

# Client Rules

## Welcome, Introduction and FAQ's

### **Welcome to the Bonnyville Indian Métis Rehabilitation Centre.**

The centre is a smoke free facility and smoking is allowed only in the backyard area. Please dispose of your cigarette butts in the containers provided. Do not leave butts on the ground. Chewing tobacco and Snuff is not allowed on the BIMRC premises.

Visitors are welcome to come from the time you enter the program. Visitors are also required to sign in when entering the building and sign out leaving the building. The visitor sign in book is located on the desk next to the side door. When the doorbell rings staff will greet the visitors, get the names of the visitors and ask them to remain by the door while staff goes to locate you. It is your choice to visit with the individuals and if you prefer staff can request the individuals to leave. If the visitor is under the influence of drugs or alcohol they will not be allowed entry into the building. If at any time your visit becomes disruptive, argumentative or if staff feel it is no longer safe to allow the visitor to stay inside the building they will be required to leave. Visitors are permitted to smoke in the general smoking area.

Residents are not to open any outside doors to allow entry to anyone (especially on weekends). All outside doors will be locked at 4:30 pm. The front door is not to be opened at any time by clients in the evenings or on weekends. If the doorbell rings staff will promptly greet the visitors. The only outside door to be freely used by clients without staff permission is the door to the smoking area. You can go out for a smoke anytime day or night. If smoking during the night, we ask that you promptly return to your rooms after you finish your cigarette. The entry way down to the front of the building will be locked each night at 10:30 pm and will be unlocked at 8:00 am.

If leaving the building FOR ANY REASON besides to have a cigarette, you are required to sign your name and the time you left in a sign out book located next to the exit door to the smoking area. Reasons for leaving include the following: day pass or weekend pass, walks if out of sight from staff, and supervised trips into town. It is very important to sign when you leave, list the reason for leaving and also document the time you return. The staff on duty is required to know where you are at all times. In the case of an emergency staff can easily look in the book and verify where you are. Please inform staff before leaving the centre. Anytime you leave the BIMRC grounds it needs to be approved by your counselor. Unauthorized leave will result in termination. If you leave on a day pass or weekend pass you must find your own transportation to and from the centre. Staff is not responsible for picking up clients who are on passes.

Clients are not to go to the vehicle belonging to the visitor. Clients are to show staff all packages/gifts given by the visitor. All packages brought into the centre by the visitors are required to be searched by staff before being taken to your room. Visiting is to only occur in the dining area. Visitors are not permitted in the TV room or gym. Visitors are asked to put away cell phones during the visit.

If you know you will be having visitors who are planning to stay for a meal it is highly suggested that you inform staff as soon as possible. This allows the cook extra time to prepare additional plates. Visitors will be allowed to purchase a meal only after all clients have been served.

If you have brought your personal vehicle it is required for all vehicle keys to be turned in to staff upon admission. If you require anything from your vehicle a staff member will accompany you to the vehicle to get the item. Clients are asked to park in the client parking area. Access to plug-ins is available for clients who chose to bring a vehicle during winter months.

When using exercising equipment outside the building you are required to sign out the equipment and sign it back in when you are done.

Please note that this building has a women's only wing and a men's only wing. Men are not to enter the women's wing and women are not to enter the men's wing. Rooms are considered private and unless you are sharing a room with someone you should not be in someone else's room uninvited. If you are caught stealing or are in possession of stolen goods you will be terminated from the program and possible charges will be laid. Children and visitors are not allowed in any bedrooms and are to stay in the dining area.

On Monday morning you will be assigned a counselor and your counselor is responsible for helping you. BIMRC staff is not allowed to take clients to their home or to give out their personal contact information. There is absolutely no exception to this rule. It is never ok for clients to call staff at any number besides the BIMRC business number 780-826-3328 NO EXCEPTIONS.

**Leisure activities include the following:**

The TV room will only be opened after all clients have completed their assigned chore. The TV room is equipped with a vhs/dvd player but movies are only to be watched during the weekend unless given permission by a counselor. The door to the TV room must be kept open and the light must stay on. Staff can ask clients to move if they feel the seating arrangement is inappropriate. No feet up on the chairs and no sharp objects in your pockets. Please note: Clients are not permitted to bring food or drink into the TV room.

Blankets and pillows are not allowed outside of your bedroom. Music is to be played only in the gym and in your bedrooms with the use of clock radios. Staff can request that you to turn down the volume if there are complaints or if the volume is too high.

The gymnasium will be opened in the evening after all chores have been completed. Outside walks are limited to the BIMRC grounds. Private properties are out of bounds to all clients at all times. Clients found out of bounds from the centre (unless on pass), will be considered to have self-terminated from the program. When going for a walk there must be more than two people to ensure no intimate relationships. If you are found to be involved in a relationship with another client you will be terminated. Please note both day and night staff has the authority to terminate clients from treatment.

### **Drug Testing**

- When you arrive for treatment a staff will ask you to sign a consent form and you will be drug tested. Both Night Attendants and Counselors have the authority to randomly drug test at any time. If you refuse to be drug tested it will be taken as a positive and you will be asked to leave treatment.
- When you leave on a day pass, weekend pass or any unsupervised trips into town you will be drug tested once you return to the centre. Random drug testing can be done at any time. Should you drink, take any type of intoxicating drug or be in possession of drugs and/or drug paraphernalia you will be terminated.
- Anyone (client or visitor) under the influence of drugs or an intoxicant and/or with the odor of alcohol on their breath will not be admitted into the facility. Clients are not allowed to be in any Bars, Lounges or Liquor Stores while taking the 28 day treatment program.

### **Medication**

- Over-the-counter medication and vitamins in the original packaging are allowed to be taken during treatment. If medication is not in the original packaging it will not be dispensed. When possible, medication placed in bubble packing by your pharmacist is preferred but not a requirement.
- All medication both prescription and over the counter are required to be turned in to staff upon entering the building. At no time should you be in possession of prescription or non-prescription medication while in treatment. Staff will dispense medication at allotted times and you are required to swallow your medication in front of staff.
- All medication given to staff will be counted and documented. Each medication will be listed individually on a medication form. You will be required to initial for this medication at the time of intake. All unused medication will be returned to you at the end of treatment. It is expected you will have 28 days' worth of prescription medication filled prior to admission into the program.
- Staff will be available to dispense medication at the following times: 8:00 am, 12:00 pm, 5:00 pm and 9:00 pm. Staff is required to record the medication given, the dosage given and the time administered. You will be asked to initial the medication form to confirm the medication you have taken.

- Please note all medication both prescription and over the counter can only be administered as per the recommended daily dose listed on the bottle. Ex: Tylenol if the bottle lists a dosage of 1 every 4 to 6 hours and a maximum of 4 per day; this means staff will only give you what is listed on the bottle. Please do not harass the staff as this is a rule enforced by management.
- If you wish to change the dosage of a prescription medication a doctor's note will be required. If you decide to stop taking a prescription medication you will be required to sign a form verifying the date, time and reason for stopping. Some medications will need to have a Doctor's permission to be discontinued. If your mental, physical or emotional state is negatively impacted due to the stopping of the medication and you are not fully able to participate in treatment you will be asked to leave.

### **Room Search**

- Please note room checks can and will be randomly conducted. Staff is not required to inform clients prior to conducting a room check. Clients will only be informed once the room search is completed. Any items confiscated during the search will be recorded in the client's personal file and clients will be asked to initial verifying ownership. Any items that are found to be contrary to the rules may result in your termination.
- The above items will be recorded on a form by staff, you will be required to initial the items listed and all items will be placed in your personal bin. All client bins are located in a secure room which is only accessible to staff. When claiming belongings from your bin you will be asked to initial receipt of the items.

**At no time during your stay are you to have in your possession the following items:** Cell phones and chargers; laptop computers; portable music players (iPods, etc.); Mouthwash containing alcohol or other items containing alcohol (i.e. perfume and hand sanitizer); Cameras; keys of any kind; sharps; scissors or knives; drugs or drug paraphernalia; and Creatine supplements or energy drinks. Pornography, adult magazines or posters is not permitted. For further details on what might be confiscated please speak with your counselor.

- All clients at anytime can request to place any personal valuables in their bin. Valuables kept with the client will be the responsibility of the client to ensure the items are secured. The Centre takes responsibility only for items placed in your bin. Movies belonging to clients will be placed in the clients bin and will only be viewed pending the suitability of the video and if the majority of clients are in agreement to watch the video during the weekend TV time period. It is the responsibility of the client to return the video/s to staff to be placed back in your bin for safe keeping. Movies are only permitted from Friday evening to Sunday night.
- Clients can ask to have cigarettes placed in their bin for safe keeping, but please note that cigarettes and access to items in your personal bin are only available at medication times (8:00 AM, 12:00 PM, 5:00 PM, and 9:00 PM). It is your responsibility to plan ahead if you will need access to these items.

- Please note any items left at the Centre by clients will only be kept for a period of two weeks. During this two week period you are given the opportunity to arrange payment to have the items shipped or picked up. After two weeks the belongings will be discarded.
- Please be aware night staff will conduct room checks throughout the night and at no time are you allowed to lock your bedroom door.

## **Room Inspection**

8:00 a.m. - Clients are required to have their rooms clean, this includes the following:

- Make your bed. If it is Monday morning those clients who have been in the centre for more than one week will bring your sheets to housekeeping to have them cleaned. Your floor and other surfaces are to be free of clutter. Please tuck blankets under your mattress to allow for easier cleaning by janitorial staff.
- Please note that sanitary napkins and tampons are not to be flushed down the toilets. Waste baskets are provided in bathrooms for their disposal. This is a requirement due to the facility septic system which is very different from municipal/city sewage systems.
- Clients are not to bring food to their rooms. Liquids/beverages can only be brought to your room if it has a cover/lid. Food can be stored in the client fridge located in the dining room; all we ask is that you write your name on the items placed in the fridge to avoid confusion of ownership. Please advise your counselor and/or the cook of any food allergies or dietary concerns you may have.
- Emergency exit doors located between bedrooms are not to be opened for any reason other than during a fire.
- Absolutely no defacing centre property. This includes writing on walls or damaging property. Such behaviour could result in loss of pass privileges or termination.
- All offices are out of bounds to all clients unless seeing a counselor. Counselors are not available until after 9:00 am. Administration area is out of bounds unless you have been given approval to be there by your counselor. All administrative requests such as faxing must be approved by your counselor and your counselor will fax it for you.
- Clients are not permitted to burn candles, incense, or sweet grass etc without permission from their counselor. Clients with their own personal smudge can or burning pan are asked to turn it in to staff and when you wish to use it staff will return it to you. No tampering with the fire alarm. Fire exit doors are to be only used for emergencies and must be kept closed at all times.
- Any plug-in appliances such as hair dryers and curling irons are to be unplugged when not in use. Please double check that you have unplugged hair straighteners and other hot hair styling items as it is a safety hazard for other clients and janitorial staff. Bedrooms are to be kept clean and you are not to eat Sunflower seeds or to use hair dye due to the mess it makes.
- Towels and washcloths, as well as any other personal clothing, are not to be left in any of the bathroom/shower areas. Items left behind could be removed and/or thrown away by staff if this problem persists. Please be considerate and leave the bathroom/shower

area clean for the next person to use. If you forgot to bring your own towel and facecloth you can ask staff to lend you a set to use during your stay.

- Any items containing alcohol or strong scents will be taken from you during admission and also during random room searches. Items include: perfumes, colognes, after-shave, body sprays and scented lotions.

Atmosphere: As a client at BIMRC we encourage you to contribute to a positive atmosphere by respecting yourself, respecting other clients, and respecting staff members.

What not to wear!

- Clients are not to wear hoods covering their head while inside the facility.
- Sunglasses are not to be worn inside the building. Staff is required at all times to monitor clients and to be able to see your eyes and face.
- T-shirts with offensive slogans or that promote alcohol or drugs are not to be worn. If you do not have any other clothing to wear you can look in the clothing bins located next to the washer and dryer to find more appropriate items.
- Excessively revealing clothing (this includes tank tops worn by both men and women)
- Men and women are required to be fully dressed at all times. Men are required to wear a t-shirt at all times when outside of your room, this includes working out in the gym (same for women).
- Two-piece bathing suits are not to be worn.
- Staff at any time can ask you to adjust your clothing or ask you to change if they feel what you are wearing is inappropriate.
- It is mandatory for all clients to wear undergarments i.e.: bras and underwear. If you do not have any please speak with staff.
- Shoes or socks must be worn at all times while outside your bedroom. Do not wear black bottom shoes in the gym as they leave hard to remove black marks on the gym floor. If you are given a kitchen chore you are required to wear closed-toe shoes to protect your feet from injury. Staff will check to ensure no sandals or flip flops are worn in the kitchen.
- You are required to wash your own clothing while in treatment and at no time are you to touch clothing belonging to another client. If there is clothing in the washer or dryer which needs to be removed please ask staff to move it for you.
- Clothing worn throughout the night is not to be worn during the day. Clean clothing is to be worn each day. Staff is available to assist you with operating the washer and dryer and the centre provides laundry soap free of charge. Laundry is to be completed during the posted times of 8:00 am - 10:30 pm. Laundry may not be left in the washer or dryer overnight.
- Female clients wishing to participate in the Sweat Ceremony can borrow gowns from the staffroom and wear the gown in the Sweat Lodge. Place dirty gowns next to the door to the housekeeping office.

## **Phone Calls**

- The payphone is available from 5:00 pm until 10:00 PM on Monday-Friday. Saturday and Sunday 10:00 am to 10:00 pm. You are not permitted to use the phone after 10:00 pm.
- All calls must be approved by your counselor and will be recorded in a telephone log book located in the staff room. You are required to ask staff for permission before using the payphone and staff will check the log book to confirm whether or not you have a phone call. You must ask before using any phone.
- Please pay attention to the duration of your call as it is time limited to either a 5 minute or 10 minute call period. Phone cards / calling cards or change will be needed to make phone calls.
- You may not make phone calls back-to-back if there is another resident waiting to use the phone. Any deviation from these rules will result in loss of phone privileges.
- Messages will be taken for all clients at all times and staff will ensure you get your messages in a timely manner. Please note that staff is not able to confirm to the caller if you are here or not. The staff member will only say to the caller "if the individual is here I will ensure he or she gets the message".
- Business calls that need to be done between the hours of 8:30 am - 4:30 pm Monday-Friday will need to be done with your counsellor in their office. These are at your counsellor's discretion and may be restricted as you are here for treatment.

## **Mail**

You will be allowed to send mail and receive mail.

Please ask the sender to write BIMRC and your name in the address. All mail will be opened only in the presence of a staff member.

BIMRC P. O. Box 8148, Bonnyville Alberta T9N 2J4 Ph:780-826-3328 / Fax: 780-826-4166

### **AA & NA Attendance**

- Residents are not to leave any 12-step meeting unless they are required to by staff or for medical reasons, and at no time should a resident leave a meeting to talk to someone or for food and/or beverages, or to use the washroom.
- There is to be no passing of notes and/or talking to anyone else during a meeting unless it your turn to share.

Wake up Calls: Monday to Friday - Wakeup call #1 at 7:00 am / Wakeup call #2 at 7:15 am.

## **Mercy Run**

- The purpose of the Mercy Run is to allow clients the opportunity to briefly purchase essential items which they may have forgotten to bring or ran out of. You are eligible to go on the Mercy Run after you complete the first week of treatment.
- Cell phones are not permitted during the Mercy Run and while out clients are not to be found using payphones or other phones.
- There will only be one stop. We will go directly to the store and directly back.
- When residents are out as a group, they are expected to remain together as a group.
- No open food, beverages, or smoking are allowed in the van.

- Also, please remember that when you are on a mercy run, the reputation of BIMRC may be judged by the actions of our clients. Please be aware of how your actions could be perceived.
- Drug testing may or may not occur after the Mercy run.
- Doctor and/or Dentist appointments will be made on an emergency basis only. You are here for treatment and if you are unable to participate fully in the program due to medical reasons you may be asked to leave. You can reschedule when you are fit. Please inform the attending doctor of your attendance in treatment to prevent restricted medication from being prescribed or administered to you which could result in your termination from the program. You are required to either have or know your current Alberta Health Care card and/or current month Social Services Card.

### **Day Passes / Weekend Passes**

- After completing two full weeks of treatment your counselor may approve either a weekend pass or a day pass. It is at the counselor's discretion if you receive a pass or not. If you are attending treatment with conditions from the court you must adhere to the listed conditions and staff cannot grant you a pass.
- Once a weekend pass or day pass is issued it cannot be changed. If you leave on either a day pass or a weekend pass when you return to the centre your pass is expired. All passes are recorded. Weekend passes start at 4:00 pm on Friday and end at 10:00 pm on Sunday. Day passes start at 4:00 pm on Friday and end at 10:00 pm Friday, 9:00 am on Saturday and Sunday and end 10:00 pm on Saturday and Sunday. Failure to return by 10:00 pm will be considered self-termination.

### **Inappropriate Behaviour**

Verbal, emotional and/or physical abuse towards staff and/or clients will not be tolerated. The following behaviour will also not be tolerated: Harassment, causing bad feelings, slander, lying and unfounded accusations against staff and/or clients will not be tolerated. The atmosphere of the facility deteriorates when your verbal or physical behaviour is controlling, complaining, angry or insulting. If negative behaviour becomes an issue and continues to be an issue it is possible that you will be discharged from the program. Physical violence of any kind is taken very seriously and will result in all individuals involved being immediately terminated from the program.

### **Daily Schedule**

#### **During the week (Monday - Friday)**

- 7:00 am: you are expected to be awake. (If you chose to get up earlier please be considerate of your peers who are still sleeping). Please limit your morning shower or bath to 15 minutes.
- 7:00 am - 7:45 am: Breakfast will be served each morning from 7:00 am - 7:30 am. Hot breakfast will be served on Tuesday and Thursday. Cold cereal and toast will be served



Monday, Wednesday and Friday. At 7:30 am all breakfast food will be put away, the toaster will be turned off and access will be denied. Clients can however at any time access food from a small cooler located on the kitchen counter and bread from the bread drawer. Please note only staff are permitted to turn on the toaster. Breakfast will not be served if you get up after 7:30 am.

- If you choose not to eat breakfast you are expected to be dressed and ready to start your day by 7:45 am. If you are feeling ill please notify staff by 8:00 am.
- 7:45 am: Start morning chores.
- 8:45 am Smudge and Hugs will be called. At this time you are to go to the session room. When session is called you are to be on time and if you are late for session you may get a demerit.
- 9:15 am Session starts. Sessions consist of group counseling, self-help meetings, guest speakers and workshops. There is no programming on Saturday or Sunday except the NA meeting at 7:00 pm on Saturday night.

### **Chores**

- Every Saturday a new chore list will be posted. Please check to see what your chore is. Everyone must do their OWN assigned chore.
- If you are assigned to a kitchen chore please adhere to the following requirements:

It is required by all clients assigned to a kitchen chore to wear a hair net and rubber gloves at all times, please ask staff to provide you with these items. You will also be required to wear an apron if on dishes.

- Please ask staff for directions on how to complete your assigned chore.
- 8:00 am: Take morning medication. Please have a glass of water with you when coming to take medication. If you do not have a glass of water staff will ask you to go get one and move to the back of the line.
- 9:00 am - 4:30 pm Treatment programming Monday to Friday. It is the responsibility of the client to be on time for each session. There is no napping during the day.
- 5:00 pm - 5:30 pm Dinner will be served.
- 5:00 pm - Dinner time meds will be dispensed.
- 5:30 pm - Evening chores will start.
- 6:00 pm - 9:00 pm free time except for meeting nights on Monday, Wednesday and Saturday. Attendance at in-house AA and NA meetings are mandatory for all clients. Clients are asked to place coffee, tea, juice, ect on the dining room tables during the meeting to prevent spills on the carpet. The meeting space is very important to the centre and ceremonies take place in this space. Please be respectful and help us ensure this space is kept clean.
- 9:00 pm - 9:30 pm Snack is served and during this time night time medication will be dispensed. Please note the TV room will be closed each night from 9:00 pm until after the completion of night chores by all clients.
- 9:30 pm night chores start.
- 10:00 pm - All access to the payphone is restricted.

- 11:00 pm - All clients will be required to return to their assigned room. Clients are allowed to get up during the night to have a cigarette.

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### **Saturday, Sunday & Holidays**

- 7:00 a.m. - 7:30 am - Cold cereal served and the use of the toaster will be allowed.
- Please note on weekends and holidays 8:00 am morning medication and 12:00 pm medication will not be announced. If you require morning medications please ask a staff member for assistance.
- Brunch will be served between 10:30 am and 11:00 am.
- The TV room will be closed from 10:30 am until after chores are done.
- Chores will be called at 11:00 am.
- 11:30 am - 5:00pm free time.
- 5:00 pm Dinner is served and medication is called.
- TV room will be closed until after chores are done.
- 5:30 pm Chores are called.
- 9:00 pm snack time and night medication.
- TV room is closed from 9:00 pm until chores are completed.
- 9:30 pm Chores are called.
- Friday and Saturday night bedtime is 1:00 am.
- Sunday night bedtime is 11:00 pm.
- Please note that clients are not permitted to be outside their rooms without being properly dressed. Clients are not to be outside their rooms while wearing pajamas, pajama pants (both men and women), nightdresses, house coats, or bathrobes. Footwear must be worn at all times while outside of your assigned room (no exception!!).

### **What you can expect from Night Attendant staff:**

Night Attendants are not counselors. Night Attendants are only able to listen if you are emotionally upset and a counselor is unavailable. Night Attendants are unable to provide advice or treatment related assistance. You are expected to cooperate with Night Attendants and to treat them with respect. Night Attendants are given the responsibility to ensure that the rules and regulations are followed accordingly. Lack of cooperation to the above rules and regulations can either result in a demerit, loss of pass privileges or termination from the program.

Please ask about our feedback & complaint process.

We hope and pray your stay is a successful one.