

TRANSFORM YOUR LIFE, AVOID RELAPSE



RESIDENT HANDBOOK

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ABOUT US

Our Vision

To become the most effective recovery housing program in the Greater Phoenix area by teaching and modeling a holistic approach to establishing a sober, faith-based life of peace, joy, and stability.

Our Mission

To transform lives by providing Christ-centered recovery care and housing to people overcoming drug and alcohol addiction.

Our Approach

We know that when people in recovery have accountability and the right support to pursue their optimal wellness, relapses decrease, and lives are transformed! We realize that everybody has unique and specific needs, rather than a one size fits all approach. Optimal wellness is achieved when a person is proactively working to grow and maintain balance in their spirit, soul, and body.

Our Values

- **Christ** - We seek to honor and grow our relationship with Christ, one day at a time.
- **Caring** - We care about people and empower one another to reach optimal wellness in spirit, soul & body.
- **Community** - We nurture a supportive, sober living environment of honesty, respect, communal accountability, and a strong connection to alumni, recovery and faith communities.

***Statement of Faith**

- We believe the Bible to be the inspired, the only infallible, authoritative Word of God.
- We believe that there is one God, eternally existent in three Persons: Father, Son and Holy Spirit.
- We believe in the deity of our Lord Jesus Christ, in His virgin birth, in His sinless life, in His miracles, in His vicarious and atoning death through His shed blood, in His bodily resurrection, in His ascension to the right hand of the Father, and in His personal return in power and glory.
- We believe that God is love and depth of his love was demonstrated by the life, death, and resurrection of Jesus Christ, and in the response, we are called to compassionately love our neighbor.
- We believe that for the salvation of lost and sinful man, regeneration by the Holy Spirit is essential.
- We believe in the present ministry of the Holy Spirit by who's indwelling the Christian is enabled to live a godly life.
- We believe our salvation and our eternal life is a gift of God's grace through faith alone in Jesus Christ and we are called to be a living testimony to others of that free and available grace.
- We believe in the resurrection of both the saved and the lost; they that are saved unto the resurrection of life and they that are lost unto the resurrection of damnation.
- We believe that the ministry of evangelism and discipleship is a responsibility of all followers of Jesus Christ.
- We believe in the spiritual unity of believers in our Lord Jesus Christ.
- We believe that human life is sacred from conception to its natural end. We believe that since all life is sacred, every human being has value and deserves dignity. As such, we must have concern for the physical and spiritual needs of our fellow men.

- We believe God’s plan for human sexuality is to be expressed only within the context of marriage, that God created man and woman as unique biological persons made to complement each other in marriage if God wills. God instituted monogamous marriage between male and female as the foundation of the family and the basic structure of human society.

*Residents do not have to agree to Grace Sober Living’s statement of faith.

Code of Ethics

Grace Sober Living is a member of the Arizona Recovery Housing Association (AzRHA) and adheres to their Code of Ethics:

1. Assess each potential resident’s strengths and needs and determine whether the level of support available within the residence is appropriate. Aid the residents with appropriate referrals.
2. Value diversity and non-discrimination.
3. Provide a safe, homelike environment that meets NARR Standards.
4. Maintain an alcohol- and illicit-drug-free environment.
5. Honor individuals’ rights to choose their recovery paths within the parameters defined by the residence organization.
6. Protect the privacy, confidentiality, and personal rights of each resident.
7. Provide consistent and uniformly applied rules.
8. Provide for the health, safety, and welfare of each resident.
9. Address each resident fairly in all situations.
10. Encourage residents to sustain relationships with professionals, recovery support service providers and allies.
11. Take appropriate action to stop intimidation, bullying, sexual harassment and/or otherwise threatening behavior of residents, staff, and visitors within the residence.
12. Take appropriate action to stop retribution, intimidation, or any negative consequences that could occur as the result of a grievance or complaint.
13. Provide consistent, fair practices for drug testing that promote the residents’ recovery and the health and safety of the recovery environment.
14. Provide an environment in which each resident’s recovery needs are the primary factors in all decision making.
15. Promote the residence with marketing or advertising that is supported by accurate, open, and honest claims.
16. Decline taking a primary role in the recovery plans of relatives, close friends, and/or business acquaintances.
17. Sustain transparency in operational and financial decisions.
18. Maintain clear personal and professional boundaries.
19. Operate within the residence’s scope of service and within professional training and credentials.
20. Maintain an environment that promotes the peace and safety of the surrounding neighborhood and the community at large.

TRANSFORMATION HAPPENS PROGRAM

Program Goal

To help individuals in recovery transform their lives by pursuing their optimal wellness and learning the life skills needed to sustain a sober, peaceful, and successful life.

Program Eligibility

- Referred out of a treatment program or sober for a minimum of 30 days.
- Agree to live in the house for a minimum of 3 months, committed to staying sober, and desire transformation.
- Commit to weekly meetings, work a personalized *Recovery Care Plan*, find and sustain employment, and abide by the house rules.

Recovery Housing Program Structure

- Multi-bedroom house with a full-time, live-in House Manager, and Resident Assistant.
- Resident must be comfortable sharing a room with 1-2 other residents. Upon move-in, the House Manager will assign each resident to a room and bed, and the House Manager may reassign as they deem appropriate or needed for the good of all residents.

Basic Requirements for personalized *Recovery Care Plan*

Recovery is a daily and ongoing process. Our team is here to help you with any problems, concerns, or difficulties you may be experiencing. We encourage you to reach out at all times, not just during formal interactions.

Recovery is different for each person. You must own your recovery, and we are here to help you develop, participate, and document your own, personalized *Recovery Care Plan*, including an aftercare plan. If you follow the house rules and program requirements, we believe that you will successfully rebuild your life and fulfill your kingdom destiny!

Each person is unique and will have their own personalized *Recovery Care Plan*, however there are basic requirements each personalized *Recovery Care Plan* must contain (the purpose is for your personal transformation):

1. Get a recovery Sponsor/Mentor and have them talk to House Manager within 1 week. Continually work a 12-Step/Celebrate Recovery program and attend weekly meetings.
2. Seek and maintain full-time employment within 2 weeks (no swing or graveyard shifts). 6:30am rise and shine Monday – Friday.
3. Attend weekly church service.
4. Spend time with God daily by reading the Bible and prayer.
5. Attend individual and group Biblical Counseling sessions.
6. Exercise 2x's per week by walking, running, lifting weights, hiking, rollerblading, etc.
7. Obtain health insurance, get under the care of a medical doctor, and take medications as prescribed.
8. Weekly *Recovery Care Plan* meeting with House Manager to set and follow-up on short and long-term goals (obtain driver's license, debt recovery, settle legal issues, start school, reconnect with family, etc.)
9. Participate in community service/outreach event (minimum one Saturday per month)
10. Participate in trainings/workshops (life skills, health, financial management, discipleship, deliverance, etc.)

Sample Weekly Resident Schedule

Sunday	Church, Communal Dinner and House Meeting
Monday	Work and Celebrate Recovery meeting
Tuesday	Work and meet with recovery Sponsor/Mentor
Wednesday	Work and <i>Never Give Up</i> speaker meeting
Thursday	Work and Biblical Counseling
Friday	Work and <i>Recovery Care Plan</i> meeting with House Manager
Saturday	Serve the homeless at St. Vincent de Paul / Rest

Program Fees

- Weekly program fees vary per house: \$175 for Phoenix / \$225 for Scottsdale
- Fees due on every Friday by 7pm.
- First weekly program fee is due on day of move-in, plus a one-time non-refundable fee of \$50 for clean up after move-out. Program fees are prorated for your first week.
- Online Payments can be made through our sober living software system (BEHAVE Client Portal), Check, or Money Order. Checks and Money Orders should be made out to: *Grace Sober Living*
- Late Fees – Residents must inform the House Manager if they are experiencing financial hardship and are going to be late on program fees and agree to a suitable payment plan.
 - Residents behind on rent agree to pay a \$5.00 late fee per day.
 - Residents behind on rent may be placed on a curfew of 7:00 pm, and/or be evicted.

Program Graduation

The indicators that a resident is ready for Graduation from the *Transformation Happens* recovery program are as follows:

- 1) The resident has successfully worked the program for a minimum of 6 months.
- 2) The resident exhibits the capacity to apply a recovery program in their daily lives.
- 3) The resident is mentoring new residents.
- 4) The resident exhibits honesty and is appropriately open with his/her feelings both in individual and group settings.
- 5) The resident consistently demonstrates the motivation to remain in recovery.

Upon successfully completing the program (minimum of 6 months) and meeting the above indicators, you will successfully graduate from the *Transformation Happens* recovery program. At this time, you will receive a Certificate of Completion and become a program alumni.

Upon graduation you may choose to stay and live in the home if you are continuing to progress in your recovery program and continuing to pursue your optimal wellness in spirit, soul, and body. If you choose to remain in the home, we encourage you to mentor new residents and expect you to adhere to all rules and operate from a high level of integrity and character. Program graduates may be given the opportunity to work with their House Manager to modify/lessen their weekly program requirements.

Prior to moving out of the home, the resident is expected to develop a simple aftercare plan (and asks for feedback from their sponsor/staff/mentors about the plan). As a graduate you are qualified to serve in the position of Sponsor/Mentor and may apply for the role of Resident Assistant or House Manager if an opportunity within the organization arises.

HOUSE RULES

1. No use of illegal drugs, alcohol, or any mind-altering substances on or off the premises.
2. If you have any reason to believe that another resident has used drugs or alcohol, you must notify the House Manager immediately.
3. Must submit and pass random drug testing.
4. Must sign in and sign out when leaving and returning from the house.
5. Out of bed (with bed made) by 6:30 am on weekdays. Curfew of 9:30 pm on weekdays and 10:30 pm on weekends (unless an exception is approved in advance by House Manager).
6. Complete assigned weekly chores and maintain clean living quarters in room and common areas at all times.
7. Maintain a high level of cleanliness regarding bodily hygiene and clothing. Resident must shower each day, always be dressed in common areas, and clothing shall be neat, clean, and conservative.
8. Guests must be approved in advance by the House Manager and are only allowed in the common areas. Guests must leave by 9:00 pm.
9. No overnight guests at home. All overnight passes must be pre-approved by house manager 48 hours in advance.
10. Noise level must be kept down in and around the house between the hours of 9:00 pm and 7:00 am.
11. Be respectful. Maintain a cooperative and positive attitude.
12. No profanity spoken or listened to on television and/or music devices.
13. No acts of violence, gambling, pornography, or sexual activity.
14. No weapons on premise.
15. Be honest. There is more grace in making a mistake than being caught in a lie.

POLICIES AND PROCEDURES

Grace Sober Living has formulated its policies and procedures to ensure a safe, healthy, and comfortable environment for all residents. Group living can pose challenges under the best circumstances. While some of the following may seem restrictive, the goal is to provide clear, defined guidelines for all residents. The overriding rule is as Jesus instructed us, treat others as you would like to be treated.

“So, in everything, do to others what you would have do to you, for this sums up the Law and the Prophets.” Matthew 7:11

Non-Discrimination

Grace Sober Living does not discriminate against persons admitted to the program. It is our belief that any and all persons should have the opportunity to live in a recovery residence and recover from addiction to drugs and alcohol. Grace Sober Living does not discriminate on the basis of race, religion, gender, national and ethnic origin, or qualified disability (except for those who by any reason of their disability, would be unable to participate in the requirements of the program). You must however be at least 18 years of age to live at one of our homes. Policy also applies to the staff and volunteers of Grace Sober Living.

Resident Rights and Requirements

- Resident will be treated with care and respect and courtesy by all staff, residents, and guests of Grace Sober Living.
- Resident shall be afforded personal privacy to the degree and extent possible in a recovery housing program.
- Resident will be fully informed at the time of admission of the rights and responsibilities set forth herein and of all the rules and guidelines governing resident conduct.
- Residents must have the firm intention of remaining clean and sober, and actively engage in a program of recovery.
- Resident must abide by the house rules and have respect for their House Leader, Resident Assistant, fellow residents and program staff.
- Resident may initiate a complaint or grievance procedure and understand that you may begin the process by filling out a grievance slip or contacting Grace Sober Living staff.

Background Check

Grace Sober Living has the right to contact resident references to verify information provided and to obtain all information related to the resident’s character. Grace Sober Living has the right to conduct a background check and social media check (investigation of publicly accessible information on the internet) to verify your character and legal standing. You waive your right of access to these forms and release all references from any liability for information provided in good faith.

Privacy Policies

We hold your privacy in the highest regard, and we have established policies and procedures to keep resident's records secure, with access to such records limited to authorized staff only.

Confidentiality Policy and Procedure

All Grace Sober Living residents and employees are expected to maintain a high level of personal integrity. To ensure an atmosphere of trust, residents and employees are encouraged to practice honesty with each other. All residents and employees must take every precaution to prevent the intentional or unintentional disclosure of

confidential information to any unauthorized person or outside entity. All personal information disclosed in the application form and the intake documentation are kept locked away in the possession of the program staff.

No information will be released without a signed Release of Information (ROI). Resident must sign ROI for next of kin and emergency contacts.

Resident Application Process and Orientation Policy and Procedure

On the day of admission into the program, upon arrival at a Grace Sober Living home, all new residents will go through an orientation process with the House Manager or Resident Assistant. During orientation, new residents will:

- Be drug tested and be searched upon entry
- Get a tour of the home
- Be provided with a code/key for the home and move-in items (remains property of company): bed, mattress, comforter, sheets, pillow, pillowcase, and towels.
- Be given a Resident Handbook with house forms and resource guide.
- You will spend time reviewing the Resident Handbook, including house rules, curfew, chores and responsibilities, resident expectations, resident rights, program fees, and all other services provided by Grace Sober Living.

Once all of the above is complete and the resident has passed their drug test, the orientation is complete. On the day or evening of a resident orientation, the House Manager will invite residents to gather together to introduce, pray for, and welcome the new resident in the community.

Additionally, the House Manager and new resident will meet within their first three days of move-in to discuss and begin to create a personalized *Recovery Care Plan* and budget.

Common Items Provided

Grace Sober Living also supplies common use items for us while living in the home such as cookware, dining ware, basic house cleaning products, toilet paper, paper towels, and trash bags.

Verbal Warning & Three Strikes and You're Out Policy

Generally, when minor infractions against Grace Sober Living policies or house rules are broken (such as violating curfew, not doing chores, etc.) residents will initially be given a verbal warning.

The second time a resident breaks a policy or rule, they may receive a Strike from the House Manager or Resident Assistant. A Strike will be followed up by a written warning on the Rule Violation Form. This will be documented on the resident record and will include a meeting with the House Manager to discuss the issue and how the resident is going to resolve it. At the discretion of the House Manager, strikes may be able to be worked off through service, housework, or a special project.

If a Resident receives three Strikes, they will be terminated from the program and given 30 minutes to pack-up your belongings and leave the property.

Grounds for Immediate Discharge

The House Manager, Senior House Manager or Executive Director has the authority to immediately discharge a program resident at any time. Below are the most common grounds for immediate discharge:

- Physical violence, threats, aggressive, disrespectful behavior or sowing discord toward any residents, staff member, contract workers, mentor, or guest in the home.
- Possession of illicit drugs and or alcohol
- Intoxication (relapse)
- Failure to submit to a drug screening (UA/breathalyzer)
- Failure to take your medications as prescribed by your doctor
- Abusing another resident's prescription medication
- Failed drug screen. If you fail the drug screen you may retake the test, at your own expense. There will be no more than two drug screens provided.
- Possession of weapons
- On-sight sexual activity
- Discrimination of others
- Destruction or altering a physical construction of property i.e., furniture interior walls etc.
- Failure to inform the House Manager of any new prescription medications you are prescribed and before start taking them.

If a resident is immediately discharged from the program, this person is required to leave the house within 30 minutes and take their basic belongings with them. We do not prorate or give refunds if you are discharged. You will need to arrange pickup for all belongings within 72 hours.

Relapse Policy

As stated in the Immediate Grounds for Discharge, if a resident relapses, they may be immediately discharged from the program.

First Relapse - At the discretion of the House Manager, a resident may be readmitted to the program after 72 hours if they pass a drug test, write a sincere letter of apology to the community and explain why they should be admitted back/what they will do different to avoid relapse, and commit to do 30 recovery meetings in 30 days.

Second Relapse - At the discretion of the House Manager, a resident may be readmitted to the program after 30 days if they pass a drug test and write a sincere letter of apology to the community, including what they learned while they were out/what they will do different to avoid relapsing again, and commit to do 60 recovery meetings in 60 days.

Third Relapse – At the discretion of the House Manager, a resident may be readmitted to the program after 90 days if they pass a drug test and write a sincere letter of apology to the community, including what they learned while they were out/what they will do different to avoid relapsing again, and commit to doing 90 recovery meetings in 90 days.

Two Week Written Notice of Departure

We ask that you give two weeks written notice of departure to the House Manager when you are ready to leave the home, as a courtesy and form of responsibility.

Drug Testing Policy

I understand that this policy is in effect and applies to all current residents and future residents. Management will drug test program residents a minimum of 2X's per week and program graduates that have not suffered a relapse, a minimum of 1X time per week.

- I agree to submit to a drug test upon move-in.
- I agree to submit to random, **observed drug screening and/or breathalyzer** within 30 minutes after the request. I am not responsible for costs of testing.
- I agree to leave premises immediately upon refusal to submit observed drug screen or breathalyzer.
- I agree to leave premises within 30 minutes if drug screen or breathalyzer come up positive for alcohol or substances.

Any resident testing positive for drug use and disputing results will be re-tested immediately. If subsequent testing is positive and the resident wishes to continue the dispute, they will without delay leave the premises. If they choose, the resident may, at their expense, obtain an independent test at the medical facility approved by Grace Sober Living. This test must be done immediately. The resident must remain off of the property pending results. Should this test prove negative for drug use, the resident will be re-instated and reimbursed for the cost of the test. No other expenses are reimbursable.

Failure to pass drug screen and/or breathalyzer will result in resident being discharged for 72 hours. At the discretion of the House Manager, the resident may be allowed to re-enter residence if they can pass another drug screen and/or breathalyzer after the 72-hour discharge period. If allowed to re-enter, resident will be put on behavioral contract that includes attending 30 recovery meetings in 30 days. If resident breaks behavioral contract or fails drug screen and/or breathalyzer again, this will result in permanent termination.

I have read and understand the foregoing and understand that my failure to comply with this agreement will result in discharge from the premises.

Drug Screening Process

At the House Leader's discretion, the following are guidelines that may or may not be used to perform a drug test:

1. The drug test will be performed by the House Manager or Resident Assistant in a bathroom in the home.
2. Shoes and socks must be removed and set outside of the bathroom.
3. Resident will raise shirt up only to expose the waistband.
4. Resident will un-cuff pants or shirt sleeves that have been rolled up.
5. Resident will run their thumbs on the inside of the waistband all the way around the inside of pants, shorts, or sweats.
6. House Manager or Resident Assistant will then pat down the pant legs and near the ankles and pat down the arms and outside of rib cage down to waistline.
7. The House Manager or Resident Assistant will accompany the resident in the bathroom during the time of the drug testing collection.
8. If the temperature of the specimen does not read correctly or the specimen appears to be altered the test is invalid.
9. If there is suspicion that the resident has taken a designer drug including but not limited to bath salts or spice, the resident must obtain lab results from a 3rd party lab for re-entry into the program.

The Resident can choose to go to independent drug screening company approved by Grace Sober Living. The test is at the expense of the Resident and **will not** be paid for by The Company.

Medications

Residents are Prohibited* from taking DEA Schedule I, II, III or IV Medications, Marijuana, THC in any form. Consult your Pharmacist, Medical Doctor or WWW.DEA.GOV to determine how your medication is scheduled

1. Upon entry into the program, all residents will be Drug Tested.
2. Sign a HIPPA Release and ROI (Release of Information) for any medical, pharmacy, government entity.
3. Provide a list of *all* medications they are currently taking. Including Over the Counter, Vitamins and Supplements.
4. Provide a contact list of all doctors prescribing doctors medications of any type.
5. Residents are responsible for the Security and Storage of Medications.
6. Residents may only take over the counter medications that are approved by the House Manager.
7. Residents who are on any medication must be able to self-administer their own medication without the aid of a health-care professional. If a resident is unable to do so, then they will be referred to a facility that can aid them.
8. Residents who are on medication are responsible for the proper dosage of their medication. Any deviation from the proper medication dosage will be investigated by program staff. Deliberate alteration of the dosage in an attempt to alter mood will result in disciplinary action and possible discharge.
9. Residents must not discontinue taking any prescribed medications without the written authorization of a medical doctor.

Medication-Assisted Treatment

* In some instances, a resident may be prescribed a medication like Suboxone as medication-assisted treatment or have a medical procedure/injury that requires brief use of medications that are typically not permitted. In these scenarios, residents must submit to the House Manager, a document from a physician stating the medical necessity for the medication and anticipated duration of time the medication may be necessary. The House Manager must approve the use of this medication.

While Grace Sober Living acknowledges that medication-assisted treatment (MAT) can be helpful to detox from opioids, we do not recommend addiction medicine as a long-term solution. Any residents permitted to take prescribed medication for addiction (i.e. Suboxone, etc.), will be strongly encouraged to work with their medical professional to become free from MAT within 60 days of move-in.

These policies are subject to change without notice at the sole discretion of the House Manager or Management of Grace Sober Living.

Policy of disposal methods for illegal drugs/medications on property

Grace Sober Living properly logs and disposes of illegal drugs and medications on property in a medication destroyer solution. This is done by the House Manager, Resident Assistant, or other program staff.

Policy for CPR and Narcan Training

Grace Sober Living requires program staff to be current in CPR certification and take a Narcan training each year.

Search for Hazardous Items

The Grace Sober Living home seeks to ensure the safety of all residents and to provide a safe environment conducive to recovery from addiction. We have the right and responsibility to search residents' belongings and also the residences for illegal substances and inappropriate hazardous items.

The following procedure will take place upon admission and periodic searches:

- 1) Upon admission, the House Manager will search the residents' personal belongings for illegal or inappropriate hazardous items. The resident will be informed of the policy regarding the keeping of illegal substances or inappropriate/hazardous items in the house.
- 2) Periodic searches of the residences will be done by the House Manager to determine if there are any illegal or inappropriate /hazardous items.
- 3) If the resident is found to be in possession of an illegal or inappropriate/hazardous item upon admission the item or substance will be confiscated by the House Manager. If, during the residence search, it is discovered that a resident is keeping an illegal substance (e.g., drugs such as cocaine, pot, or heroin) or an inappropriate/hazardous item (e.g., a legal but mood -altering drug such as alcohol, prescription drugs, or a weapon) the item(s) will be confiscated, and the resident will be subject to disciplinary action and may be immediately discharged.

Emergencies

In an event of an emergency (see below) please dial 911 immediately, then inform/call your House Manager immediately. If you cannot get in contact with your House Manager, contact your Resident Assistant, and/or another House Manager immediately.

1. House Manager Contacts

- Home 1 (*Scott's Place* in Phoenix) - Pastor Pat Bianco, 602-423-4757
- Home 2 (*Scott's Place* in Scottsdale) - Pastor Bill Provost, 602-465-6776

AFTER 911 and House Manager informed of emergency:

1. House Manager calls the Executive Director and informs of the situation.
1. Everyone moves to a safe place to wait on the arrival of emergency assistance.
2. Do not move an injured person or give CPR or First Aid unless you are qualified.

The following are considered emergencies and 911 should be called immediately:

- Fire
- Violence or a threat of violence
- Suspicious persons hanging around premises
- Burglary
- A life-threatening medical situation
- Chest pain
- Shortness of breath
- Suicide attempt
- Unconscious individual
- Injury in which there is a broken bone/bleeding that cannot be stopped.
- Serious fall
- Unable to wake someone
- Ingestion of toxic chemicals or substances
- Individual out of control
- Individual hallucinating
- Individual having an extreme allergic reaction

- Extreme paranoid behavior

Intervention for the agitated or dangerous resident

If residents are found to act in such a way of having threatening and/or violent behavior, then the following procedure will be implemented:

- A) The House Manager, Resident Assistant or Resident will call out “Help” in a loud voice and ask for help from residents that are present.
- B) The House Manager/Resident Assistant will instruct a resident to call 911 and inform them that there is a resident who is a danger to themselves or others and is potentially violent. Then the House Manager/Resident Assistant will approach the resident and attempt a verbal intervention. If the resident calms down, then wait with the resident until the police arrive and apprise them of the situation. If the resident does not calm down, do your best to ensure the safety of those present and vacate the premises with all other residents and wait in a safe location for the police to arrive.
- C) Place hands on the resident only if necessary and under the observation of other home residents.
- D) Once resident safety is insured, the House Manager will have a follow up meeting immediately with all residents who were involved in the incident.
- E) Document the incident and place in the resident’s file.

Crisis/Emergency Hotlines

- *Abuse Hotline: (239) 939-2553; (800) 500-1119
- *AIDS/HIV Hotline: (800) 352-2437
- *Anorexia Disorders: (847) 831-3438
- *Depression/Bipolar: (800) 826-3632
- *Domestic Violence: (800) 799-7233
- *Eating Disorders: (800) 931-2237
- *Hep C: (415) 989-5212; (877) 435-7443
- *Hope line: (800) 442-4673
- *Mental Health: (800) 969-6642
- *Postpartum: (800) 994-4773
- *PTSD: (800) 273-8255
- *Sexual Assault: (800) 656-4673
- *Suicide Hotline: (800) 273-8255
- *Victims of Crime: (800) 394-2255

Non-Emergencies

In an event of a serious situation that is a non-emergency (see below), inform/call your House Manager immediately. If you cannot get in contact with your House Manager, contact your Resident Assistant, and/or another House Manager immediately.

The following are considered non-emergencies:

- Drugs, alcohol, and/or weapons on the premises
- Suspicion or knowledge of someone using/having used drugs or alcohol
- Plumbing problems or maintenance issues in the house
- Power out for more than a half an hour
- Individual who may be in withdrawal and having difficulties
- Curfew violations

Fire Drills

Fire drills will be conducted two times annually. After the drill, the House Manager will review with residents the evacuation routes for each room in the houses and the fire safety rules.

Good Neighbor Policy

Grace Sober Living and residents abide by the City of Phoenix *Good Neighbor Policy*.

City of Phoenix — Good Neighbor Policy

The City of Phoenix is committed to maintaining healthy and vibrant communities. City residents should understand that their actions can directly impact their neighbors and their community. Residents are expected to follow the Good Neighbor Policy Guide to ensure that neighborhoods are safe and attractive. The purpose of this guideline is to reduce nuisance impacts. There are sections in the City Code specifically dedicated to achieving these goals.

Noise

Please be considerate of your neighbors by keeping the noise level down between the hours of 11:00pm and 7:00am. Your neighbors may file a complaint with the City Police Department. Violations of City noise ordinances could result in a misdemeanor citation. For issues please contact the Police Department at (602) 262-6151.



Loitering

Please be respectful of your neighbors by avoiding lingering, congregating, or trespassing in unauthorized areas. For issues please contact the Police Department at (602) 262-6151.

Parking

Be mindful of where you park. Park in your garage, driveway, or assigned space. City Code makes it unlawful to park your vehicle in any private driveway or block driveways without the property owner's consent. A violation of this ordinance may result in a towing charge and/or fine. For issues please contact the Police Department at (602) 262-6151.



Property Maintenance

Protect your neighborhoods against hazardous, blighting, and deteriorating influences or conditions that contribute to the downgrading of property values. The maintenance of building exteriors and vacant land are an integral part of creating safe and healthy neighborhoods. For property maintenance issues please contact the Neighborhood Services Department at (602) 534-4444.

Provisions of these regulating codes are enforced at all times to promote safety and well-being.

Please participate in upholding the quality of your neighborhood by reporting any suspected code violations to the City.

www.phoenix.gov — <http://www.codepublishing.com/AZ/Phoenix/>



Resident Transportation and Parking

Residents must learn to take responsibility for their own transportation needs, which must also be deemed adequate and appropriate. The following procedure is set in place:

1. Residents should provide their own transportation needs. If a resident owns their own vehicle, they may use it while living at the Grace Sober Living home. If they do not own a vehicle, they may use the light rail, bus or car services like Uber and Lyft for their transportation. Residents are responsible for purchasing bus tokens or cards.
2. Parking – be mindful of where you park. Park in the carport/driveway as discussed/assigned by House Manager. City code makes it unlawful to park your vehicle in any private driveway or block driveways

without the property owner's consent. A violation of this ordinance may result in a towing charge and/or fine.

3. With proof of adequate car insurance, the House Manager, Resident Assistant, Grace Sober Living staff, board of directors, or volunteers, may transport residents in their own vehicle. For example, if the resident does not have transportation and needs a ride to a recovery meeting, or to a doctor's appointment, if time allows, the House Leader may make the decision to transport the resident to the meeting or appointment.
4. If a resident is in a medical or psychiatric emergency, then fellow residents will call 911 immediately and wait for the ambulance to arrive to transport the ill resident.

Visitation Policy

Visitation policy is as follows:

- Visitors are welcome with the approval from the House Manager. Visitors must sign in and out and can stay no later than 9:00 PM Sunday - Thursday, and 10:00 PM on Friday and Saturday.
- Visitors are allowed in the common areas, bonus room, porch, or backyard. Visitors are never allowed in the bedrooms.
- Visitors will respect all residency agreements and conduct themselves in a manner in keeping with the Christian values of Grace Sober Living. There will be no hesitation by the House Manager in expelling a visitor from the premises who does not respect the recovery of each resident and the Christian environment. This decision is solely at the House Manager/program staff's discretion.

Grievance Policy

Residents may file complaints or grievances to Grace Sober Living management directly to the House Manager or Executive Director at info@gracesoberliving.org. Such complaints will not adversely affect residency.

A grievance is any dissatisfaction or sense of injustice, or unfairness felt by a Resident in connection with his/her arrangement at the transitional sober living home. This grievance procedure is intended to facilitate the effective handling of grievances that may from time to time present themselves in a transitional sober living environment. A grievance may be resolved between parties using the Grievance Form.

It is intended that grievances be resolved as expeditiously as possible and as close as possible to their sources. It is the responsibility of the House Manager to work to resolve the grievance in a timely and equitable manner. If the grievance involves the House Manager, the Grievance Form may be submitted to the Senior House Manager, or Executive Director.

Within 7 days of receiving the written complaint, the House Manager, Senior House Manager, and Executive Director will complete investigation of the matter as deemed necessary and work to resolve the grievance between the parties.

Grievance Form will be provided upon move-in.

If the Grievant feels that the matter has not been addressed sufficiently, a Grievance can be filed with the Arizona Recovery Housing Association, which is responsible for oversight.

If appropriate and warranted, please go to [My AzRHA – Arizona Recovery Housing Association \(https://myazrha.org/file-a-grievance/\)](https://myazrha.org/file-a-grievance/) and file a grievance online. Your grievance will be investigated within 30 days of receipt.

Resident Records, Types of Discharge and Discharge Procedure

Grace Sober Living keeps proper documentation and records of current and past clients. Each resident's record must accurately reflect the type of discharge that occurred when a resident is to leave a Grace Sober Living home. This is for accuracy, research, and assessment if the resident were to reapply for admission.

The following procedure is in effect:

Upon discharge, Grace Sober Living will assign one of the following five designations for the type of discharge that the resident experienced.

Graduate: The resident has graduated and become an alumnus of Grace Sober Living's 6-month *Transformation Happens* recovery program. This person is sent off with blessings by the House Manager.

Early Leave: The resident has met the requirements of Grace Sober Living and decided to leave the program before graduation by choice. The resident left in good standing and has processed his/her leaving with the House Manager

Three Strikes: The resident has broken house rules and received three violations (Strikes) and was given a 7-day notice to leave the program and home.

Immediate Discharge: The resident was immediately discharged from the program by the House Manager.

Medical Leave: The resident is no longer appropriate to remain at the Grace Sober Living residence because of a physical condition that cannot be adequately treated if the resident remains at home, or their condition warrants an increased level of structure, and they must be admitted to a hospital.

Grace Sober Living documents the type of discharge in the documents file.

Administrative Discharge Procedure:

1. After completion of the program, Grace Sober Living will enter a documented confirmation of discharge into the resident's file. This will include a summary of the resident's participation in the recovery housing program.
2. The resident's file will be removed from the active digital files and moved in the closed/inactive digital locked files.
3. If a resident "drops out" or withdraws from the recovery residence for other reasons, this is documented in the resident's file. If the resident has signed the appropriate Release of Information forms, then all those contacts and referring agencies should be informed (including probation officer, parole officer, and/or court serves, etc.)

Policy concerning paid to work residents

Grace Sober Living standards do not allow residents to be both a client and a worker because of dual relationships. We do not offer paid work to current residents. Grace Sober Living does, however, offer discounted program fees for one Resident Assistant in each home. The Resident Assistant supports the House Manager in oversight and operations of the home.

Promise to Pay

If a potential resident is accepted into the program and not in a financial position to pay the initial program fees, the House Manager will create a Promise to Pay financial contract.

Safety and Health Inspection Policy

Grace Sober Living's Safety and Health Policy that requires an Environment of Care check on the 1st of each month. The House Manager or Resident Assistant conducts the Environment Care Check using the Safety Self-Assessment Checklist and properly logs this. The items on the checklist include but are not limited to: fire alarms checked, checking for debris, checking Carbon Monoxide alarms, checking AC units, changing the air filters, etc.

Employee/Volunteer Background Screening Policy

Grace Sober Living is concerned about the safety of its residents (whether on or off premises), and the safety of its constituents (staff, contractors, volunteers, board of directors, etc.) and the protection of its assets and reputation. To reduce these risks, prospective and as applicable, current residents, staff, contractors, and volunteers may undergo a background check that complies with the Fair Credit Reporting Act (FCRA). The background check shall cover Social Security Number Verification, National Criminal Search and Sex Offender Registries. Volunteers are treated as applicants under the FCRA.

Covid-19 Policy and Procedures

Grace Sober Living recognizes getting vaccinations a personal choice and does not require residents or staff to get the Covid-19 vaccination.

Residents & House Managers

- At move-in, Residents and House Managers may be asked to take a Rapid Covid-19 test (supplied by the program).
 - If the Resident tests positive, they will not be allowed to move-in and will have the opportunity to be retested in 5 days.
- Residents and House Managers encouraged to practice hand hygiene (washing hands thoroughly and regularly), “social distancing” and wear face coverings to reduce the risks of exposure to Covid-19.
- Residents and House Managers must do regular environmental cleaning and disinfection of the house including counter tops, tables, doorknobs, etc.
- If a Resident or House Manager is informed that they have been exposed to someone that has tested positive for Covid-19, they must inform the House Manager or Administrator immediately and:
 - Wear a mask in the house at all times (except for showering or sleeping) to decrease the chance of spreading it to others
 - Take a Covid-19 test 3-5 days after exposure
 - Must continue to wear the mask in the house until they receive a negative test result.
- If a Resident or House Manager feels ill or has any symptoms of Covid-19 (Fever or chills, Cough, Shortness of breath or difficulty breathing, Fatigue, Muscle or body aches, Headache, New loss of taste or smell, Sore throat, Congestion or runny nose, Nausea or vomiting, Diarrhea) they must inform the House Manager or Resident Assistant right immediately, and:
 - Take a Covid-19 test asap
 - Must wear a mask in the house at all times (except for showering or sleeping) until they receive a negative test result to decrease the chance of spreading Covid-19 it to others.
 - Must continue to wear the mask in the house until they receive a negative test result.
- If a Resident or House Manager tests positive for Covid-19, they must:
 - Inform the House Manager or Resident Assistant right away.
 - Quarantine for a minimum of 5 days.
 - If available, the resident will quarantine in a room provided in the house (wearing a mask and gloves at all times when going to the bathroom or in and out of house to decrease the chance of spreading Covid-19 to others
 - If a room in the house is not available for quarantine, the resident will quarantine at an approved family or friends house, or at the Days Inn by Phoenix Wyndham Hotel (or comparable/nearby hotel).
 - House Manager will inform all other house residents asap and ensure the protocol mentioned above for being informed of exposure is properly executed.

Covid-19 Safety Acknowledgement Liability and Waiver Release of Claims

COVID-19 SAFETY INFORMATION:

While participating in programs or events held or sponsored by Grace Sober Living (“GSL”), consistent with Centers for Disease Control (“CDC”) guidelines, residents are encouraged to practice hand hygiene, “social distancing” and wear face coverings to reduce the risks of exposure to COVID-19. Because COVID-19 is extremely contagious and is spread mainly from person-to-person contact, GSL has put in place preventative measures to reduce the spread of COVID-19. However, GSL cannot guarantee that its residents, volunteers, partners, or others in attendance will not become infected with COVID-19.

In light of the ongoing spread of COVID-19, individuals who fall within any of the categories below should not engage in GSL events and/or other face-to-face activities. By attending an GSL event or participating in the GSL residential program, you certify that you do not fall into any of the following categories:

1. Individuals who currently or within the past fourteen (14) days have experienced any symptoms associated with COVID-19, which include:

Fever or chills
Cough
Shortness of breath or difficulty breathing
Fatigue
Muscle or body aches
Headache
New loss of taste or smell
Sore throat
Congestion or runny nose
Nausea or vomiting
Diarrhea

This list does not include all possible symptoms. CDC will continue to update this list. Older adults and people who have severe underlying medical conditions like heart or lung disease or diabetes seem to be at higher risk for developing more serious complications from COVID-19 illness.

2. Individuals who have traveled at any point in the past fourteen (14) days either internationally or to a community in the U.S. that has experienced or is experiencing sustained community spread of COVID-19; or

3. Individuals who believe that they may have been exposed to a confirmed or suspected case of COVID-19 or have been diagnosed with COVID-19 and are not yet cleared as non-contagious by state or local public health authorities or the health care team responsible for their treatment.

DUTY TO SELF-MONITOR:

Residents and volunteers agree to self-monitor for signs and symptoms of COVID-19 (symptoms typically include fever, cough, and shortness of breath) and, contact GSL at info@gracesoberliving.org or 602-675-2043 if he/she experiences symptoms of COVID-19 within 14 days after participating or volunteering with GSL.

LIABILITY WAIVER AND RELEASE OF CLAIMS:

I acknowledge that I derive personal satisfaction and a benefit by virtue of my participation and/or volunteerism with GSL, and I willingly engage in GSL programs, events and/or other activities (the “Activity”).

RELEASE AND WAIVER. I HEREBY RELEASE, WAIVE AND FOREVER DISCHARGE ANY AND ALL LIABILITY, CLAIMS, AND DEMANDS OF WHATEVER KIND OR NATURE AGAINST GSL AND ITS AFFILIATED PARTNERS AND SPONSORS, INCLUDING IN EACH CASE, WITHOUT LIMITATION, THEIR DIRECTORS, OFFICERS, EMPLOYEES, VOLUNTEERS, AND AGENTS (THE “RELEASED

PARTIES”), EITHER IN LAW OR IN EQUITY, TO THE FULLEST EXTENT PERMISSIBLE BY LAW, INCLUDING BUT NOT LIMITED TO DAMAGES OR LOSSES CAUSED BY THE NEGLIGENCE, FAULT OR CONDUCT OF ANY KIND ON THE PART OF THE RELEASED PARTIES, INCLUDING BUT NOT LIMITED TO DEATH, BODILY INJURY, ILLNESS, ECONOMIC LOSS OR OUT OF POCKET EXPENSES, OR LOSS OR DAMAGE TO PROPERTY, WHICH I, MY HEIRS, ASSIGNEES, NEXT OF KIN AND/OR LEGALLY APPOINTED OR DESIGNATED REPRESENTATIVES, MAY HAVE OR WHICH MAY HEREINAFTER ACCRUE ON MY BEHALF, WHICH ARISE OR MAY HEREAFTER ARISE FROM MY PARTICIPATION WITH THE ACTIVITY.

ASSUMPTION OF THE RISK:

I acknowledge and understand each of the following,

1. Participation includes possible exposure to and illness from infectious diseases including but not limited to COVID-19. While particular rules and personal discipline may reduce this risk, the risk of serious illness and death does exist;
2. I knowingly and freely assume all such risks related to illness and infectious diseases, such as COVID- 19, even if arising from the negligence or fault of the Released Parties; and
3. I hereby knowingly assume the risk of injury, harm and loss associated with the Activity, including any injury, harm and loss caused by the negligence, fault or conduct of any kind on the part of the Released Parties.

MEDICAL ACKNOWLEDGMENT AND RELEASE. I acknowledge the health risks associated with the Activity, including but not limited to transient dizziness, lightheadedness, fainting, nausea, muscle cramping, musculoskeletal injury, joint pains, sprains and strains, heart attack, stroke, or sudden death. I agree that if I experience any of these or any other symptoms during the Activity, I will discontinue my participation immediately and seek appropriate medical attention. **I DO HEREBY RELEASE AND FOREVER DISCHARGE THE RELEASED PARTIES FROM ANY CLAIM WHATSOEVER WHICH ARISES OR MAY HEREAFTER ARISE ON ACCOUNT OF ANY FIRST AID, TREATMENT, OR SERVICE RENDERED IN CONNECTION WITH MY PARTICIPATION IN THE ACTIVITY.**

As a resident, volunteer, or attendee, I recognize that my participation, involvement and/or attendance at any GSL event or activity (“Activity”) is voluntary and may result in personal injury (including death) and/or property damage. By attending, observing or participating in the Activity, I acknowledge and assume all risks and dangers associated with your participation and/or attendance at the Activity, and You agree that: (a) the GSL (b) the property or site owner of the Activity, and (c) all past, present and future affiliates, successors, assigns, employees, volunteers, vendors, partners, directors, and officers, of such entities (subsections (a) through (c), collectively, the "Released Parties"), will not be responsible for any personal injury (including death), property damage, or other loss suffered as a result of your participation in, attendance at, and/or observation of the Activity, regardless if any such injuries or losses are caused by the negligence of any of the Released Parties (collectively, the "Released Claims"). **BY ATTENDING AND/OR PARTICIPATING IN THE ACTIVITY, I AM DEEMED TO HAVE GIVEN A FULL RELEASE OF LIABILITY TO THE RELEASED PARTIES TO THE FULLEST EXTENT PERMITTED BY LAW.**

By signing below, I agree to each statement above and release GSL and the Released Parties from any and all liability for the unintentional exposure or harm due to COVID-19.

Acknowledged and agreed:

Resident Signature: _____

Print Name: _____

Date: _____

Release and Hold Harmless Addendum

I (the “Resident) hereby releases Grace Sober Living and Give Sober Living owners, officers, employees, contractors, and advisors (collectively, including Grace Sober Living the “Indemnified Parties”) from, and will indemnify and hold harmless the Indemnified Parties for, any injury (including death) or loss to Resident, Resident’s guests, or Resident’s or Resident’s guests’ personal property/belongings. Resident acknowledges and agrees that Resident is responsible for any injury or accident caused by Resident, Resident’s guests, or Resident’s family, and will forever indemnify and hold the Indemnified Parties harmless for, from, and against any and all claims, losses, expenses (including reasonable attorney’s fees and costs of litigation), and damages caused by or attributable to the acts of Resident, Resident’s guests, or Resident’s family.

Resident is fully and adequately informed of the nature of the programs in which Resident wishes to participate, and hereby assumes full responsibility for the risk of injuries, whether due to the negligence of the Indemnified Parties or otherwise. Resident agrees to never institute suit or action against the Indemnified Parties for damages, cost, expenses, or loss of services resulting from injuries or harm.

Resident releases the Indemnified Parties from any claim whatsoever on account of first aid, treatment, or service rendered to Resident as a result of injuries. Resident shall be solely liable and responsible for any medical cost related to injuries.

Resident expressly agrees that this Release and Hold Harmless Agreement shall be as broad and inclusive as permitted by the laws of the State of Arizona, and that if any portion hereof is held invalid, it is agreed that the balance shall; notwithstanding, continue in full legal force and effect.

Acknowledged and agreed:

Resident Signature: _____

Print Name: _____

Date: _____