



Addiction Recovery Program

Central City Lodge

Resident Handbook

**415 West Pender Street
Vancouver BC V6B 1V2**

Messages:

Manager Ph: (604) 639-8237 or

Case Worker Ph: (604) 639-8238

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WELCOME to the Addiction Recovery Program

We are pleased you have chosen Central City Lodge. The professional staff is here to provide you with excellent services in a safe and supportive environment and to assist you with your recovery options.

This **Resident Handbook** is your guide to living at Central City Lodge, providing you with information on services, activities, routines, and expectations. If you have any questions, please feel free to ask any staff member.

The ARP is part of a larger organization – Central City Care Society – whose Mission is to provide:

*“Quality residential health care with dignity,
compassion and respect for adults”*

The philosophy of care for our organization is PERSON-CENTRED CARE:

*Person-centred care understands and responds
to the needs of its residents*

ARP Program

The Addiction Recovery Program at Central City Lodge is a 22-bed residential recovery program for people who self-identify as men. The facility provides a warm atmosphere that is conducive to personal growth and change. There are 18 single rooms and 2 double rooms, each with private bathrooms. This program is licensed and funded by Vancouver Coastal Health with an additional cost of \$40 per day for each resident.

Within the ARP program our specific mission is to provide each individual with an optimal opportunity for growth and skill development to assist in the achievement of a personal addictions recovery plan. ARP utilizes a number of strategies to facilitate a change in lifestyle. These include group life skills modules, group and individual case work, and a re-entry component which links residents to community resources, such as supported housing, employment programs, support groups, education, and outpatient counselling services.

The ARP program is based on a biopsychosocialspiritual philosophy. We believe that problems of substance misuse can be resolved if individuals are provided with:

- ◆ a respect for their ability to be responsible for their own wellbeing
- ◆ positive encouragement that they are competent to make positive and healthy decisions
- ◆ a sense of structure in their environment

The maximum length of stay at the ARP program is 90 days. Staff will work with you to develop a discharge plan as part of your overall service plan when you enter the program.

Our daily program includes:

- ◆ Life skills development and an introduction to areas including goal setting, managing conflict and anger, listening skills, problem resolution, stress management skills, and relapse prevention
- ◆ Exploring options such as mental health day programs, employment programs, Narcotics Anonymous, Alcoholics Anonymous, SMART Recovery and other peer support groups.
- ◆ Re-Entry Planning. This later stage focuses on assisting residents to explore housing and employment options, as well as participate in ongoing mutual support programs.

Throughout a resident's stay, caseworkers provide one-to-one support and assist residents in working towards the goals of their personal recovery plan. Residents are expected to meet with their caseworker at least once weekly.

Guidelines — ARP

This handbook is to help explain the structure and procedures of ARP. It will help answer any questions you have about our program activities, house rules, and expectations.

Residents' Rights

At Central City Lodge–ARP, we believe in the following Residents' Rights:

Each resident will be:

- ◆ treated in a manner promoting dignity and respect
- ◆ treated without regard to race, colour, creed, culture, religion, age, gender identity, gender expression, or sexual orientation
- ◆ treated without regard to disability
- ◆ protected from invasion of privacy — provided that reasonable searches may be conducted or other means used to detect and prevent contraband from being in possession or used on the premises
- ◆ treated with respect to personal information (an explanation of types of disclosure that cannot be kept confidential will be given)
- ◆ treated fairly and professionally by staff

Each resident is expected to:

- ◆ Treat others with respect and dignity and refrain from behaviour and speech discriminating against others in regard to race, colour, creed, culture, religion, age, gender identity, gender expression, or sexual orientation
- ◆ Maintain the safety of the program and refrain from aggressive and abusive behaviour towards oneself, peers, staff and property
- ◆ Adhere to all rules of the program
- ◆ Participate fully in the supportive recovery environment and demonstrate respect for differing recovery choices of others

Staff shall relate to residents in the following manner:

- ◆ Treat each resident with acceptance and a non-judgmental attitude
- ◆ Encourage and support residents to make their own decisions & direct their own Recovery Plan
- ◆ Maintain professional confidentiality
- ◆ Seek out ways to identify and reinforce positive behaviours and attitudes in each resident

Staff shall not engage in the following behaviour with residents:

- ◆ Threaten or engage in actual abuse of a resident
- ◆ Use obscene language or remarks meant to deliberately debase, humiliate, or intimidate residents
- ◆ Deny basic needs and rights of a resident to clothing, food, physical hygiene, or exercise
- ◆ Engage in a relationship that is beyond that of caseworker-client.

Living at Central City Lodge

The following provides information about the rules and expectations of the Addiction Recovery Program. We encourage you to ask staff if you are in doubt about whether something is permitted.

Admission

- ◆ New residents are placed on “house restriction” for the first 5 days. During the first 24 hours, residents cannot leave the premises, except with an escort to smoke outside. After that time they are only allowed to leave the building with a staff-approved escort. This is so you can begin to focus on your recovery and adjust to a new routine, including proper sleep and nutrition.
- ◆ Residents must obtain a tuberculosis test within 14 days of admission
- ◆ Cell phones and computers may be used in the residents’ room, but cannot be used in common areas. City Centre Care Society will not take responsibility for lost or stolen property. Internet access is not available for people using a computer.

Self Payment and Refunds

Funding arrangements must be made before a resident enters the program. Depending upon the circumstances (such as being in receipt of EI or CPP or not entitled to full income assistance), a resident may have to pay before admission into the program and must pay every subsequent 30 days.

MSDSI requires that residents receiving income from CPP or EI benefits and are on income assistance from MSDSI must use their entire CPP and EI portion to pay for ARP both at the time of admission and subsequent months. A resident who starts receiving EI or CPP after starting the ARP program must provide all money received immediately to the ARP Manager or Case Worker to cover accommodation costs.

When a resident is in hospital or away for any reason, he is still required to pay the \$40 per day.

Residents who pay for being enrolled in ARP are charged \$40 per day. When a resident leaves the program and a portion of the money paid is unused after paying the \$40 per day, the balance of this money will be refunded to him.

Residents must provide their name or the name of the person or agency that the cheque should be made payable to as well as the full mailing address of the recipient.

Medical Supervision and Medical/Dental Appointments

Residents must be seen by a designated ARP physician for an initial medical consultation; this is a requirement of the program and will be arranged by ARP staff. All appointments, including medical, dental, Ministry of Social Development and Social Innovation, are to be scheduled for times which will not conflict with required group attendance or other program activities.

Medication Administration

Central City Lodge is a licensed facility and subject to the regulations of the *Community Care Act*. This means that any resident on prescription medication must use a pharmacy designated by Central City Lodge to obtain medication. Our pharmacy is Remedy's Rx Pharmacy and the pharmacist can be contacted at (604) 254-1585. All medications, including over-the-counter, will be stored centrally by ARP staff unless approved by the MSAC Committee for self-administration. Medications will need to be prescribed by the physician designated by Central City Lodge.

Residents cannot take any prescribed narcotics (eg opiate based pain killers, T3s), benzodiazepines (e.g. Diazepam, Xanax, Ativan), synthetic THC or other medications that are open to abuse while being a participant at ARP.

All residents on Methadone are expected to remain on their admission dose for their entire length of stay. If this is problematic, please address this with the ARP physician for an exception to policy. It is the responsibility of each resident to work with their health care provider to ensure that they comply with all requirements, and have their health care needs met.

Access to the building

- ◆ Residents are restricted to the 2nd floor area
- ◆ Residents are required to sign out and sign back in any time they leave the 2nd floor
- ◆ After 5 days residents are to use swipe cards provided for entering and exiting the ARP door

Dress Code

- ◆ Proper clothing and shoes are to be worn at all times
- ◆ No pyjamas or housecoats are to be worn to meals, groups or individual sessions
- ◆ Out of respect for other residents, clothing should not depict drug or alcohol related images
- ◆ No hats may be worn in group sessions

Confidentiality

- ◆ Each resident has a responsibility to honour and preserve the confidentiality of other residents and of staff
- ◆ Confidentiality may be breached by a staff member if they believe that a resident is at immediate risk of harm to themselves or others
- ◆ All practices comply with the BC Freedom of Information and Protection of Privacy Act

Room Policy

- ◆ Residents who desire a room key may obtain one for a \$5 deposit, refunded at discharge
- ◆ Residents will receive a swipe card without charge after their first 5 days
- ◆ Residents are expected to keep their rooms clean and tidy

- ◆ No food or drink is to be taken into or kept in the rooms
- ◆ Room inspection is done on a weekly basis by staff. Weekly inspection occurs every Thursday. Residents are expected to do a major clean-up, including mopping their room and cleaning their washroom, on either Wednesday evening or Thursday morning before the weekly inspection.
- ◆ Staff reserve the right to inspect rooms for safety and for suspected contraband

Security

- ◆ Weapons are prohibited on the premises
- ◆ Do not leave valuables in your room

Financial/Valuables Management

- ◆ Staff members do not have the ability to manage finances for residents, and are unable to secure valuables including cash, passports, credit cards and cheques.

Meals

- ◆ 3 meals a day plus snacks are served
- ◆ Residents are expected to attend meals, unless staff have granted pre-approval to miss a meal. Meals will be saved only for valid appointments and must be approved by staff
- ◆ Beverages and healthy snacks are available from wakeup until curfew

Laundry and Chores

- ◆ Laundry facilities are provided for your convenience. Residents are responsible for washing and drying their own laundry (including linens). The washer/dryer can be used between the hours of 7:00 am and 10:00 pm. Please clean the dryer filter whenever you are using the dryer. Ask staff for assistance when you need help
- ◆ Residents are required to do specific chores on a daily or weekly basis, as assigned by staff

Use of Television

- ◆ TV viewing is allowed weekdays from 5:00 pm until 12 midnight and after group on weekends
- ◆ Viewing time is extended until 1:00 am in the evening on Friday and Saturday night
- ◆ Noise should be kept to a minimum after 10:00 pm
- ◆ Programs and movies which depict, glorify, or promote the use of alcohol and drugs are not to be viewed.

Use of Stove

- ◆ Due to licensing regulations, the stove is not to be used by residents to prepare food.

Use of Phone/Messages

- ◆ The free house phone is located in the library for residents to make private calls. A pay phone is also available. Calls on both telephones should be limited to 10 minutes, particularly when the telephone is in demand.
- ◆ Messages may be left for residents at the Case Workers telephone. The messages will be passed on to residents in a timely manner. The telephone number is (604) 639-8238.

Mail/Fax

Residents are able to receive mail. Mail is distributed to residents as soon as it arrives at Central City Lodge. After discharge, a resident's mail will be held for 3 days. If not picked up by that time, it will be returned to sender. Our mailing address is:

[Resident's name]
415 West Pender Street
Vancouver BC V6B 1V2

Faxes may be received for clients at (604) 696-6769

Visitors

Visitors are restricted to visiting on weekends (and holidays) — Saturday and Sunday between 2:00 pm and 4:00 pm in the 2nd floor common areas (lounge, kitchen, quiet room and outdoor patio). All visitors must enter via the ARP door or check with the receptionist at the front lobby. Visitors are not allowed in resident bedrooms. Outside of visiting hours you are encouraged to meet with visitors off-site.

Behaviour

- ◆ Residents who engage in any abusive behaviour — including aggression, verbal abuse, and hate speech including racism, sexism, homophobia and transphobia — will be subject to immediate discharge. Such behavior will be investigated by staff.
- ◆ Residents are not permitted to patronize any licensed bar, lounge, pub, or night club while in treatment at Central City Lodge due to the risk of relapse.
- ◆ Absolutely no gambling is allowed on the premises.
- ◆ Random drug screens are mandatory and those testing positive for unprescribed substances (or negative for prescribed and witnessed substances) will be discharged. Those with containers of urine in their room or on their person will be discharged.
- ◆ In accordance with CCL policy, gift giving by residents to staff members is discouraged.

Participation

Attendance and participation in the 8:30 am, and 9:45 am daily groups are required. Each resident is required to attend all mandatory program activities. Residents too ill to attend group sessions are expected to remain at ARP for the duration of the day and evening, unless a hospital or medical clinic visit is required. Please report all illness to staff prior to group. Our enhanced program offers additional groups such as Seeking Safety, Smoking Cessation Support Group and access to the VAMP Program at VCH Three Bridges Community Health Centre. Please see attached schedule.

Substance Abuse/Impairment

The use of any non-prescribed mood-altering substance or use of a restricted, prescribed medication by a resident will be cause for immediate discharge. Decisions about discharge will be made on an individual basis. Residents are not allowed to have aftershave, cologne, mouthwash or any other products that contain alcohol. Please ensure all medication, including over the counter medication is kept securely locked in the caseworker's office. Prescribed inhalers and some creams or ointments may be given to you by the caseworker and can be stored safely in your room.

Smoking

Central City Lodge is a non-smoking building. Smoking is allowed only on the outside patio between 10:30pm and 5:30am. If you smoke on the patio outside of posted hours or inside the building and

rooms you will be discharged immediately. Caseworkers can provide information about Smoking Cessation programs for people who are interested in reducing or stopping their cigarette use.

Personal Property

It is the resident's responsibility to remove all personal belongings from Central City Lodge upon discharge. Any belongings still remaining on the premises after 72 hours will be disposed of. Central City Lodge accepts no responsibility for missing or damaged property.

Complaints

Residents can address concerns or complaints verbally in the Questions and Puzzles section of our daily morning group tune-in. They can meet with the caseworker regarding complaints or if unresolved or if it involves the caseworker, they can meet with the ARP Manager. The next step is to meet with the Director of City Centre Care Society. Those wishing to make complaints anonymously are invited to write down the information and place it in the complaints box in the library/phone room on the form provided.

If you are not satisfied with the outcome of your complaint, please notify Vancouver Coastal Health Patient Quality Care Office at:

Phone: 604-875-5845 or Toll Free at 1-877-993-9199

Fax: 604-875-5545

Email: pcqo@vch.ca

In Person: 855 West 12th Avenue, CP-380
Vancouver, BC V5Z 1M9

Or the licensing office of Vancouver Coastal Health at:

Phone: 604-675-3800

Fax: 604-736-8651

Addiction Recovery Program at CCL House Rules

The following rules are intended to support clients while they are achieving their goals. Breaching these House Rules are grounds for immediate dismissal:

1. There is no use of alcohol, illicit substances or abuse of prescription or non-prescription medication while in residence
2. Residents attempting to falsify urine drug screen results, including possession of containers of urine will be discharged immediately.
3. Clients cannot take any prescribed narcotics (eg opiate based pain killers, T3s), benzodiazepines (eg alprazolam, Xanax, Ativan), synthetic THC or other medications that are open to abuse while in residence
4. Outside appointments are to be scheduled for after 12 noon
5. New clients cannot leave CCL premises for the first 24 hours and are on restrictions for the first 5 days, and as such require an escort for any activity outside the building
6. Clients must be present for all meals – breakfast, lunch, dinner – every day
7. Visiting hours are Saturdays, Sundays and Holidays, in the common area between 2:00pm-4:00pm
8. Wake-up call: Monday to Saturday, 7:00am (someone will knock on your door).
9. Chores are the client's responsibility, and individuals are responsible for finding a replacement if they are not available on a particular day.
10. Curfew time: Sunday to Thursday – 10.30pm; Friday to Saturday – Midnight
11. Meals are to be eaten in the dining area only
12. Money lending and borrowing is discouraged
13. There is no abusive behaviour, verbal threats or hate speech including racism, sexism, homophobia or transphobia allowed on or off the premises while in residence
14. All medications (including vitamins and over the counter drugs) must be turned into staff during intake. There are to be no medications in your room. They are not to be shared with other clients
15. Clients are not permitted to attend any bar, pub, nightclub, gambling establishment, bathhouse, massage parlour or nude beach while in residence
16. Clients are not to prostitute or employ a prostitute while in residence
17. Clients are not to engage in sexual relations with fellow clients (including propositioning)
18. Smoking is restricted to the outside patio area only from 10:30 pm to 5:30 am.
19. Clients cannot wear any clothing with alcohol or drug related images
20. Transgender and queer people who self-identify as men and gay men will be supported across the gender expression spectrum
21. Clients will not be allowed to stay in residence if they are found to have outstanding warrants

*Some areas of this contract will be enforced at the manager's discretion, as they may be modified in special instances. Please see the ARP Manager for exceptions to policy.

Safety at Central City Lodge — ARP

Fire & Emergency Procedures

Central City Lodge has been designed to protect you in case of fire — the building is equipped with smoke detectors and an alarm system. During your first week you will be oriented to these important emergency procedures:

- ❑ where to find the Fire Alarm pull stations and exit routes
- ❑ what to do if you discover a fire
- ❑ what to do when you hear the alarm
- ❑ how to safely leave the building, if necessary

IF YOU DISCOVER A FIRE

- ❑ Find the nearest Fire Alarm pull station & activate the alarm
- ❑ Proceed to the living room/lounge area
- ❑ Await further instructions from a staff member OR wait for instructions to be announced over the PA system
- ❑ Do **NOT** leave the floor without being accounted for by a staff member

IF YOU HEAR THE ALARM

- ❑ Congregate in the living room/lounge area
- ❑ Await further instructions from a staff member OR wait for instructions to be announced over the PA system
- ❑ Do **NOT** leave the floor without being accounted for by a staff member

IF YOU ARE UNABLE TO PROCEED TO THE LIVING ROOM / LOUNGE AREA DUE TO FIRE, SMOKE, ETC.

- ❑ Please proceed to the nearest fire exit — location posted on each bedroom door
- ❑ Wait for instructions to be announced over the PA system

IF YOU HAVE LEFT THE BUILDING

- ❑ Do **NOT** go back into the building for any reason, until advised to do so
- ❑ When you do go back, meet with the **Fire Department** at the entrance and give them updated information — you need to be accounted for

Residents' Bill of Rights

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.

These rights are posted pursuant to section 7 (1)(c.1)(ii) of the Community Care and Assisted Living Act

Central City Lodge Weekly Schedule

Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
7:00 AM	Wake up & Chores							
7:45 AM	Breakfast							
8:15 AM	Medication administered							
8:30 AM	Check In					Check In 8.45 am	Personal Recovery	
9:15 AM	Personal Recovery			Room Inspections	Personal Recovery			
9:45 AM	Group Program					Doctor 9:30 am- 11:30am In-house AA meeting 10 – 11am	Personal Recovery	
Noon	Lunch							
12:30 PM	Personal Recovery	Personal Recovery	Personal Recovery	Personal Recovery	Personal Recovery	Personal Recovery		
1:00 PM		Seeking Safety 1-2			VAMP @ 3B 2 - 4:30 pm			
		VAMP @ 3B 2-4:30			Nurse 1-5pm			
	Appointments, 1:1 Counselling; Meetings							SmokeCessation 3-4pm
5:00 PM	Dinner							
5:30 PM	Personal Recovery Program Time							
6:00 PM	After Care Group 6 - 7 pm	Personal Recovery	VAMP @ 3B 5:30 - 7 pm	Personal Recovery			AA Big Book Study 6-7 pm	
10:30 pm	Curfew				Personal Recovery		Curfew	
Midnight					Curfew			

Off Site Group