



# guide book

---

for life at Clear Haven Center

## Client Guide Book

Welcome to Clear Haven Center. We have made every effort to provide you with an environment that creates opportunities for success and safeguards you from danger. This guide book outlines the program, rules and regulations of life at the Center, and what happens if the rules are broken.

### *What Does Clear Haven Center Provide?*

The Center provides a safe and therapeutic environment for people who have completed detox and are ready to begin an intensive rehabilitation program with emphasis on education and counselling, building self-management skills, and improving physical and emotional health.

The Center operates on the principle of respect for individuals with disabling addictions problems. The Center provides safety, structure, treatment and support, thus making it possible for you to address a wide range of emotional and self-healing concerns.

The Center assists clients by:

- Providing a structured, safe, drug and alcohol free environment
- Supporting the development of a treatment and self-management plan
- Providing counselling through individual and group sessions
- Supporting improved health and self-management skills through group presentations and the availability of quality information and tools as well as access to Internet resources
- Supporting improved physical health through

“Courage is not the lack of fear. It is acting in spite of it.” Mark Twain



access to exercise equipment and opportunities for organized exercise

- Supporting improved stress management through participation in educational and activity sessions such as yoga, tai chi, massage and meditation
- Supporting improved nutrition through access to quality meals and snacks
- Supporting improved medication management through supervising client self-administration of prescription medications

Individuals are asked to leave the Center if they cause serious safety concerns for self or others, use or bring alcohol and/or drugs on site, are continually disruptive or are not making use of the treatment and resources available to aide in recovery and rehabilitation (see the section in this document called “Your Behaviour” for details.)

Families are notified when a client is requested to leave or leaves the Center prior to program completion. Return travel arrangements and costs are the responsibility of the individual and/or their family.

There is no refund of fees to clients who violate the rules and are expelled from Clear Haven Center or who make a decision to voluntarily leave the center before program completion.

### **What are the Benefits to You?**

The successful management of your addiction(s) is supported by Clear Haven staff assisting you to:

- Experience up to a 3 month period of abstinence
- Develop increased knowledge of the effect of alcohol and drugs
- Develop increased awareness of your individual history,



**Safety at Clear Haven Center**

The assurance of safety for clients and staff at the Center is of the utmost importance to the program. Clear Haven Center is maintained as a safe facility, free from drugs, alcohol, verbal or physical violence, and workplace hazards.

**You are responsible for:**

- Following facility safety and client regulations
- Reporting concerns to staff
- Participating in fire drills
- Maintaining your room in a clean and safe manner
- Maintaining personal safety
- Obeying requests from staff and security guards
- Remaining in the client room after 11 pm. External building doors are alarmed at 11pm, with a security response. If an armed door is opened, security will respond



“Dreams are renewable. No matter what our age or condition, there are still untapped possibilities within us and new beauty waiting to be born.”  
- Dr. Dale Turner

**Your Notes and Questions:**

## Behaviour Guide

The Center strives to provide a safe and therapeutic environment for clients and a healthy work environment for staff. The Center will only provide services to those clients who can be safely supported in the Center. Clients are expected to behave in a manner that supports an atmosphere of safety, caring, personal responsibility, and personal growth.

Safety includes the maintenance of a drug and alcohol free environment and maintenance of an environment that promotes personal growth, safety and respect for staff and clients in both group and individual settings in the Center.

### *What happens when the rules are broken?*

#### Immediate Expulsion

#### What behaviors will result in you being required to leave the Center permanently within one hour?

- Violence of any kind
- Sex or sexual intercourse of any kind
- A failed drug test
- Possession, sharing, distributing, or receiving drugs or alcohol
- Possession, sharing, distributing or receiving pornography
- Possession, sharing, distributing or receiving weapons of any sort
- Receiving banned items in the mail, such as drugs, alcohol, weapons, pornography, or other banned items
- Smoking in client rooms or any area of the building not designated for smoking
- A client of the opposite sex, or a client who is not your roommate, in your room



- Using the computer to access porn, gambling, derogatory, racist, sexist, or other negative content sites

## Non-Compliance with Client Behavioural Agreement and Clear Haven Center Rules and Regulations



### Non-Compliance will result in one or more of the following:

- **Verbal warning:** a verbal warning is issued when a rule is broken, as long as the rule does not result in expulsion from the center
- **Written warning:** a warning issued after a verbal warning has been ignored, as long as the rule broken does not result in expulsion from the center
- **Final written warning:** the last warning issued before a suspension if unacceptable behavior continues, as long as the rule broken does not result in expulsion from the center
- **Notice of suspension:** a formal notification of suspension from Clear Haven. A suspension is one week. Only one suspension is permitted. Your stay is not extended by that week, and you do not get a refund for that week. You will lose your time and money for the week of your suspension
- **Expulsion:** you will leave the Center within one hour. You will not receive a refund, or a second chance to return to the Centre
- Clients who do not comply with the Behavioral Agreement and the program and are unable to demonstrate changed behaviors will be required to leave the Center
- Clients who are required to leave the Center, will be off the premises within one hour and will be driven to the Montreal International Airport



## Your Behaviour

### Client Behavioural Agreement

#### **Why do I have to sign the “Client Behavioral Agreement for Clients Entering the Program” document?**

- Clear Haven wants to make sure that there are no misunderstandings about what is expected from you. We take your commitment to abstinence and rehabilitation very seriously, and have created this agreement to ensure you have been fairly informed of the rules and expectations of the program. Our goal is to ensure that you will benefit from the program and that the Center can fulfill its obligations to other clients and to its staff.

#### **Why is sex prohibited?**

- During your stay at Clear Haven Center, and particularly during the first weeks, your judgment is impaired due to fatigue, physical and mental stress. We want to provide a secure and safe environment while you are recovering and regaining balance in your life. Engaging in sexual relationships while at the Center will distract both parties from their goal of rehabilitation. Further, as your safety while at the Center is a paramount concern, sex is prohibited in order to prevent the spread of sexually transmitted diseases.

### Rules of Behaviour

#### **Clients will:**

- Adhere to Center policies and guidelines
- Behave in a manner that respects the rights of other clients to a safe and caring environment e.g. maintain quiet and remain in assigned room after 11 PM
- Use the opportunity to benefit from staff knowledge,



“What happens to a man is less significant than what happens within him.”

- Louis L. Mann

- experience and skills
- Share their knowledge and experience with other clients and staff
- Participate in group and “one on one” sessions and core programs offered
- Participate in group sessions in a manner which is not disruptive
- Arrive at mandatory sessions and meetings at the designated times
- Support other clients in maintaining abstinence and achieving recovery
- Share concerns with staff in a timely manner when self or other clients are at risk of relapse
- Share concerns with staff in a timely manner when interpersonal relationships between clients are jeopardizing personal recovery goals or the goals of other clients
- Refrain from verbal or physical abuse of staff or other clients
- Refrain from initiating sexual relationships with clients at the Center
- Support a drug and alcohol free environment for self and others by:
  - o Not using drugs while a client of Clear Haven Center
  - o Not using alcohol or drugs in the Center or on Center property
  - o Not bringing alcohol or drugs into the Center or onto Center property
  - o Not requesting other clients, staff, community residents or any other person to purchase alcohol or drugs nor to bring alcohol or drugs into the Center or onto Center property
  - o Reporting to staff when others bring alcohol or drugs into the Center or onto Center property
  - o Leaving the Center within one hour when it is

