

# The Phoenix Centre

Early Stabilization and Transitional Living  
Residential Addiction Services Program



## Resident Orientation Handbook

**Welcome**  
to the Phoenix Centre  
and  
**CONGRATULATIONS**

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



## Opportunities at the Phoenix Centre

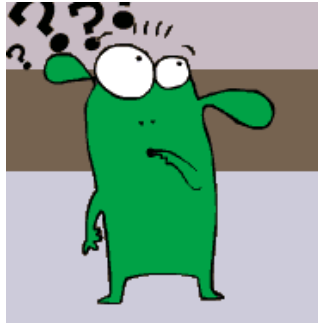
The Phoenix Centre is an integrated addiction services centre. That means that in addition to the Early Stabilization and Transitional Living Addiction Services program, there are also employment and educational services on site as well as opportunities for work experience and job shadowing.

The Phoenix Centre also has a transitional housing program where you may stay while you carry out your back to work or back to school action plans if you do not have a safe place to stay after you have completed the Early Stabilization and Transitional Living Addiction Services program.

So you can see that the Phoenix Centre is full of resources and supports to help you build your strengths and capability to fulfill your goals. Here are some of the opportunities that the Phoenix Centre offers:

- **Opportunities to learn about and to develop a life free from addiction.**
- **Opportunities to develop and strengthen connections** to caring, supportive, responsible others and to join with a circle of people who provide emotional-social support, trustworthiness, compassion, high expectations, safety, support and guidance.
- **Opportunities for active learning.** There are lots of learning opportunities here at the Phoenix Centre: learn about recovery, develop critical thinking and reasoning skills, and focused, mindful problem solving. Learning also includes an ability to understand emotions and practice self discipline, working cooperatively and collaboratively with others, developing decision-making and problem-solving skills, and developing effective communication skills, etc.
- **Opportunities to experience cooperation and collaboration.** We mean cooperation in terms of shared intelligence, better than average evaluation of ideas and perspectives, imagination and ideas for overcoming personal difficulties and obstacles to successful living in everyday life. ***What we can't do alone, we can do together.***
- **Opportunities to experiment in healthy ways.** In the context of the Phoenix Centre, we define experimentation as the process by which people can "try on" and "try out" new behaviors, beliefs and values. As part of learning, we think that opportunities to safely explore and experiment are important.

- **Opportunities for real participation.** This includes opportunities for leadership, mentoring and coaching others, volunteering, for giving back to others and for participating in the full range of community life.
- **Opportunities to succeed.** We aim to make people's time at the Phoenix Centre a wonderful period of life - a time of amazing exploration, growth and development and exploration of diverse interests and opportunities.
- **Opportunities for exposure to the world of work.** This includes career training, volunteer community service, job experience, and enterprise development.



## What happens now?

**Phase One:** First you get settled in to the Early Stabilization program and work together with your counselors on a sound assessment of the strengths or assets that you have and the goals and strengths you want to reach for while you are here.

**Phase Two:** For the next three months, you will be building on the strengths you have and developing the strengths you need to be successful in recovery, life and work.

You will be learning personal and life management skills, recovery maintenance skills, relapse prevention skills and starting to look at career planning and education. Near the end of Phase Two, you will be working with your counselors on a detailed action plan for Phase Three - the transitional housing program.

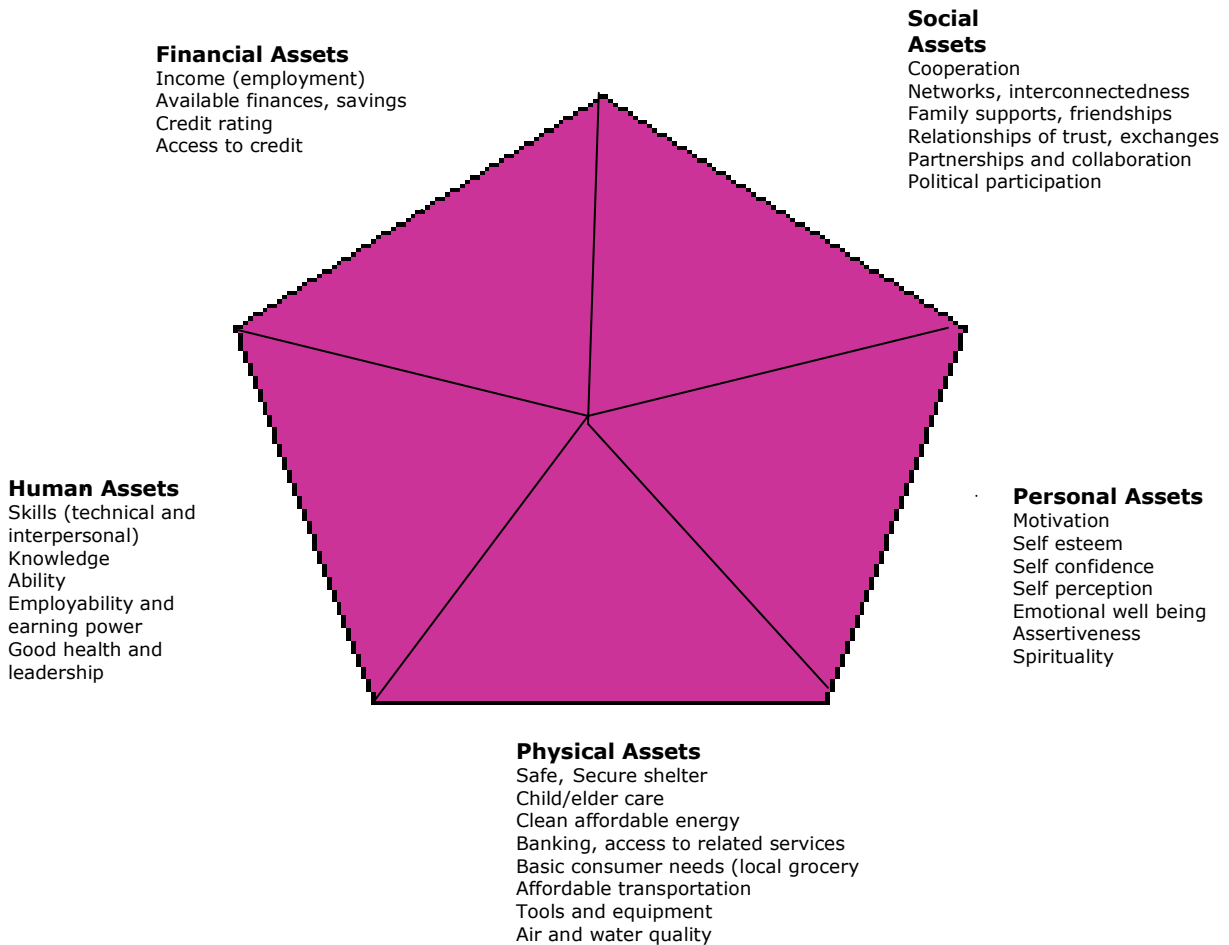
**Phase Three** is the short term stay transitional housing program. If you don't have a safe place to stay while you carry out your back to work or back to school action plan, this is a structured program that provides safe housing, and enhanced recovery maintenance supports while you are working toward your employment and educational goals and finding safe, affordable housing to support a recovery-based lifestyle.

**Phase Four:** This is an aftercare phase. In this phase, we hope you will come back to the Centre to stay involved in the Phoenix Centre community. You can come back and attend groups, visit with friends, attend an AA, CA, NA or Dual Recovery, or Novelco meeting or give back by sponsoring or mentoring someone new who has just come into the Phoenix Centre.

## An Asset Development Approach

The Phoenix Centre’s approach is a **strengths-based and asset development approach**. **First, we focus on building our recovery capital or assets and strengths – like hope for the future, developing strong families and friendships, feeling good about work and school**. Next, we know that in today’s world, the quality of the assets or strengths that you have determines how well you are able to participate in the community and the economy. In today’s economy, you need human capital or assets, that is, skills and knowledge, but you also need financial assets (income) and physical assets (like a car and/or a home). You also need personal assets like motivation, and a positive self image to market yourself in the job market. Here at the Phoenix Centre, we have resources accessible for you to build all these strengths, assets and capability.

The Phoenix Centre’s asset development approach works on identifying and mapping a person’s existing strengths (referred to as “assets”), choosing strengths/assets they would like to strengthen or new assets they would like to build. We believe that people need to build financial, human, physical and social assets in addition to the personal assets that addiction services usually focus on.



## **Programs and Daily Activities**

In order to build on your strengths and assets and build up some new strengths that you will find valuable in reaching your goals, here are some of the asset-building activities you will be involved in at the Phoenix Centre.

### **1. Addiction and Healthy Living Dimension**

- Stabilization in health status (human asset)
- Medication management (human asset)
- Motivational counseling (personal asset)
- Substance misuse awareness and education (human asset)
- Individual and group counseling (human, personal and social asset)
- Concurrent disorder awareness and counseling (human and personal asset)
- Harm reduction training (human asset)
- Relapse prevention training (human asset)
- 12 step facilitation (human, personal and social asset)
- Access to self-help groups – AA/NA, Double Trouble in Recovery (social asset)

### **2. Personal Management and Planning Dimension**

- Life and personal management skills – problem solving, decision making, communication, stress management, conflict resolution (human and personal asset)
- Health and wellness training and recreation (human and personal asset)
- Cognitive-behavioral re-structuring (human and personal asset)

### **3. Employability Dimension**

- Preliminary vocational and interest assessments (human and personal asset)

### **4. Educational Dimension**

- Educational assessment (human and personal asset)
- Academic upgrading (human asset)
- Completion of GED or ABE (human asset)

### **5. Social Dimension (social assets)**

- AA, CA, NA, Dual Recovery, Novelco community meetings
- involvement in a diverse number of healthy activities.
- opportunities to volunteer, and to participate in work experience
- opportunities to participate in the full range of community life through volunteerism in the community
- planned community involvement in the Phoenix Community Centre: volunteerism, legal services, financial literacy, translation services, multi-cultural services, theatre arts, Tai Chi, art classes, wellness practitioners, Reiki, art therapy, ethnic cooking classes, music, yoga, hobby/craft activities, etc.)
- opportunities to experience cooperation, respect, solidarity, trust, reciprocity, and recognition for your efforts and successes

## **Orientation to the Phoenix Centre**

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

- the intended purposes and design of the Phoenix Centre and the expectations of you as well as your responsibilities as a participant in Phoenix Centre programs.
- the approach and policies, rules and structures that the Phoenix Society follows to make everyone's stay at the Phoenix Centre safe and comfortable;
- the programs and the daily activities in which you are expected to participate;
- the roles of all staff members at the Phoenix Centre.

### **Intended Purpose of the Phoenix Centre Early Stabilization Program**

It is the intended purpose of the Early Stabilization and Transitional Living Addiction Services 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 of education or employment to support a recovery-based lifestyle; and who,
- realize that their active participation individually and collectively are critical to success.

### **Values In Action**

The Phoenix Centre Early Stabilization and Transitional Living Residential Addiction Services program is a program that is guided by the idea of "values in action." The values of the Phoenix Centre community are:

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

The Early Stabilization and Transitional Living Residential Addiction Services 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 at the Phoenix Centre:

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

### ***Mattering***

One of the most important things about being part of any community but particularly the community at the Phoenix Centre 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 Centre 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.*



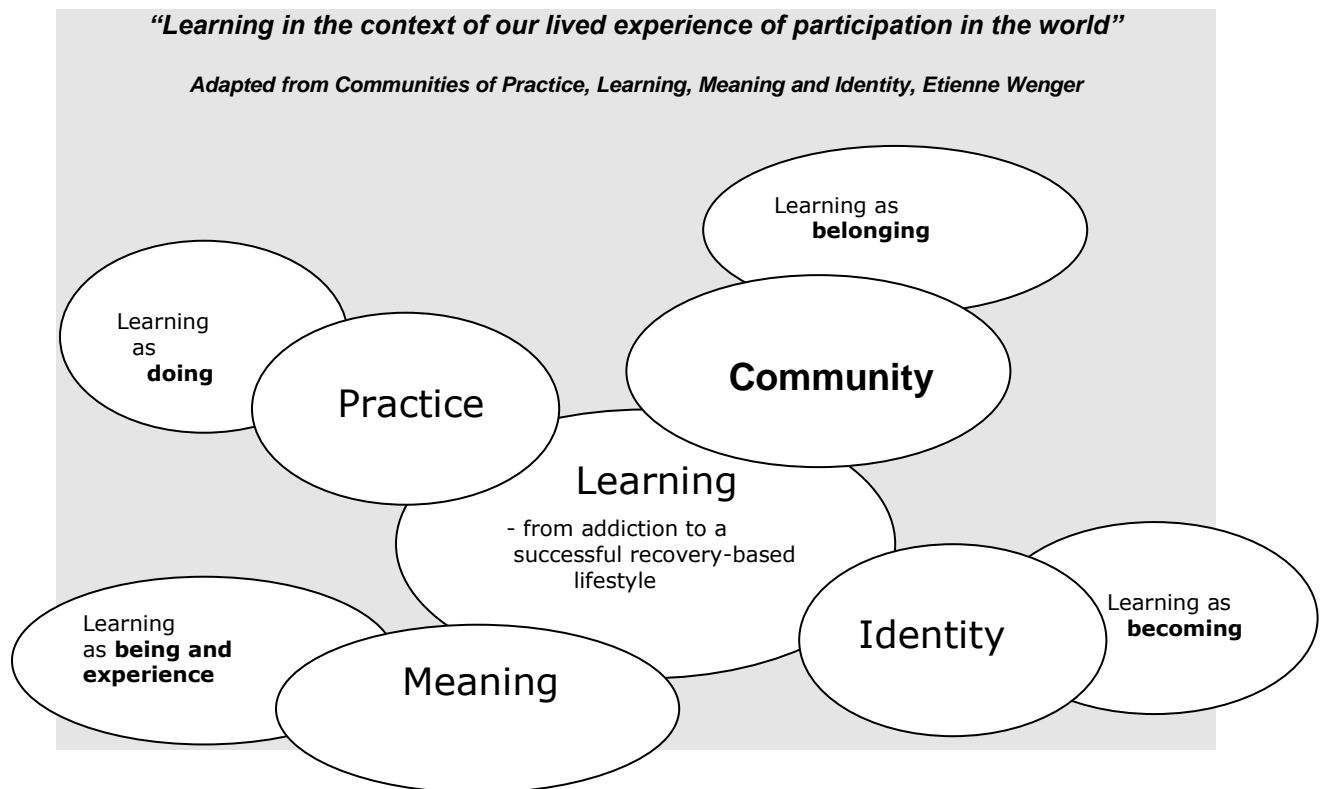
## Living

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 Centre 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 Centre, 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>B E I N G</b>	<b><i>Physical Being</i></b>	<ul style="list-style-type: none"> <li>▪ Being physically able to get around.</li> <li>▪ How much exercise I get each day.</li> <li>▪ Taking my medication everyday on time.</li> <li>▪ My nutrition and the food I eat.</li> </ul>
	<b><i>Psychological Being</i></b>	<ul style="list-style-type: none"> <li>▪ Being free of worry and stress.</li> <li>▪ The mood I am usually in.</li> <li>▪ Having a positive attitude toward myself and my life</li> <li>▪ Accepting all the parts of myself.</li> </ul>
	<b><i>Spiritual Being</i></b>	<ul style="list-style-type: none"> <li>▪ Having hope for the future and a sense of direction in my life.</li> <li>▪ My own ideas of right and wrong.</li> <li>▪ Feeling connected to something bigger than me.</li> <li>▪ Holding beliefs and values that give purpose to my life</li> </ul>
<b>B E L O N G I N G</b>	<b><i>Physical Belonging</i></b>	<ul style="list-style-type: none"> <li>▪ Valuing the house or apartment I live in.</li> <li>▪ Connecting with the neighbourhood where I live.</li> </ul>
	<b><i>Social Belonging</i></b>	<ul style="list-style-type: none"> <li>▪ Having a positive attitude toward people, and generally accepting people, despite others’ sometimes perplexing behaviour</li> <li>▪ Being close to people in my family</li> <li>▪ Having a supportive community of others who understand me and support me like my AA, NA home group</li> <li>▪ Having a spouse or special person who appreciates me unconditionally.</li> </ul>
	<b><i>Community Belonging</i></b>	<ul style="list-style-type: none"> <li>▪ Feeling that you have something valuable to give to society and that your daily activities are valued by your community</li> <li>▪ Being able to get professional services (medical, social, etc.)</li> <li>▪ Knowing where to go to get help</li> <li>▪ 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.</li> </ul>
<b>B E C O M I N G</b>	<b><i>Practical Becoming</i></b>	<ul style="list-style-type: none"> <li>▪ Working at a job or going to school to support my lifestyle.</li> <li>▪ Having enough money to support my lifestyle.</li> <li>▪ Making sure my home is well taken care of, is clean, tidy, and comfortable.</li> </ul>
	<b><i>Leisure Becoming</i></b>	<ul style="list-style-type: none"> <li>▪ Participating in outdoor activities (walks, cycling, soccer, baseball, etc.)</li> <li>▪ Participating in indoor activities (TV, cycling, meditation, reading, journaling, yoga, etc.)</li> </ul>
	<b><i>Growth Becoming</i></b>	<ul style="list-style-type: none"> <li>▪ Improving my physical health and fitness.</li> <li>▪ Being able to cope with changes in my life and work.</li> <li>▪ Having the feeling of my continued development and potential.</li> <li>▪ Feeling open to new experience.</li> <li>▪ Feeling increasingly knowledgeable and effective.</li> </ul>

# 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.

**Expectations** = what others want us to do. We need to live up to expectations so that we can live in a stable, peaceful and safe place.

## 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".



## Here are the Phoenix Centre Early Stabilization and Transitional Living – Residential Addiction Services Program Rules

1. Use of alcohol or other mood altering drugs 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 Centre 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. Do not wait too long to inform your primary counselor.

5. Weapons, alcohol or other 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 Phoenix Centre building, and on outdoor decks, balconies and patios. Smoking is allowed only in the **designated outdoor smoking area** outside on the southwest side of the 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 Centre Bed Bug Protocol. This means that all belongings residents bring from other locations outside the Phoenix Centre at time of admission or at other times during their residency must be checked through the Admissions Coordinator 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 Phoenix Centre, residents are on restriction for a minimum of 14 days. After this period, restriction is reviewed by the Counselor and/or staff team and the resident with respect to the resident's risk and need. When attending AA or NA 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 counselor on your floor. If you are leaving the property, you need to take a senior resident with you. When the restriction period has ended was ask residents to complete a connection commitment for 60 days. This is where residents commit to not leaving the property alone.
10. We assist all residents in seeing a physician within the first week of residency. The Phoenix Centre refers residents to a physician at the Primary Care Clinic located in the same building as Surrey Addiction Services, located at 13401-108<sup>th</sup> Avenue, Surrey.
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 for prescription 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 Centre. You do not need to sign out if you are leaving for meals or for chores.
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. Residents are not allowed to store food in their rooms. Lunch and dinner saves are only provided for medical and court appointments and must be approved through counselor.
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. A completed Step One (from the 12 Steps) must be reviewed with your counselor. A written 90 days as well as a "letter to yourself" must be presented to the group before you commence work on Step One.
23. Daily personal journals must be kept up to date by all residents.
24. Due to parking limitation residents vehicles will not be stored on site. You will need to inform your counselor if you have a vehicle you will be using while in treatment.
25. Residents are not allowed to bring TV's, VCR's or personal computers into their rooms for their personal use. Residents are strongly advised not to bring other valuables or articles of significant personal value into the Phoenix Centre during their stay. The Society's insurance covers the building only and is exclusive of residents' personal valuables.
26. Stereos and portable stereos must be kept at a minimum volume in residents' rooms, and are strictly prohibited from the outdoor deck and patio areas.
27. TV's will not be turned on until after 5 PM with the exception of counselor approval.
28. Visitors are allowed only at the discretion of your primary counselor during scheduled visiting hours: Tuesdays and Thursdays, and Saturdays and Sundays from 2PM to 4PM. All visits require 24 hours' notice. All visitors are the responsibility of the resident who invited them. You will meet all visitors at the main entrance of the building and ask them to sign in at the Admissions Control Centre to receive a visitor's pass. All visits will be in the Lounge on the ground floor of the Centre.
29. 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.

## **Here are the Phoenix Centre Early Stabilization and Transitional Living – Residential Addiction Services Program Expectations**

### **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.

### **Expectations about Program Participation:**

#### **Active Participation in all Activities:**

You must participate in all scheduled activities at the Phoenix Centre. If you cannot participate in an activity because of a doctor's appointment, for example, you must clear this with your primary counselor.

#### **Active Participation in Education and Employment Programs**

You are in the program so you can take advantage of opportunities for educational and employment assistance. Kwantlen instructors on site two days a week can help you with academic upgrading, access to apprenticeship or trades training program or entry into post secondary education. The employment counselors in the employment program here at the Phoenix Centre can help you with career planning, job search and employability skills, and how to find and maintain employment. These programs include the following expectations:

- You have to complete assignments every day.
- You ask for help with assignments when you need it.
- You have to study every day
- You must have a good attendance record at scheduled activities and appointments.
- You must do your best to complete all assignments.

**Note:** If you would like to attend the employment or education program, or are interested in having a work experience position, ask your primary counselor for a referral.

#### **Expectations about Communication with Partners in the Phoenix Centre**

At the Phoenix Centre, we have the following partners:

The **Satir Institute of the Pacific** has two offices on the ground floor and offers training in the Satir family systems and human growth model to the public in the evenings and on weekends.

## **Rights of Residents living in Residential Care**

The Early Stabilization and Transitional Living Component at the Phoenix Centre is licensed by Community Care Facilities Licensing and is governed by Residential Care Regulations for Adults in Care. The following is the Bill of Rights for adult persons in care from Section 7 (1)(c.1)(ii) of the Community Care and Assisted Living Act.

### **Commitment to care**

1. An adult person in care has the right to a care plan developed:
  - (a) specifically for him or her, and
  - (b) on the basis of his or her unique abilities, physical, social and emotional needs, and cultural and spiritual preferences.

### **Rights to health, safety and dignity**

2. An adult person in care has the right to the protection and promotion of his or her health, safety and dignity, including a right to all of the following:
  - (a) to be treated in a manner, and to live in an environment, that promotes his or her health, safety and dignity;
  - (b) to be protected from abuse and neglect;
  - (c) to have his or her lifestyle and choices respected and supported, and to pursue social, cultural, religious, spiritual and other interests;
  - (d) to have his or her personal privacy respected, including in relation to his or her records, bedroom, belongings and storage spaces;
  - (e) to receive visitors and to communicate with visitors in private;
  - (f) to keep and display personal possessions, pictures and furnishings in his or her bedroom.

### **Rights to participation and freedom of expression**

3. An adult person in care has the right to participate in his or her own care and to freely express his or her views, including a right to all of the following:
  - (a) to participate in the development and implementation of his or her care plan;
  - (b) to establish and participate in a resident or family council to represent the interests of persons in care;
  - (c) to have his or her family or representative participate on a resident or family council on their own behalf;
  - (d) to have access to a fair and effective process to express concerns, make complaints or resolve disputes within the facility;
  - (e) to be informed as to how to make a complaint to an authority outside the facility;
  - (f) to have his or her family or representative exercise the rights under this clause on his or her behalf.

### **Rights to transparency and accountability**

4. An adult person in care has the right to transparency and accountability, including a right to all of the following:
  - (a) to have ready access to copies of all laws, rules and policies affecting a service provided to him or her;
  - (b) to have ready access to a copy of the most recent routine inspection record made under the Act;
  - (c) to be informed in advance of all charges, fees and other amounts that he or she must pay for accommodation and services received through the facility;



(d) if any part of the cost of accommodation or services is prepaid, to receive at the time of prepayment a written statement setting out the terms and conditions under which a refund may be made;

(e) to have his or her family or representative informed of the matters described in this clause.

### Scope of rights

5. The rights set out in clauses 2, 3 and 4 are subject to:

(a) what is reasonably practical given the physical, mental and emotional circumstances of the person in care;

(b) the need to protect and promote the health or safety of the person in care or another person in care, and

(c) the rights of other persons in care.

### Here is the daily schedule of activities at the Phoenix Centre

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

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

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

**Visiting Between Early Stabilization Floors**

You are allowed to visit residents on other floors but only in the south group lounge area on each floor.

**Visiting Residents in the Transitional Housing Program**

You are allowed to visit residents in the transitional housing program but only by invitation.

**Willful Damage to Phoenix Centre Property or Equipment**

Involvement in repair and paying for supplies and equipment will be required where willful damage has occurred.

**Smoking**

All residents are actively encouraged to make healthy lifestyle choices. In keeping with healthy living and the "no smoking" policy, **SMOKING IS NOT PERMITTED ANYWHERE IN THE FACILITY INCLUDING DECKS, BALCONIES AND PATIOS.** Smoking is permitted in designated smoking areas only outside at the southwest corner of the building where the benches and concrete ashtrays are located. Please ask staff for more information to help you understand better about the harmful short and long term effects of alcohol, drugs, and smoking.

## **Dining Room & Kitchen Information**

### **Monday to Friday**

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

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

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

### **Weekends and Statutory Holidays**

9:45am – 10:45am (brunch served at 10:00am)

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

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

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

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

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

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 primary 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.

## **Keys and Security Access Cards**

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.

## **Movement in the Building**

Please use the main stairwell or elevator to move between floors. Fire exit doors to the stairwells at the north and south ends of the building from the floors are strictly off limits to everyone except in the event of a fire.

## **Access to the Phoenix Community Centre in the Basement**

The Phoenix Community Centre has scheduled access hours to ensure that all residents have an opportunity to use it. Your counselor provides approval for your access to the Community Centre.

## **Staff Team Roles**

### **Admissions Coordinator**

The Admission's Coordinator's responsibilities include working with you to complete all of the admissions information that is required, arranging for any special immediate needs, and taking you up to the floor where you will be staying to meet your primary counselor.

### **Primary Addiction Counselors**

Your counselor on your floor is your primary counselor/coach/advisor. They are here each day from 8AM to 4:30PM. Their responsibilities include:

- Orienting you to the Early Stabilization and Transitional Living Residential Addiction Services Program
- Making sure that you settle in and ensuring that your priority needs for medication or medical assistance are looked after;
- Working with you to develop your care plan and action plans
- Communicating with your MHSD worker, addictions case manager, parents/guardians, your Kwantlen instructor, employment counselor, clinical counselor or others who are involved in your care plan;
- Teaching you the skills you need to maintain recovery and prevent relapse
- Teaching you personal and life management skills
- Providing individual and group counseling
- Monitoring your daily schedule and plans to ensure that your action plan steps are being carried out
- Supporting you and coaching you around problem solving and decision making in early recovery;
- Being there for you!

**Afternoon staff**

Phoenix Centre Afternoon staff work every afternoon from 4PM to Midnight. Their responsibilities will be to:

- Support you and help you with any needs you may have;
- Ensure that you are following the program rules;
- Ensure that you take your medications as prescribed;
- Monitor movement in and out of the building to keep everyone safe; and
- Ensure that you get to bed on time so that you have a good rest every night.

**Night Staff**

Phoenix Centre Night staff work every night from Midnight to 8 AM. Their responsibilities include:

- Staying awake all night for your safety;
- Helping you with anything you might need during the night;
- Supervising breakfast preparation in the kitchen;
- Supporting and encouraging you and helping you with any needs.

**Clinical Counselors**

The clinical counsellor, who works Tuesday to Saturday from 8 AM to 4:30 PM will work with you on your assessment which is the basis of your care plan and action plan and who will facilitate some group counseling sessions.

**Food Service Manager**

Our Food Service Manager, works weekdays to provide three nutritious meals per day and snacks for you. The Food Service Manager also oversees the volunteer and work experience component of kitchen operations. On weekends, Cammie, our Assistant Food Service Manager, comes in to cook three nutritious meals and snacks for you.

**Employment Counselors**

Employment counselors work weekdays in the Access to Employment program on site. Employment counselors can help you with career planning, job search, employability skills, technology skills and preparing for, securing and maintaining employment.

**Kwantlen Instructors**

In a special partnership between the Phoenix Society and Kwantlen University College, we have instructors on site who can help you with educational assessment, academic upgrading, help with finishing Grade 12 (GED or ABE), preparation for entrance exams or entrance to trades training or apprenticeship programs.

**Manager of Addiction Services** The manager of addiction services manages the counselors, program assistants and the Phoenix Center admissions. The manager works weekdays 8AM to 4:30PM.

## **Resident Complaint Policy and Procedure**

The Phoenix Centre 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 primary counselor on our floor. 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 primary 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 Executive Director 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 staff who were involved in order to gather all relevant findings having to do with the complaint.

### **Step 5:**

When the Executive Director has concluded the investigation, 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 Phoenix Centre is a two-ring bell like sound that continues to give the two-ring 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** and go to the assembly area across the street under the maples in front of the Charles Barham Building on the Surrey Memorial Hospital site to the north of the Phoenix Centre. We ask you to assemble in a specific area so that we can confirm that everyone is out of the building safely.

## **How to Exit the Building**

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

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

### **North End Stairway 2**

There is a fire exit stairway at the north end of the central lounge areas near the front deck on each Early Stabilization Floor. This stairwell will take you directly down and to an outside exit of the building to the front parking lot. Proceed 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

### **Central Stairway 1**

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 3**

There is a fire exit stairway at the south end of the transitional housing wing on each floor. This is stairway 3 and it will take you directly down to the basement exit door to the parking lot at the south end of the building. 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 Phoenix 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 Phoenix Centre at 13686-94A 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. Each month, we will have fire drills so that we will all have practice in evacuating the building, assembling at the specified location and counting everyone to ensure that everyone is out of the building safely.

### **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

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

**Address of the Phoenix Centre is:  
13686-94A Avenue, Surrey, BC V3V 1N1**

**Friends and family can contact you by dialing through directly to the following number on your floor:**

**The resident line on the 2<sup>nd</sup> Floor is: 604-587-6696**

**The resident line on the 3rd Floor is: 604-587-6697**

**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, please dial 2221 directly.**