

RESIDENT MANUAL & RESOURCE GUIDE

7th Ed.



JEREMIAH'S INN

A Social Model Recovery Program

1059 Main Street – Worcester, MA 01603 – (508) 755-6403 www.jeremiahsinn.org.



**... I know the plans I have for you,
says the Lord,
plans for your welfare
and not for harm,
to give you a future with hope.**

- Jeremiah 29:11

We reserve the right to update and/or modify this material upon our discretion and/or as needed.

~ Management Staff July 2017

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SOCIAL MODEL

Transitional Program

Lifestyle Changes

Jeremiah's Inn, a social model program, is a transitional residence for adult men 18 years of age and older in recovery from addiction to drugs and/or alcohol.

The program design is based on providing residential rehabilitation services in a peer supported environment that encourages lifestyle changes through experiential learning and modeling. This supportive environment is maintained through 24-hour staffing and case management services. This is a six month treatment facility.

Focus on Individual Growth

Jeremiah's provides programming in a semi-structured, drug free environment where mutual respect is fostered. Our focus is on individual growth, development of responsibility, self-management and promoting a drug-free lifestyle. Residents are encouraged to participate as active co-planners in their programs.

The emphasis is placed on assisting residents to provide one another with a culture of recovery, support, sharing and positive peer role modeling. Opportunities for community interaction and service are prevalent.

Service Elements

Primary service elements include: case management; individual recovery service plans; daily programming that includes individual and group services such as: relapse and overdose prevention, individual and group counseling, a holistic approach to health and wellness education (ie. nutrition, stress-reduction, meditation, mindfulness, yoga, reiki, HIV/AIDS – Hepatitis and other communicable disease awareness & testing, etc.); development of life skills (ie. anger management, conflict resolution, recreation activities, financial planning, etc.); referrals to medical, dental, psychological and psychiatric services; self-help; legal assistance; support and referrals for employment/vocation, education and housing; cooperation with criminal justice system; outreach/engagement with family members and referrals for parenting and other family supports; aftercare planning which identify linkage and supports to assist in maintaining a healthy, drug-free lifestyle.

Commitments

We share the Mass. Dept. of Public Health - Bureau of Substance Abuse Treatment (DPH-BSAS) commitments to treatment, as outlined in the Standards of Care, and work towards integrating and providing these elements in our program to the best of our ability and as the needs of our community and population dictate.

Jeremiah's Inn is committed to person-centered recovery oriented care, evidenced-based practices, continual improvement, collaboration and integrated care, engaging and supporting families and serving those who use opioids, are in involved in the criminal justice system, have co-occurring disorders, are homeless, served in the military and/or identify as gay, bi-sexual, transgender, queer or questioning. We are committed to providing trauma-informed care, preventing and reducing harm caused by transmittable diseases, addressing tobacco and nicotine addiction and problem gambling. We are committed to cultural competence and reducing disparities and providing access to those with disabilities.

STAFF

Staff of Jeremiah's Inn

Administration

Assistant to Director/Bookkeeper – Lori Joler

Communications Coordinator – Melissa Waddell

Executive Director – Janelle Wilson

Social Model Recovery Program

Director of Programs & Clinical Services – Jeffrey Busby

Lead Case Manager – Jason Lavalley

Case Managers - Scot Burns

Jesse Chaison

Kashawn Hampton

Lead Direct Care- Serina Connor

Direct Care Staff- Rory Mann

Richard Kenney

Kenney Pina

Aubrey Miller

Terry Hughes

Carlos Ojeda

Overnight Awake Staff – Rey Ruiz

Jim Cicero

House Manager – John Haapanen

Nutrition Center / Emergency Food

Nutrition Center Coordinator – Tracy Paul

PROGRAM PHASES

Phase 1 (Weeks 1-3) & Phase 2 (Weeks 4-6) – “Orientation”

Phase 1: Setting up for success/Building a foundation

Phase 2: Recovery Skills/Job Search

Focus: Transition into the program, development of core skills and future planning.

Phase 1 Expectations: Residents are restricted to the house except for legal and medical appointments approved by Case Manager. Residents will be expected to attend **all** of the in-house orientation groups that are run. Residents are expected to have complete knowledge of Jeremiah’s Inn Resident’s Handbook. Residents are expected to attend one noon time meeting Monday through Friday as well as one meeting every night of the week. The only exception is when residents are expected to help unload the food truck on Wednesdays and only have to attend one outside recovery meeting that day. Residents will decide what noontime meeting to go to during morning check in meeting that day. Residents must be in phase 1 for a minimum of three weeks (21 days); learning experiences and restrictions do not count toward phase days. Residents phase date must be a Monday, Tuesday or Wednesday in order to phase that week at the mandatory Monday House Meeting. Phase 1 residents are on restriction and can only leave the house with another resident (aka “buddy”).

Phase 2 Expectations: The resident must be available to buddy at all times out of the house including but not limited to the store. Staff discretion is used at times during non-typical situations. All residents must obtain Case Manager approval as well as house group approval for four-hour job search and four-hour leisure time on Saturday or Sunday (not both weekend days). Job Search hours are from 9:30 a.m. -1:30 p.m. Monday through Saturday. There is **no** job search on Sunday. If client is on job search, he cannot attend a noon time recovery meeting, he must be actively looking for employment. Client must attend morning check-in meeting. The resident will work on developing their individual recovery plan. The resident must go in front of the house after 42 days and present their recovery plan and request permission to complete orientation in order to move on to the next phase. A resident can phase only after Case Manager recommendation. Daily outside meeting attendance is mandatory. Phase 2 can only work one day per week under certain circumstances. Resident must have Case Management and house approval. If a resident is the CP for the week, he cannot work. Other reasons that would prevent a Phase 2 from working are helping with the food truck on Wednesday, being the buddy for the day, being the P.M. cook, or any prior obligations to the house. In order to work, the A.M. chore must be completed or someone must be available to step up and complete the chore.

During the orientation phase (first 42 days) the resident must complete the following activities to help integrate into the house:

- My Personal Journal (phase 1: sections 1 +2 phase 2: sections 3+4)
- Mandatory noon time meeting Monday – Friday
- Evening meeting seven days a week
- Sponsor with step-work or actively looking for a sponsor
- One weekend morning meeting (either Saturday or Sunday)
- Share at an outside meeting
- Volunteer weekly at the nutrition center

Phase 3 (Weeks 7-16)

Action Phase – Regaining control

Focus: Regaining control of your thoughts, memory, judgment, and behavior and implementing your personal recovery plan.

Expectations: During Phase 3, the resident will begin to work towards completing the objectives in their individual recovery plan. The resident will meet with their case manager weekly to go over his progress towards his recovery plan. Each resident will complete a weekly recovery report and weekly job search form and submit it to their case manager. Residents are expected to either be working, actively looking for work, volunteering their time, or attending school during this phase. Job search hours are from 9:30a.m. to 3:00p.m. Residents can work either first or third shift jobs. All residents must be off work and in the house by 5:00p.m. Monday, Tuesday, and Thursday for groups provided per BSAS regulations. Resident can only work 40 hours per week (any overtime must be approved by client's case manager every week). Residents will be required to attend in-house meeting groups. By the end of Phase 3, each resident should have a job or day structure in place (i.e. working full time, going to school, volunteering, or a combination of two of these) along with regular involvement in outside recovery based meetings and continued work on 12 step recovery with sponsor. **Without these in place the resident will not be allowed to move to Phase 4.**

Residents complete these activities to assist in their continued involvement in the house for both phase 3 and phase 4:

- My Personal Journal (phase 3: section 5 and phase 4: section 6)
- Establish a bank account or secured debit card for savings (save 20% of income for aftercare with supplying proof to Case Manager weekly)
- Run a group for peers
- Attend all evening groups
- Chair a meeting
- Buddy residents on restriction
- Continue to attend a home group and work with a sponsor
- Ask valid and relevant questions when a group is called to insure that your peer is safe and making good decisions
- Attend a meeting per day

Phase 4 (Weeks 17-26)

Maintenance Phase – Stabilization and preparation

Focus: Establish routine, strengthen support system, securing providers, saving up and preparing for next level of aftercare

Expectation: Residents will be given two 4 hour leisure periods per month to be used any night besides Monday where the resident will not have to attend group. Residents will continue to work towards objectives in their individual recovery plan. They will use this time to prepare for life outside of the program and re-entry into the community. Residents working or volunteering at this point in time will be making preparations to transition out of the program. All residents are expected to attend all mandatory house groups. In extreme situations, if the client is not prepared to transition out of the program after 180 days, they may ask permission from the house for an extended stay. Residents should be up to date with all program fees.

All residents should have their daily routine established by this point in time and will be considered a “senior resident”. Residents must complete an aftercare plan and submit it to their Case Manager before week 22. They are expected to set a good example and remain compliant with all house rules. They are responsible for the same activities as Phase 3 plus are expected to mentor new residents.

All phases are subject to discretion of Case Manager and Clinical Director regarding setbacks.

Aftercare (Any day after 180 – Review weekly)

Transition/ Practicing Recovery

Focus: Actively practice the concepts and theories gained in the program.

Expectations: Residents should have a support network and reliable income at this point in time. Residents should be actively looking for a place to transition (ie. sober house, apartment, SRO, etc.) and have the means to obtain housing. Residents should also be up to date on program fees. Residents will be held to the same expectations as in Phase 4, but there may be additional requirements to help with their transition out of the house. An aftercare resident only has to be in the house at 5:00p.m. for dinner on Monday and Thursdays. Monday they have to be here for house meeting but not G.I. that is his choice to stay. ON Thursday nights, he would need to attend relapse prevention group but can leave after if he wishes. **Must meet with their Case Manager for one hour per week.** Can also take an overnight or weekend pass every week.

All residents should have their daily routine established by this point in time and will be considered a “senior resident”. They are expected to set a good example for all other residents.

Return to the Community

Focus: Complete re-entry tasks and preparation for self-sufficiency.

Expectation: Client completes the program and moves out of the house. They can continue to be a member of Jeremiah's Inn Alumni group and they are expected to fill out and return the follow up survey 30 days after discharge.

Jeremiah's Inn Group Rules

- **BE FIVE MINUTES EARLY FOR GROUP (ONLY USE CLOCK IN DINING ROOM FOR THE TIME)**
- **NO EATING IN GROUP (BEVERAGES ARE ALLOWED)**
- **NO CELL PHONES ALLOWED IN COMMON AREAS DURING PROGRAM TIME.**
- **BE RESPECTFUL WHEN OTHERS ARE SHARING.**
- **NO CROSS-TALKING.**
- **RAISE YOUR HAND TO SPEAK IN GROUP.**
- **EVERYBODY IS PRESENT AROUND THE TABLE DURING GROUP.**
- **BE PLITE AND RESPECTFUL TO GROUP LEADERS AND YOUR PEERS.**
- **DO NOT LEAVE GROUP UNTIL THE GROUP IS DISMISSED.**
- **IT IS YOUR RESPONSIBILITY TO GET YOUR GROUP CARD SIGNED, NO ONE ELSE'S.**
- **PRACTICE MINDFULNESS WITH ACTIVE LISTENING AND FIVE MINUTE SHARING TO ALLOW OTHERS TO PARTICIPATE.**
- **IF YOU ARE IN THE HOUSE DURING GROUP TIME, THEN YOU ARE EXPECTED TO ATTEND GROUP.**

RESIDENT'S RIGHTS

Residents at Jeremiah's Inn have the right to:

Considerate Care that respects the individual's personal belief and value systems and life circumstances; respect for the person as an individual with personal value and belief systems. Policies and procedures allow the resident to express spiritual beliefs and cultural practices that do not harm others or interfere with the planned course of treatment for the resident.

Competent Care at all times with the program providing a sufficient number of trained, experienced, and competent personnel, providing appropriate care and supervision for all residents to insure that their personal needs are met.

Adequate and Comfortable living space with sufficient lighting, ventilation, heating, unexposed electrical outlets, comfortable household mattresses and bed-fixtures (including box springs and frames) that conform to all DPH regulations governing resident's living space.

Nutritional Meals where the program provides at least one (1) nutritionally well-balanced hot meal daily, and supplies food and material for other meals and snacks.

Privacy to be interviewed and treated in surroundings designed to give reasonable visual and auditory privacy.

Knowledge of all rules and policies with which the resident must comply and which govern the resident's conduct while at Jeremiah's Inn, being informed in advance and in writing of any fees for service which he must pay after the first thirty (30) days.

Confidentiality of all personal information that is part of his record and residency at Jeremiah's Inn.

Informed Consent to any treatment; to have policies, procedures and programs explained prior to the resident's participation.

Actively Participate in the development of his recovery plan and in any and all reviews and revisions of the recovery plan.

Access to information in program records relating to his care and treatment.

HOUSE RULES

Standards of Conduct

Each resident has an obligation to observe and follow Jeremiah's policies and to maintain proper standards of conduct at all times. If an individual's behavior interferes with the orderly and efficient operation of our program, corrective disciplinary measures will be taken.

Disciplinary action may include a verbal warning, written warning or discharge. An authorized staff member or the residents in the house will determine appropriate disciplinary action imposed. Jeremiah's does not guarantee that one form of action will necessarily precede another.

While it is impossible to attempt to set forth a complete list of intolerable offenses, below are examples that will illustrate the kind of serious misconducts for which you may be discharged immediately:

Possession and/or use of illegal drugs and/or alcohol (including marijuana) on Jeremiah's premises

- Returning to facility under the influence of illegal drugs or alcohol

NOTE: All residents are expected to come forward when they suspect, or have proof that someone is using in the house. Our goal is to refer someone who has used to appropriate resources for help and keep the house safe for other residents. If you are aware of this behavior and fail to come forward, you may be subject to discharge. In the event that you have a brother under the influence and do not feel safe, please report your concern to a peer leader or staff member with no repercussions.

- Theft or dishonesty, including:
 - Misappropriation of Jeremiah's or another resident's property*
 - Willful falsification on any reports or records*
- Possession on Jeremiah's premises of firearms or weapons of any kind
- Any verbal and/or any physical assault of another person
- Smoking or use of any tobacco products in the building or in unauthorized areas
- Getting a tattoo or haircut by another resident or someone else while on the premises of Jeremiah's Inn
- Destruction of Jeremiah's or another person's property
- Any insubordination towards any staff member, including volunteer staff
- Any breach of resident confidentiality
- Any reckless or willful disregard for the safety or property of staff, resident, guest, volunteer or any person at the facility
- Failure to abide by the terms of corrective action contracts
- Conduct at outside meetings and activities must honor the program and healthy sobriety. If you break the rules outside of the house, you are breaking the rules inside the house.

Written Warnings

If a resident receives a “**write up**”, then he will have to meet with staff and come up with a plan to address the problem behavior. The first “**write up**” constitutes a 24 hour house restriction. The second one will result in a 48 hour restriction and a two week loss of passes. The third one could be grounds for immediate dismissal. In the event the resident is allowed to stay in the program, he will receive a 72 hour restriction, loss of passes for a month and constitute a meeting with the Clinical Team to discuss whether the resident would need a different level of care. The resident will also have to present the “**write up**” to the house and follow the house’s recommendation. Below are listed some of the offenses for which a warning may be issued. It is not a comprehensive list, but a guide to the type of behaviors that could lead to a warning:

- No cell phone/electric devices allowed in common areas during program time or in any group
- Not doing your daily, assigned chore(s)
- Unauthorized absence from assigned groups
- Keeping a messy and untidy living space
- Keeping of any food upstairs in bedrooms
- Having an unauthorized vehicle on the premises
- Not showing up for weekly case management sessions
- Unauthorized occupancy of your room between 7:30a.m. and 1:30 p.m.
- Refusing to help in the pantry and/or to unload the food bank delivery
- Refusing to help when donations are being brought into the house
- Failing to clean up after yourself
- Unauthorized presence in the walk-in and/or kitchen area
- Using inappropriate or vulgar language or actions
- Any negative behaviors that are non-responsive to corrective actions for change outlined in Recovery Plan (i.e. – resisting treatment)
- Not signing in / Not signing out
- Arriving late for curfew with phone call at least one hour prior

All residents are expected to inform staff of their whereabouts at all times. When you enter the building you must sign yourself in and when you exit the building to leave the property you must sign yourself out and write where you have gone next to your name. Any deviation from this policy will warrant a written warning.

In the matter of chores not being completed, resident disregard for personal cleanliness, (i.e. picking up after eating/drinking, spills/crumbs, out-of-date food, etc.) and failure to comply with Group Rules; we have laid down these regulations:

1. Immediate peer decided learning experience for infraction.

2. Resident must draft a two hundred (200) word essay on why it is important to be aware of your surroundings and how the incident affects your brothers.
3. Time Requirements applicable:
 - a. (1) Learning experience is to be immediately carried out. If in group, resident does not receive credit and must redo.
 - b. (2) Essay to be completed by next house meeting and read aloud.

In the event that a resident relapses while at Jeremiah's Inn, that resident will have to meet with the treatment team. The goal is to keep him in treatment with possible referrals. The resident will be placed on a Behavior contract. The treatment team will create an individualized plan that will best help the client get refocused. This may require referrals and stays at other more intensive substance abuse facilities. The resident, case manager, and clinical director will review and sign off on the behavior contract. Any breach of contract will result in an immediate discharge from the program.

CALLING A GROUP

Jeremiah's Inn is a social model house, and a major part of being in this type of program involved calling a house group. There are several reasons that a group can be called in the house. Some of the types of groups that get called are for the following issues:

- Resident relapse
- Concern (use, behavior, negative attitude, lack of participation, etc.)
- Awareness (only for new residents – normally no consequences)
- Exception/Permission (to ask for a specific privilege/request)

Any resident can call a group at any time if there is a concern. To hold a formal group, the resident calling the group would need **at least half of the house** to be in attendance. All of the information about the group needs to be recorded on the Learning Experience Sheet.

Including the following:

- Reason group is being called
- Date and time of group
- Number of residents present at the group
- All questions, comments, and concerns discussed should be logged
- Voting results (Must be equal to number of residents in the group)
- Every person must vote (no abstaining from voting)
- Suggestions for consequences (if needed or not in place already)
- Final results of the group

Once the group has concluded, a resident must bring the completed Learning Experience Sheet to staff. Staff should be able to understand what went on during the group by reading the notes. If the notes are insufficient, the Learning Experience Sheet will be sent back to be completed correctly. Once staff is in agreement with the conclusion of group, only then the group will be over and the residents be dismissed.

If for any reason, that a resident in group is feeling overwhelmed or feel like they are going to lash out at the other residents in the group, that person may call for **“safe space.”** This allows the person who is upset, the opportunity to separate themselves from the group and

retain their composure. The resident can go outside on the grounds of Jeremiahs Inn. However the resident isn't allowed upstairs at this time. The resident is on administrative restriction until he finishes the group he called "safe space" in. He must finish the group once they have calmed down and feel like they can continue.

At any time during a group, a resident can request staff to sit in on the group if wanted.

DISCHARGE POLICY & PROCEDURE

Residents can be discharged from the program for the following reasons:

- **Relapse:** Residents who use alcohol and/or drugs are subject to immediate discharge from the program. *Refusal to submit a specimen for toxicology testing within one hour or submit to a Breathalyzer upon request is considered a relapse. Residents will be given the option to be sent to another program for treatment.*
- Being more than two weeks in arrears in payment of program fees, or failure to abide by a payment schedule worked out with your case manager.
- Evidencing a psychological state which constitutes a danger to themselves or others. Such resident will be referred immediately to appropriate treatment facilities. Residents who refuse treatment can be discharged from the program.
- Evidencing a serious health problem. Residents whose medical condition requires immediate treatment will be referred to the appropriate treatment facilities. Residents who refuse treatment can be discharged from the program.
- Non-compliance with the house rules and regulations.
- Having guests who are disruptive or non-compliant with house rules and regulations.

GRIEVANCE PROCEDURE

Initiating a Grievance

Any resident who feels his rights have been violated or that he has been discriminated against at Jeremiah's Inn has the right to a grievance procedure, if initiated within a reasonable time period as close to the occurrence of the alleged violation or discriminatory behavior as possible.

To initiate a grievance procedure, the resident must submit a written request to the Executive Director. If the grievance involves the Executive Director, the request must be submitted to the Chair of the Board of Directors. The request should describe the events about which the resident is making a complaint in sufficient detail to allow an investigation of the complaint.

Forms are available in the resident bookcase in the dining room.

First Priority

The Executive Director, the Chair of the Board of Directors, or her/his designee shall investigate the complaint in a timely manner and make a finding. First priority for resolution will be given to actions which correct an unfair situation and educate offending

parties as opposed to actions which are merely punitive. Investigations will include documented interviews of the person filing the grievance, the person(s) responsible for the alleged grievance, and any witnesses that either the resident or the alleged offender deem necessary. The investigator will document the interviews and present a written finding to the person filing the complaint and the person(s) named in the complaint within five (5) business days of completion of the interviews.

Good Faith

A resident who makes a complaint in good faith is protected from retaliation for making a complaint. No punitive or disciplinary action shall be taken against the resident. However, residents who knowingly bring frivolous charges will be subject to discipline.

PROGRAM POLICIES

Personal Property

Personal property and possessions brought on-site are the sole responsibility of the owner, not Jeremiah's. In the event that a participant leaves the program, the resident understands that the program will not be responsible for his personal belongings. Personal property abandoned with or without notification shall be tagged and stored for 14 days.

Staff discretion is to be used when deciding the amount of personal property a resident is allowed to have on site. Only enough property for up to a 6 month stay is allowed. Staff has the right to regular room searches and reserves the right to have resident bring excessive personal property home or to another party. This is due to the lack of storage space and need to keep the house clean per BSAS regulations.

Within the 14-day period, abandoned property may be claimed, but **only between the hours of 10 A.M. and 4 P.M. Monday through Friday with a 24 hour prior notification**. If a former resident authorizes another person to pick up his property, that person must have a letter of authorization (see enclosed form on page 33) and their ID at the time of pickup. Unclaimed property shall be discarded after 14 days.

Resident Fee Information

Resident fees are to be paid by money order, bank or certified check made out to Jeremiah's Inn, cash and personal checks will **not** be accepted. Food stamps are also accepted as payment for program fees. Upon receiving food stamps, the balance of program fees while on orientation phase will be waived.

Program fees should be paid to your Case Manager. A receipt will be given at the time of payment. The program fee is set at \$70/week.

All residents who are eligible must apply for food stamps upon admission if they do not already yet receive them. In accordance with an agreement between Jeremiah's Inn and the U. S. Department of Agriculture – Food and Nutrition Service Programs all food stamp

benefits must be surrendered monthly and will offset program fees. In most cases residents will qualify for \$194 per month in food stamps. The remaining balance will be the client's responsibility. The first food stamp payment is due on the first of the month following the month of admission into the program and every month thereafter.

Food Stamps and EBT cards are to be turned into the business office. Your card and pin number will be stored in a separate location and debited on a monthly basis.

You must supply your Case Manager with a paycheck stub for your first full week of work and upon request for the duration of your stay.

If you are behind on your fees, you must work with your Case Manager on a fee payment agreement based upon your income. **If a resident has balance of \$140 or higher, passes will not be granted and this could be grounds for discharge.**

Hardship situations will be evaluated on a case-by-case basis with your case manager to determine if an alternate payment arrangement is warranted.

This policy is subject to change at any time at the discretion of management.

Confidentiality Policy

Resident case records and information are considered confidential - case files are kept in locked files and access is strictly limited.

Information in confidential files may not be released unless:

- The resident consents in writing to the release
- The disclosure is mandated by court order
- The disclosure is made in an emergency, in order to protect the welfare of the resident or others, or
- The disclosure is for statistical purposes, research, education, or audit and does not identify the individual resident.

Only members of the direct care and clinical staff or person(s) authorized by the Executive Director have access to resident records.

Live On-Site

Residents are expected to live on-site and to be participating fully in their program. During the first 42 days, residents are not allowed to be employed, cannot sleep off-site and must adhere to the 11:00 p.m. curfew Sunday through Thursday and 1:00p.m. curfew Friday and Saturday.

Residents on parole or probation are subject to their particular conditions and cannot request a pass for more than 24 hours without permission from their parole/probation officer.

Passes

To be in compliance for overnight passes means:

- Resident is in compliance with all program rules and responsibilities.
- There have been no warnings due to non-compliance. (must wait 14 days after write up to take a pass)
- Resident is up to date with fees or is meeting the arranged fee schedule.
- Residents on Parole or Probation must have approval of PO.

Passes must be submitted 48 hours in advance and must include an address and phone number of where you can be reached. Client must have a safe plan of action for pass including at least one recovery meeting per day while on pass.

Extra passes can be earned by doing extra duty. No passes can be combined in any way. Passes cannot be held over month to month. Passes are a privilege that is earned.

If staff contacts the resident while he is on pass for any reason and needs him to return, he must return to the program immediately. If a resident returns from pass early for any reason, the pass is completed and he is not allowed to go back on pass.

Phases 1 & 2: No passes during the first 42 days.

Phase 3: a maximum of five overnight passes can be earned, resident can take a maximum of two passes per month

Phase 4: two overnight passes and one weekend pass can be taken each month. Residents are allowed to take (2) four hour leisure passes per month. These passes can be used anytime except for Monday night house meeting. These passes are intended to give a resident time for themselves by not having to attend scheduled groups or activities. The resident must ask his Case Manager 24 hours before for permission.

Aftercare: one pass of either kind (overnight or weekend) can be taken each week

Failure to return on time or providing false information may result in discharge from the program.

Curfews

Curfews

11:00 P.M. Sunday - Thursday

12:00 P.M. Friday – Saturday

Any client that knows he will be late for curfew must call at least an hour before curfew and speak with a staff member. If a client is late for curfew and does not call, he is placed on administrative restriction until meeting with Clinical Director or supervisor. **If a client is late for curfew for any reason, he must provide a sample for drug screening within the limits given in the drug screening policy.**

3 Week Restriction – When a resident is admitted he will be restricted to the house for the first 3 weeks. Residents are allowed to go to Mobil gas station and Family Dollar with another resident that is in phase 3 or 4. If the client needs to leave the house for an appointment, then they must be buddied by another resident in the house. A sponsor may also be able to buddy the resident after staff has met the sponsor and given approval.

***NOTE:** No resident is allowed to be upstairs between the hours of 7:30 A.M. – 1:30P.M., Monday - Friday unless he has permission from case management staff. The television in the Living Room is to remain off on week days between the hours of 8:00 A.M. and 4:00 P.M.*

Program Compliance & Expectations

Program Hours: All residents are expected to be on the floor from 7:30am – 1:30p.m. daily. All residents will not be allowed in their room at those times. This does not apply to weekends. Morning meeting will be from 8-8:30 a.m. and chores from 8:30a.m.-9:30 a.m.

It is expected that all residents will assist with the general housekeeping and maintenance of the facility and with the ongoing needs of the house. Chores are assigned individually and should be completed daily twice daily (morning and evening) unless otherwise specified.

Chore Descriptions:

Dining Room (AM/PM): Clean, sweep, and mop all tables and floors. Clean microwave, and take out trash as needed.

Laundry: Clean and sweep area around resident washer and dryer. Make sure lint traps are clean. Take out trash as needed.

Hallways (1st, 2nd, and 3rd floors): Vacuum hallway and take out trash daily. Sweep and mop floors daily. Clean baseboards as needed.

Donations: Organize donations. Put out in resident area for residents to look through. Bring up front for pantry clients. Bag and bring down to basement once a week.

Grounds (Main St./Cambridge St.): Sweep and clear trash from sidewalk, and parking area daily. Water plants (seasonal).

Front Porch/Side Porch: Sweep daily. Clean stairs.

TV Room: Vacuum and organize daily. Wipe down daily.

Silver and White Fridge: Clean inside and outside daily. Fully clean out and throw away expired/bad food 2 times per week.

2nd Floor Conference Room/Library: Vacuum and organize daily.

Smoking Area: Sweep area and empty butt cans **daily**.

Dishes: Wash and sanitize all dishes 3 times daily or as needed. **Kitchen:** Sweep and mop floors nightly. Wipe down and organize all countertops. Clean any surface (example: tops of freezers, tops of stoves) as needed.

Basement: Sweep area and take out trash as needed.

Bread Table/Milk Machine: Wipe down and organize daily. Dispose of any expired or stale bread/snacks. Clean milk machine (Kitchen Monitor fills it)

1st and 3rd Floor Stairs: Vacuum daily. Wipe down railings at least 3 times

a week.

All residents in Orientation and all residents not working are expected to assist with food distribution during the Nutrition Center hours. All residents not working are expected to assist with unloading the truck unless medically excused.

When it snows, every resident is expected to assist in snow removal (sweeping, clearing and shoveling walkways & driveways).

Required Meetings

Assigned groups and meetings are mandatory and attendance must be documented and presented to your Case Manager.

During Orientation (first 21 days) you will be given a calendar with the required in house groups. All phase 1 residents will be required to attend a noon time meeting Monday through Friday as well as a nightly meeting Sunday through Saturday. On the weekend all residents must attend a morning outside recovery meeting either Saturday or Sunday. All outside appointments (doctors, therapists, legal, etc.) need to be scheduled in a way that allows you to fully participate in your orientation groups.

All residents must be on the first floor prepared for the day by 7:30p.m. Monday through Friday. The morning check in meeting will be from 8:00a.m.- 8:30a.m. followed by chores from 8:30a.m. to 9:30a.m. 9:30a.m. – 1:30p.m. is job search. 3:00p.m. meeting Monday – Friday in house. Dinner is at 4:30. Nightly meeting (consult day of the week on calendar) is at 5:30p.m. Monday night and Thursday night are in house nights. All residents are expected to be in the house by 5:00p.m. for groups and bonding time. Residents are expected to be prepared for in house nights by getting what they need before 5:00p.m. because no resident is allowed to go out after 5:00p.m., not even to the store. No exceptions.

After 30 days, another calendar is published which displays mandatory house groups. Everyone is required to be at the weekly House Meeting on Monday at 5:00p.m. No exceptions.

During your time in the program, you will meet with your Case Manager at least once per week and present your treatment plan form for the week.

House meeting, Life Skills and Relapse Prevention must be attended weekly by all residents. There is a 3:00p.m.in house meeting for all phase 1 and 2 residents as well as residents on job search. All residents should consider the fact that these meetings are mandatory for compliance in the program when deciding employment during job search.

Recovery Plan and Weekly Progress Report

Each resident is responsible for the development and execution of an Individual Recovery Plan composed of the following:

- Goals to be accomplished, e.g., permanent housing, employment, visits to physicians, counselors, etc.
- Steps and tasks to be completed to accomplish each goal.
- Staff and resident shall mutually agree upon who has responsibility for each goal.
- A timetable shall be developed for completion of each goal.
- Recovery plans should be updated after the following:
 - After 90 days
 - After 180 days
 - Aftercare plan
 - It can also be updated anytime per client request, especially if a new objective needs to be added to aid in the resident's recovery.

All residents are required to attend at AA/NA or recovery meeting daily for your entire stay for treatment.

All residents are required to attend Tuesday and Thursday treatment groups which meet at 5:30 p.m.

Follow-up/Alumni Group

You will be offered the opportunity to participate in a follow-up group and Alumni Association.

A representative from Jeremiah's will make periodic efforts to contact you after discharge from the program to provide ongoing support and assistance in your transition or referral to appropriate services.

Jeremiah's Inn will also provide residents with a follow up survey which will be presented at time of discharge. Residents are expected to mail them back 30 days after discharge from the program.

Outside Employment

All residents that are eligible to seek outside employment are allowed to work first or third shift **only**. No resident can work a second shift job. This is due to the BSAS compliant programing that is offered during this time. All residents will be required to be in by 5:00p.m. Monday through Thursday for groups. If a resident works a third shift job, he is allowed to go upstairs after morning group from 9:00a.m. – 5:00p.m. to sleep. Residents working a third shift job must be downstairs by 5:00p.m.

Drug Screening

For the safety and well-being of the house, residents need to provide a Supervised Urine Toxicology Screen and/or Breathalyzer. When active use of alcohol and/or drugs is suspected or when random screenings are done. Refusal to submit a sample will be considered the same as a positive result. Tampering with specimens or consuming adulterants is grounds for discharge from the program. When requested by staff, residents must stay in the dining area until screening has been completed. The resident has 60

minutes to produce a specimen. If a resident does not produce a sample within 60 minutes, the Clinical Director will be contacted and action will be taken up to and including resident discharge from the program/referral to other treatment.

Only on specific situations specimens will be sent out to the lab at staff discretion including:

- Grievance
- K-2 Testing
- Gabapentin testing
- Fentanyl
- Carfentanil

All residents must be placed upon administrative restriction until lab results are confirmed.

CP Duties

- Chair the 8a.m. Morning Meeting Monday – Friday
- Chair the 3p.m. Recovery Group Monday – Friday
- Chair any additional groups that are called by the house, except for concern groups called by the resident of concern
- Go around the house and alert **ALL** residents whenever a group is called
- Retrieve the Appointment Book prior to 8a.m. Morning Meeting Monday – Friday
- Fill out the Morning Meeting sheet Monday – Friday, including Kitchen Duty, Supper Cook, Appointments (including a buddy if needed) Residents on Restriction (Phase 1) residents on Phase 2 and House Issues
- Check 7:30a.m. Morning Sign In sheet and hold brothers accountable if their name is missing
- Check the Sign In/Out Board and Sign In/Out Sheet to make sure all residents are signed in/out properly, and hold brothers accountable if they are signed in/out incorrectly
- Check Sign/In Out Board before 1:30p.m. for Phase 2, and 3:00p.m. for Phase 3 to ensure residents are back from meeting/job search
- Return the Appointment Book to the Case Management Office
- Bring the Learning Experience Sheet to the Case Management Office to be signed off on immediately following 8a.m. Morning Meeting Monday – Friday,
- Update the L.E. Board immediately after the Learning Experience Sheet is turned into Case Management and the resident who has received an L.E.
- Refill/Organize the paperwork cubbies located in the Dining Room daily

MAT Medication

Jeremiah's Inn doesn't discriminate against MAT (Medication Assisted Treatment) psych medications for mental health or pain medications. MAT MUST provide their own transportation. All medications must be pre-approved before admission into Jeremiah's Inn. MAT includes Vivitrol, Suboxone, and Methadone. If a client wishes for more information about MAT there are contacts available at these agencies for more information:

Spectrum Health Systems:
585 Lincoln Street
Worcester, MA
(800) 464-9555

Cleanslate:
411 Chandler Street
Worcester, MA 01602
(413) 341-1787

Prescriptions, Supplements, OTC Meds

Per BSAS regulations, residents must supply **ALL** their own medication. Jeremiah's Inn has no "house meds" of any kind for residents. Medications and supplements are to be kept in the Case Management office in a locked area. If a resident chooses to change his medication for any reason, he needs to contact his doctor to make the change and provide paperwork. If a resident does not take his medication as prescribed for 3 days or more, he will be placed on a medication contract.

Medications can be accessed Monday through Friday from 5:00A.M.- 8:00 A.M., Noon – 4:30P.M., after 7:00 P.M and before midnight. On the weekends medication times are from 5:00A.M. to 11:00A.M., 2:00P.M. - 4:00P.M., and after 7:00 P.M and before midnight.

Medication must be taken as prescribed and can only be discontinued by prescribing doctor. All residents are responsible for providing documentation from doctor in such situations prior to discontinuing any medication.

Any and all narcotic medication must be properly stored and regulated for safety. In the event narcotic medication is prescribed, proper documentation must be provided. Resident will be placed on administrative restriction until 72 hours **after** last dose to monitor withdrawal symptoms after completing medication.

Any client who receive a medication prescription for a controlled substance shall adhere to the following:

- A resident who receives a prescription for treating pain from the Emergency Room, their PCP, or Dentist must have proper documentation along with the script for medication(s).
- Resident will be placed on restriction when the first dose is taken.

- The resident will be allowed to go out during this time for appointments and meetings only providing they have a buddy for support.
- Restriction will conclude 72 hours after the last dose for opiates. Restriction will end 48 hours after all other narcotics.

This policy has been put into place for the safety and well-being of our residents' recovery at Jeremiah's Inn.

All medication must be brought to the Case Management office immediately prior to taking a dose. If the medication started with a dose at the prescribing doctor's office, proper documentation must be provided to staff. Residents **MUST** inform their Case Manager before any change in medication dose for any controlled medications and provide proper documentation from prescriber, ensuring staff can provide proper support to residents. This ensures both residents and staff are properly informed for accountability and support. For some medications (e.g. inhalers) and OTC meds, residents need written permission to keep them on their person or in their room. **Only meds (including Over the Counter meds) that have been approved by Case Managers and have been properly logged may be kept in resident's room.** *Failure to comply may result in discharge from the program.*

Sick Day Policy

If a resident is sick and needs a "sick day," he will be allowed to go upstairs and rest in his room. The purpose of the sick day is for the resident to rest and relax so that he feels better. The only reason that a resident on sick day should be downstairs is to eat meals and smoke (only after meals) the majority of the sick day should be spent in his room resting so that he can fully participate in the program as soon as possible. If a resident is sick for more than two days in a row, he must go to the doctor to be assessed. If a resident starts the day on sick day, he needs to finish it on sick day. On a sick day, a resident is restricted to the house and cannot go out anywhere including outside recovery meetings. The resident that is on sick day must find someone to step up for him for any chores/duties he is responsible for during the sick day. Any sick day needs to first be addressed by a Peer Leader, then the CP, and then a Case Manager.

Room Security

It is recommended that resident rooms be kept locked at all times and valuables be kept off-site. For safety reasons, keep only a small amount of cash on site. Additional security used by residents must be approved by Clinical Director and Case Manager. A second set of keys or combination must also be given to staff. Jeremiah's Inn is not responsible for personal items or belongings.

Laundry

All residents are required to wash and dry their laundry before bringing anything upstairs to their room. This includes any items that need laundering that residents bring with them upon arrival to the program as well as any other items the resident will procure during his time at Jeremiah' Inn.

Resident's washer and dryer are located in basement. Laundromats are also available in the neighborhood.

Resident must provide soap; *Use liquid High Efficiency detergent only or else half the normal amount of regular detergent!*

- Do not open the lid when lock light is on.
- Empty all pockets before putting clothes in washing machine.
- Don't overload appliances; 1 pillowcase full of items equals 1 load.
- Clean linens are given to new residents upon admission. Residents are responsible for washing their own linens.
- Replacement of worn or torn linens may only be obtained by returning the originals to the House Manager.

Unattended laundry may be removed from the machines by other residents at the end of the cycle and placed on the table.

Phone Calls/ Messages

We provide a restricted line for resident's use who do not have a cell phone. This phone should be used to make phone calls to providers and family. There is a 10 minute time limit per call. Do not answer the phone if you are not willing to take messages. Please be courteous of other people waiting to use the phone. Do not answer the phone stating that this is Jeremiah's Inn. This violates the confidentiality of all residents. A simple "hello" is good enough. The resident phone number is 508-795-6989

Meals

- Breakfast and lunch are self-serve.
- Evening dinner is served between 4:00p.m. and 4:30 P.M.
- Refrigerators and microwaves are available for residents' use in dining area.
- No food is allowed above the first floor.
- Residents are responsible for cleaning their own coffee cups and must clean up after themselves.
- All residents are required to cook dinner 1 to 2 evenings per month. This is non-negotiable for your entire stay. The only exception is Monday at 4:00 p.m. for house meeting.
- No resident is allowed to cook any meals for themselves; all meals cooked in the kitchen must be for everyone in the house

NOTE: Only residents on kitchen duty or who have prior approval of Case Manager are allowed in kitchen area – violators will be subject to the disciplinary process. Residents must sign kitchen keys in and out of the Case Management office. Anyone with food in their rooms will be subject to written warnings.

Policies and Procedures for Residents and the Nutrition Center

Each resident is required to have 4 sign-offs for the Nutrition Center.

There are several ways and opportunities to reach this requirement.

- Volunteering between 30-60 minutes in the pantry assisting with food distribution
- Volunteering to transport items from downstairs & restock shelving in the pantry
- Participating in a trip to WCFB on Wednesday (minimum of 1 trip required)
- Attending an educational tour at Price Chopper, 2nd Tuesday of the month (required)
- Attending events associated with the Nutrition Center
- Working in the Community Garden on Camp St.

The following will not qualify for a sign-off on your card:

- Offering to carry a box for set-up or break-down in the pantry (that's being courteous)
- Volunteering less than 30 minutes
- Translating for a food pantry client
- Assist in unloading the WCFB delivery on Wednesday's (physically capable residents – no outside appointments on Wednesday before noon)
- Taking in deliveries from donors

When volunteering, you must use the sign-in sheet documenting time in/out to receive credit. The Nutrition Center Coordinator will sign your card. If you forget to sign in, you will not receive credit.

Donations

Donations must follow proper protocol:

Clothing: All clothing donations will be bagged and brought to the staff laundry room in the basement for the house manager to wash and dry before being distributed.

Food/Non-Perishables: All non-perishable food donations must be weighed and logged before being brought into the food pantry.

Donated clothing for residents is available on a first come, first served basis and is located in the basement near the client washer and dryer. Please be considerate of our other residents and take only what you need. No resident is allowed an excessive amount of clothing in their rooms. Room checks will be done daily, and you will be asked to get rid of any amount of excessive clothing. Residents are not to distribute any incoming clothing donations until the clothes are cleaned.

Bicycles/Automobiles

All resident bicycles must be kept only in the authorized area, for the safety of the house. Bicycles should never block hallways, exits or fire escapes.

Written approval from your Case Manager is needed to bring personal vehicle on site.

- On-site parking of a resident's vehicle is at the resident's risk.
- Residents are not allowed to co-own vehicles together
- Automobiles must be properly insured in resident's name, have a valid registration in resident's name, updated inspection sticker and be in operable condition.
- Drivers must have a valid license at all times.
- Major repairs and oil changes are not permitted on-site.
- Minor repairs requiring a jack must be attended to at all times.
- Must be on phase 2 with proper documentation

Guests

- All guests must sign in/out of the visitor log **and** notify the staff
- All guests must comply with the house rules and regulations
- All guests must identify whom they are visiting with, and residents must stay with their guests throughout the visit, *children must be supervised at all times.*
- No guests are allowed above the first floor
- No resident is to be in any locked room, at any time, with their guest
- Residents must be accountable for their guests and are responsible for any damage their guests may cause to Jeremiah's Inn property
- No guests are allowed during scheduled groups and meeting. There will be no loitering on Jeremiah's Inn premises
- Guests times are as follows: Sunday 9:00am-9:00pm, Tuesday 6:30pm-9:00pm, Wednesday 6:30pm-9:00pm, Friday 3:00pm-5:00pm, Saturday 11:00am-9:00pm

Violations will result in discharge from the program.

NOTE: Former residents may not use Jeremiah's services without prior approval from the Program Coordinator or Executive Director.

Cell Phone Policy

During program time there is to be no phone use in the common areas, including any house groups and Unity Night. This is time to grow your recovery by interacting with your brothers and daily recovery journals.

Due to the proposal by the residents of the house on March 20, 2017, there is no cell phone use during Unity Night. No cell phones will be permitted and if a resident is found on a phone, it will result in an automatic 72 hour loss of cell phone privileges

If a resident is found on his phone during program time there is a three strike policy. The first time a resident uses his phone during program time he will get a 72 hour loss of his phone. For the second offense, he will be restricted to the house for one week during which time he will not have access to his phone. If he is found a third time, the resident will be referred to staff. At that point the resident would be subject to whatever write up/contract that staff feels appropriate

Common Areas

- The first floor is a business area; proper clothing, including shirts and shoes must be worn at all times.
- Common areas are available to our residents 24 hours a day- *Please be considerate of other residents' needs at all times.*
- Sleeping is not allowed on the first floor.
- Entry into unauthorized areas (Front offices, kitchen, pantry, basement storage, furnace room) is not permitted without prior approval from case management.

Mail

- Address: Jeremiah's Inn P.O. Box 30035, 1059 Main Street, Worcester, MA 01603.
- All resident mail received at Jeremiah's Inn will be distributed in the resident mail boxes. Mail boxes are assigned by room number. Name is above box. *Please check your mailboxes daily for in-house messages.*
- Residents must keep mailboxes clean.
- The Post Office is located at the mini-mall. As you leave by the front door, turn right and walk approximately 50 feet.
- Upon termination from the program, a former resident must provide Jeremiah's Inn with a forwarding address or mail will be returned to the Post Office marked "Moved - No Forwarding Address."

HARASSMENT POLICY & PROCEDURE

Sexual Harassment

Jeremiah's Inn depends upon an environment of tolerance and respect for the achievement of its goals. Jeremiah's Inn is committed to providing an environment that is free of all forms of abuse or harassment. Jeremiah's Inn recognizes the right of all employees, residents, guests and visitors to be treated with respect and dignity.

Sexual harassment is a form of behavior prohibited by State and Federal law. Jeremiah's Inn also condemns and prohibits sexual harassment by any employee, client, guest or visitor.

Sexual harassment does not refer to purely voluntary social activities. It refers to behavior that is not welcomed by the employees, client, guest or visitor, which is personally offensive to him or her, and which undermines morale and/or interferes with the ability of the person to work effectively. Sexual harassment, as defined by the law, may, depending upon circumstances, include unwelcome actions such as:

- Verbal abuse of a sexual nature, use of sexually degrading words, or jokes or language of a sexual nature
- Physical contact including patting, pinching or repeated brushing against another's body
- Demands or requests for sexual favors accompanied by implied or overt promises of preferential treatment or threats concerning an individual's status.

- Continuing to express sexual interest after being informed that the interest is not welcomed
- Assaults or molestations
- Posting or distributing sexually suggestive pictures or other materials
- Inquiries into someone's sexual experiences or discussion of one's own sexual activities

Sexual harassment is not limited to prohibited behavior by a male toward a female. Sexual harassment can occur in a variety of circumstances. Here are some things to remember:

- A man as well as a woman may be the victim of sexual harassment, and a woman as well as a man may be the harasser.
- The harasser does not have to be the victim's superior or person in authority.
- The victim does not have to be the opposite sex from the harasser.
- The victim does not have to be the person at whom the unwelcome sexual conduct is directed. The victim may be someone who is affected by the harassing conduct, even if it is directed toward another person, if the conduct creates an intimidating, hostile, or offensive environment.

NOTE: while this policy sets forth our goals of promoting an environment that is free of sexual harassment, the policy is not designed or intended to limit our authority to discipline or take remedial action for conduct which we deem unacceptable, regardless of whether that conduct satisfies the definition of sexual harassment.

Any harassing behavior which includes, but is not limited to, words or actions referring to a person's race, gender, age, disability, physical appearance, sexual orientation, color or beliefs, that creates an intimidating, hostile or offensive environment will be considered harassing behavior and subject the harasser to the disciplinary process.

Anyone who feels that they are a victim of harassing behavior should initiate a grievance as outlined in a procedure elsewhere in this manual.

TOBACCO POLICY

Jeremiah's Inn is smoke-free. This means that the use of any form of tobacco, including the use of smokeless tobacco such as snuff and chewing tobacco or electronic cigarettes and vaping are prohibited throughout the entire building. This includes all indoor facilities, offices, hallways, waiting rooms, rest rooms, meeting rooms and community areas.
(Jeremiah's Tobacco Policy incorporates the DPH/BSAS Tobacco Guidelines effective 7/1/04)

This policy applies to all employees, residents, guests, volunteers, food pantry clients and any other visitors to the building. There are no exceptions to this policy.

Smoking Area

Smoking is allowed on the grounds only in the designated area – There is no smoking on the front porch, on the porch on the Cambridge Street side of the house, or within five (5) feet of any doorways or windows.

GAMBLING POLICY

Rational

It is currently estimated that approximately 5% of the general adult population will have a gambling disorder in their lifetime. The prevalence rates within populations of individuals who live with substance abuse disorders and other mental health disorders jumps between 25% and 40%. Acknowledging these statistics and desiring to help our clients avoid harmful behaviors, we are instituting this policy.

Definition

Gambling, as defined by the Massachusetts Council on Compulsive Gambling, is risking something of value on the outcome of an event when the probability of winning is less than certain (Shaffer, Howard and Korn, David. “Gambling and Related Mental Health Disorders: A Public Health Analysis,” Annual Review of Public Health, 23 (2002).

Policy

Staff, residents and visitors are prohibited from engaging in gambling activities on Jeremiah’s Inn premises and at events sponsored by Jeremiah’s Inn. Such activities may include:

- Lottery games (scratch tickets, Keno, numbers games, etc.)
- Pari-mutual betting (horse and dog races, jai lai)
- Casinos (table games and slot machines)
- Sports betting (office or family pools and/or with a bookie)
- Bingo or Beano or similar activities
- Raffles and fundraising tickets
- Internet gambling of any type
- Day trading
- Animal fights
- Betting on individual skills
- Electronic gaming devices – including “free” cell phone applications that mirror gambling of any kind
- Any card, video, board or other games for money
- Any illegal wagering – Illegal wagering, just as any other illegal activity, cannot take place on Jeremiah’s Inn premises. Illegal wagering is defined as any wagering, betting or gambling that does not meet the parameters of the law. Illegal wagering can include betting with a bookie, betting in office pools with a cut of all money wagered given to the organizer, and illegal machines.

Also prohibited is any staff gambling or discussion of gambling in front of clients, including having scratch tickets on premises or at a Jeremiah's Inn event, and/or discussion of gambling in front of clients, such as talking about their latest trip to a casino.

Lottery machines or gambling opportunities on the premises are not permitted. (We are not required to monitor raffles within 12-Step meetings held on the premises.)

Betting between clients and staff members is prohibited.

Staff who violates this policy will be subject to disciplinary action, up to and including termination. Residents who violate this policy will also be subject to disciplinary action, up to and including discharge from the program.

FIRE PROCEDURE

Plan ahead

Don't wait until you're caught in a fire to begin planning what you should do. If you have an escape plan and adapt it to the emergency, you can greatly increase your chance of survival. People often panic when they don't know what to do in an emergency; panic can cause people to make wrong decisions that could cost lives. Be proactive and plan ahead!

In the Event of an Actual Fire

Should a fire start in your room:

- Evacuate your room immediately & close the door behind you.
- Sound fire alarm by pulling down on alarm box, breaking glass rod and notify residents & staff.
- Move quickly and orderly to nearest exit.
- Join staff in parking lot.

Should a fire start in another part of the building:

1. If there is any evidence of smoke in the room roll out of bed and crawl to the door. Don't stand, because smoke is a deadly gas, and gases rise.
2. Because heat and smoke rise, move along as close to the floor as possible.
- 3A. Feel the door with the back of your hand, if the door or knob is hot or very warm, don't open it!
 - a. **Don't panic**- seal the door from smoke with towels or sheets.
 - b. All rooms are equipped with a chain ladder in box below the window
 - c. Open window, check area below, and if clear, drop ladder.
 - d. If unsafe to use fire ladder, signal for help from Fire Dept. or passerby.
- 3B. If the door is NOT hot, open it slowly a crack to check for safety.
 - a. If there is no smoke in the hall, it is probably safe to leave your room. Close the door securely behind you and proceed to the nearest exit.
 - b. Walk down to the ground level holding on to the rail to protect yourself from being knocked down by someone in a panic.

4. If you encounter some fire at lower levels, walk back up to cleaner air and use another exit.
5. Join staff in parking lot.

NOTE: Remember that few people are burned to death in fires; most people die from smoke and poisonous gases so stay low to the ground if there is any smoke present at al

FIRE SAFETY

Fire Safety

- There is absolutely NO SMOKING allowed in the facility!
- *Smoking in the building is grounds for automatic discharge*
- Use of candles is not allowed, no incense or any open flame
- Do not accumulate trash in your rooms
- Never drag a smoldering mattress through the building
- Don't overload outlets, no multiple plugs allowed

NOTE: Have House Manager inspect the wiring on all electrical fans, radios, irons etc., before using them in the building.

Residents should only use fire extinguishers on small fires which can be contained. i.e. waste baskets, rugs, bed clothes etc.

Fire Drill Procedures

Resident safety is of primary importance. All residents are to respond immediately to any Fire Alarm and to participate fully in any Fire Drills scheduled by the staff.

1. Exit room, closing door behind you.
2. Proceed immediately to nearest EXIT. Besides the regular exits, there are Emergency Exits located on each floor. It is the responsibility of each resident to be fully aware of the location of all the exits.
Check with the staff if you are unsure of Emergency Exit locations.
3. Exit the building in an orderly manner and assemble in the rear of the parking lot under the billboard sign.
4. Reenter the building only when instructed to do so by the Staff or Fire Department.

Note: Fire Drills not completed within acceptable time will be repeated.

Personal Property Pick-up Authorization Form

If a resident authorizes another person to pick up his property, that person must present this form as well as a picture ID at the time of pick-up.

Personal possessions brought on site are the sole responsibility of the owner and not Jeremiah's.

Personal property abandoned without notification shall be tagged and stored for 14 days. Within the 14 day period, abandoned property may be claimed, but only between the hours of 10:00 A.M. and 4:00 P.M. Monday through Friday with a 24 hour notification to office staff.

Unclaimed property shall be discarded after 14 days

I _____, do hereby authorize
(Print Name)

_____ to pick all of my
(Print Name)

personal belongings on _____ at _____
(Date) (Time)

at Jeremiah's Inn and I accept full responsibility for his / her actions.

Resident: _____ Date: _____
(Signature)

Social Service Agencies/Hospitals

Adcare (508) 799-9000

Adult Learning Center/ Worcester Public Schools (GED, English as 2nd Language, etc.) (508) 799-3170

AIDS Project Worcester (508) 755-3773

Center for Living and Working – Disabilities Services (508) 798-0350

CHL Detox (508) 860-1200

CHL Emergency Mental Health/Crisis 1-800-977-5555

CHL Homeless Outreach Advocacy Program (HOAP) (508) 860-1080

Counseling and Assessment Clinic - 38 Front Street 5th FL (508) 756-5400

Father's Group – Chris Nelson – Pernet Family Health – 237 Millbury Street (508)-755-1228

South Bay Mental Health Intake (508) 427-5362

Spectrum Intense Outpatient – Lincoln Street (508) 854-3320

Triage and Assessment Center – 25 Jacques Avenue (508)-757-0103

UMASS – Emergency Mental Health 55 North Lake Avenue (508) 856-3562

UMASS Medical Center Main Number (508) 334-1000

YMCA (508) 755-6101

Government Agencies

Department Transitional Assistance – 9 Walnut Street -(508) 767-3100

Department of Children & Families (DCF) 121 Providence Street (508) 929-2000

Disability Determination Service/Social Security Administration 1-800-551-5532

Food Stamp Office 1-800-645-8333

Massachusetts Rehab Commission (508) 754-1757

Workforce Central/Unemployment 44 Front Street (508) 799-1600

Worcester Housing Authority Belmont Street (508) 635-3000

Health Clinics/Centers

Family Health Center – 26 Queen Street (508) 860- 7700

Edward Kennedy/Great Brook Valley Health Center (508) 852-1805

Emergency Resources

Detox

- Adcare (508) 799-9000
- Spectrum (508) 898-1570
- Thayer (CHL) (508) 860-1200

Mass State Agency

- Mass Health Enrollment (800) 332-5545
- Mass Health Customer Service (800) 841-2900

Other Important Numbers

Community Resources

Abuse

Mass. Dept. Children and Families (DCF)
121 Providence Street Suite 200 (508) 929-2000
UMASS Memorial Medical Center University Campus (508) 334-1000
UMASS Memorial Medical Center Memorial Campus (508) 334-1000

Clothing

Little Free Store 70 Piedmont Street (508) 831-7455
Salvation Army (508) 799-0528
St. Vincent de Paul 507 Park Ave (508) 752-4232

Crime / Fire

Emergencies 911
Worcester Police Dept. (508) 799-8600
Worcester Fire Dept. (508) 799-1816

Crisis / Suicide Intervention

Emergency Mental Health (508) 856-3562
55 North Lake Avenue

Disabilities

Center for Living and Working (508) 798-0350
EMH-CHL 1-800-977-5555

Employment & Training

Adult Learning Center/Worcester Public Schools/GEDS (508) 799-3170
Disability Determination Service 1-800-551-5532
Mass Rehab Commission (508) 754-1757
Work Force Central (508) 799-1600

Food

DTA (508) 767-3100
Food Stamps (800) 645-8333

Health

AIDS Project Worcester (508) 755-3773
STD Testing (Planned Parenthood) (508) 854-3300
TB Testing (M.A. DPH) (508) 792-7880
YMCA (508) 755-6101
Mass Health (800) 332-5545
Medicare / SHINE (Council on Aging) (800) 244-3032