***

#### **Try not to panic**

**Remain** calm

**Drop** – under or near something sturdy

**Cover** –your head to protect it with a coat, bag or briefcase.

**Hold** –on to a sturdy object like the table legs

After the shaking stops, wait 30 seconds before moving

Check yourself for injuries

Do not use the elevator. If you are in an elevator, push all the buttons and get off at the first stop. If you get caught between floors, press the emergency button, and call for help on the intercom.

If you are in an underground parking garage, crouch against a pillar or solid wall and cover your head. Do not run. If you are in a car, stay in the car and get down on the floor. Do not try to drive away.

Assist neighbours wherever possible.

Be aware of overhead dangers if you go outside

## After an Earthquake

In the event of a major earthquake, it may be up to 72 hours before professional disaster personnel are available. Phoenix Centre staff, with support from residents, may have to handle damage assessment, evacuate the building if necessary, and take care of injured residents.

### 1. Preliminary Damage Assessment

As soon as the earthquake is over, we will be conducting a rapid damage assessment to determine whether the building poses any significant hazards to people remaining or re-entering. We will check for obvious damage and threats to the building's safety, looking at the entire outside of the building, the ground around the building and, if nothing is obviously unsafe, we will enter the building and do a quick floor by floor survey. We never use the elevator after an earthquake. We will use the following six criteria to determine whether the building or a particular area is unsafe.

- If the building has collapsed, partially collapsed, or has moved off its foundation, it is **UNSAFE**.
- If the building or any story is significantly out of plumb, it is **UNSAFE**.
- If there is obvious damage to any primary structural elements, severe cracking in the walls, or other signs of severe distress, **the building is UNSAFE**.
- If the ground has large fissures, massive movement, or a slope has been displaced, **the AREA IS UNSAFE**.
- If there are other serious hazards such as a toxic spill, ruptured gas line, or fallen power line, **the AREA IS UNSAFE**.

If after our preliminary inspection, we do not identify any significant hazards, we will conduct subsequent damage assessments following all aftershocks. If the building is unsafe, we will post red UNSAFE notices so they are clearly visible near the entrances. We will use yellow or red "DO NOT CROSS" tape to cordon off access to an unsafe building and unsafe areas, including areas within striking distance of falling hazards, or within the danger zone of other hazards such as a chemical spill or ruptured gas tank.

If the elevator system is damaged, we will post "UNSAFE – DO NOT USE" signs on the doors until an elevator engineer or safety inspector can check the system.

## 2. First Aid



We will ask uninjured people to help, especially those with first aid training. Untrained people can also help by comforting injured people, running errands, and seeking additional aid.

The most common injuries that people suffer during an earthquake are cuts, open wounds, fractures, and crash injuries. The following guidelines will help us to administer basic first aid until emergency personnel can assist:

- Check the area to make sure it is safe. Never enter a building that is at risk of collapse, or go into an area that could put you at risk from other hazards.
- Check to see if the injured person is responsive. If not, check to see if they are breathing. If they are not breathing, get someone trained in first aid to assess the injured person's airway, breathing and circulation, and start rescue breathing or CPR, as needed.
- Apply direct pressure to wounds to stop any bleeding. Use a sterile gauze, sanitary napkin, clean shirt or handkerchief. Maintain steady pressure until bleeding stops.
- Only move people with serious injuries if they are in immediate danger of further injury. If you have to move someone, always support the head and move the body as a unit.
- Cover injured people with blankets, remain calm, and reassure them. If volunteers are available, assign a person to comfort and reassure each injured person.

## 3. Emotional Support

When a disaster occurs, people will be concerned about their safety, the safety of others, and the condition of their property. Some residents may initially be confused or disoriented, but most people regain their bearings quite quickly. Disaster victims generally try to put their lives back in order as quickly as possible. To re-establish a sense of stability and provide emotional support we will:



### **Call regular meetings of all staff and residents to:**

- Share information about how the situation is being handled
- Respond to questions and concerns
- Compile damage reports from individuals
- Determine how many people will remain in the building

### **Creating teams to:**

- Clear the area of hazardous debris
- Help seniors and people with disabilities
- Cover broken windows and other tasks

**Delegation of tasks to capable people who want to assist so staff can attend to priority issues.**

#### **4. Evacuation Procedures**

If we determine that the building is unsafe during the preliminary or subsequent assessments, we will begin evacuating people immediately. It may be up to two or three days after the earthquake that we decide to evacuate the building, if essential utilities such as water and electricity are inadequate, or if damage worsens during an aftershock.

In the Phoenix Centre, the stairwells are the only way out. We will need to inspect the stairwells for damage before we start evacuation. We will determine which routes are least hazardous, and decide where we will assemble in order to start evacuation.

In a disaster such as an earthquake, people may be distraught, dazed and in shock. To help reduce anxiety, try to maintain a sense of calm and order during the evacuation.

Some residents may be reluctant to leave their homes. We have to explain patiently and firmly what is happening. We must be helpful and understanding to alleviate concerns and expedite the evacuation. We must assure people that we can post a message at the front entrance of the building to notify relatives and friends where they will be staying. WE will follow these steps when we evacuate the building:

- We will notify all residents that the building must be evacuated because it is unsafe. We must ensure that people with disabilities get the assistance they need.
- We will direct people to exit the building by the routes we have determined to be the least hazardous
- We will direct residents to meet at a predetermined outdoor location
- We will post the correct safety notices at all entrances, elevators. Unsafe stairwells and hazardous exterior areas
- We will check the building to ensure that all residents have been evacuated.
- We will listen to the radio to determine which reception centers are open. We will then arrange to send evacuated residents to designated reception centers in the area, or other available accommodation.

#### **5. When People Are Trapped**

Search and rescue efforts should be handled by trained individuals, because trying to free or move trapped people can be very dangerous. Staff and residents are advised not to put themselves or others at risk. We will only attempt a search and rescue if professional rescue crews will not be available for hours, possibly days, and we believe that we can implement the rescue safely.

## Request for Maintenance

My name is: \_\_\_\_\_ Date: \_\_\_\_\_ Unit #: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_ Evening Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

- I grant permission to Phoenix Society employees or maintenance contractors accompanied by a Phoenix Society employee to enter the unit in my absence to complete all requested repair work.

Resident's Signature \_\_\_\_\_

- I will be present when the repairs are made and would like to schedule a time when the repairs can be done. The Admissions Coordinator will call you to set up an appointment. (Please note that the maintenance contractor may not be available within a 72 hour period).

**Please give a detailed description of the item(s) needing repair.** If you will not be present when the repair is made, please flag the location of the repair. Example: the kitchen electrical outlet does not provide power. When standing in the kitchen facing the kitchen sink, the outlet is located to the left of the sink.

The problem in my unit is:

**If this is a maintenance emergency, please call the Admissions Control Centre 24 hours a day at 604-583-7166. After hours, the staff person on duty will log the maintenance item for priority.**

Please fill out a separate form for each item needing repair. Please return this form to the Admissions Control Centre.

# Phoenix Centre – Transitional Housing Program Resident Complaint Form

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

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

Please provide as much detail as possible, for example:

What happened?

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When did this happen?

---

Who was there?

---

---

How did you feel when this happened?

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Please explain what actions you have taken to try to resolve this situation?

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---

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

---

When did you report this complaint?

---

What would you like to see happen?

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



**The Phoenix Centre**  
**13686-94A Avenue**  
**Surrey, BC V3V 1N1**

**Emergency Contact Numbers**

Contact the Admissions Centre at 604-583-7166 or 604-951-1122 if a staff member can help you. The office is staffed 24/7

<b>Police – Fire – Ambulance</b>	<b>911</b>
<b>Police - <u>Non Emergency</u></b>	<b>604-599-0502</b>
<b>Poison Control Centre</b> <b>Or</b>	<b>604-682-5050</b> <b>604-682-2344</b>
<b>Phoenix Staff Control Centre</b>	<b>604-583-7166</b>
<b>Gas Leaks (Terasen Gas)</b>	<b>1- 800-663-9911</b>
<b>Power Outages &amp; Emergencies</b>	<b>1-800-769-3766</b>
<b>Earthquakes, Flood, Tsunami</b> <b>Provincial Emergency Program</b>	<b>1-800-663-3456</b>
<b>Emotional Crisis line</b>	<b>604-951-8855</b>

**Post this page in a conspicuous place in your suite**