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|  | **Crozier ¾ House**  Worcester MA 01610  *“A program of Catholic Charities”* |

**Resident Manual**

Crozier ¾ House is a voluntary adult men’s residential recovery home for the treatment for substance use and co-occurring capable disorders. We are licensed by the Massachusetts Bureau of Substance Abuse Services (BSAS), and we are open 24 hours a day, 7 days a week.

MAIN OFFICE: **508-860-2216**

FAX: **508-799-8915**

Visit us at: https://www.ccworc.org/

Find us on Facebook: <https://www.facebook.com/ccworc>

CLIENT TELEPHONE NUMBER: **508-860-2227**

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| **Interim Program Director:  Clinical Supervisor:**  **FAX:** | Meghan McLeod Michael Ruble  413-351-9075 |

Your decision to enter Crozier ¾ House, and our decision to admit you, constitutes an agreement

with rights and responsibilities for each of us.

##### **STATEMENT OF MUTUAL RIGHTS AND RESPONSIBILITIES**

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| You have the right to: |
| 1. To expect freedom from physical and psychological abuse. 2. To expect freedom from strip searches and body cavity searches. 3. To have control over his/her bodily appearance, provided, however, on program premises that the Crozier House may prohibit attire and personal decoration which may interfere with an individual’s treatment. 4. To have access to his/her client record in the presence of the administrator (or designee) unless there is a determination that access to parts of such record could cause harm to you as a client. 5. The right to challenge information in his/her client record by inserting a statement of clarification or letter of correction signed by both the clinician and the client. 6. The right to obtain a copy of the client's records or portions of it. (105 CMR 164.083: Client Records) 7. The right to have the confidentiality of his/her records secured as required by Confidentiality Laws. 8. The right to terminate treatment at any time. 9. To have freedom from coercion. 10. The rights to treatment without regard for disability, race, gender, gender identity, creed, ethnic origin, sexual orientation, religion, age, or ability to speak English. 11. To treatment in a manner sensitive to individual needs and which promotes dignity and self-respect. 12. To have full disclosure regarding any fee(s) charged in accordance to our residential rehabilitation programs, and that of any client benefits to be contributed. 13. The right to grievance actions or decisions of the licensee regarding the client's treatment; (\*See Grievance Policy on pg. 11) 14. To freedom in practicing his or her religion and/or faith. 15. The right to request referral to a facility which provides treatment in a manner to which the client has no religious objection. 16. To have drug screening conducted in a manner which preserves the client's dignity and, when the drug screen is by urine sample, accommodates any medically confirmed inability to give urine by providing for an alternate effective means of screening such as oral swab, 17. The right to contact the Bureau of Substance Addiction Services Complaint Line at 617-624-5171. |
| We have a right to: |
| 1. Determine the nature of our services and establish the rules and regulations that apply to residents. 2. Keep a record of your activities as a resident and include an appraisal of your progress in our record. 3. Release your record or portions of it with your informed consent or as otherwise directed by law and destroy your record in accordance with agency policies. 4. Review your activities and evaluate your progress at staff conferences, and to expect you to participate in those conferences whenever appropriate. 5. Expect that suggestions and complaints will be made directly to the staff prior to discussion outside of the Crozier House Program. (See Grievance Policy pg.11) 6. Modify our policies and procedures to improve the quality and continuity of your care. 7. Terminate your residency at the end of your contract period, or at any time during that period for cause. |

Crozier ¾ House does not refuse admission to any qualified applicants because of age (18+), race, creed, sexual preferences, disability, or inability to pay. To be eligible for admission, potential candidates must meet the minimum standard requirements.

**Welcome to Crozier**

We welcome you to the Crozier Three-Quarter House and are glad that you’ve chosen us for help. Here at Crozier, you will be living in a community with other men who are working towards a common goal; to live a positive, productive sober lifestyle.

**Guiding Principles**

The main mission of the Crozier Three-Quarter House staff is to provide support for you and your fellow residents on your quest to live free from substances. Our goal is to provide you with the ability to build your own sober support network so you can connect to necessary resources and services that will assist you on your journey of recovery. We also pledge to provide a safe and clean living space and social environment for you and your fellow community members. Most importantly, we aim to educate the Three-Quarter House’s community on a multitude of different subjects to include but are not limited to; substance-use disorders; co-occurring disorders; coping skills and strategies; relapse prevention; and much more. With these basic principles in mind, we hope to provide you and your fellow community members with the resources that will further your recovery and allow for self-reflection.

**Resident Responsibilities**

During your time at the Three-Quarter House you will be solely responsible for keeping your room clean, doing your own laundry, and completing your assigned chores in the house. It is also crucial that you keep in mind both your own needs and those of your fellow community members. Everyone is responsible for treating other community members and staff with respect and, whenever possible, lending a helping hand to those who may need one. Finally, you will be responsible to attend all house meetings and events promptly and prepared to fully participate.

**Values**

Here at the Crozier Three-Quarter House we carry with us several fundamental values that we believe will assist with your recovery. We believe in trust, honesty, friendship, family, and kindness which are just a few of the principles proven to ensure long-term sobriety. Understand that these are not the only values that we hold true to, but they are among the most important and prevalent in our minds when it comes to supporting and caring for residents and community members. We trust that in time you will come to believe in and act in ways that reflect these values.

**Our Part**

Crozier Three-Quarter House staff will work hard to create and provide an environment that is safe and nurturing. This environment is meant to facilitate a positive lifestyle that is rooted in our guiding principles and values. We ensure that our staff will work hard to keep you in a safe environment free from verbal and physical abuse and one in which you are treated with respect and dignity. Our staff will actively take part in your recovery, as well, and will do their best to provide you with unlimited resources and skills that can only further you along the road of recovery.

**Amenities and Services**

At the Crozier Three-Quarter House you will be given a multitude of amenities and services that can aid in the furthering of your recovery and the betterment of your life. We will provide you with a safe, clean living environment where you will feel welcomed and accepted. In addition, you will have a common room where you can interact with fellow residents and build up a community that is safe and respectful. There is a T.V. in this area, and this may help you to unwind after a long day of work. You are free to use this common room as you please during the morning and after your workday. In this room you may find a nice time to read a book or play cards, too. In addition, you will have access to a washer and dryer, several showers, and a kitchen where you can store your food and drink (you will need to follow the rules outlined below for storing these items). You will also be given a personal locker upon admission where you can safely store any belongings that you feel are safer in there. The rules and procedures for this locker are also outlined below.

These amenities are a great way to keep yourself occupied and active. You will be able to clean your clothing and shower after a day at work, and you can store the food and drinks that comfort you after a tough day (e.g. comfort foods and soft drinks). There is to be no contraband in the fridge or your personal lockers ever. We will also provide services to you that can aid in your recovery, such things like counseling, beneficial resources, and access to group meetings. We hope that what we provide is of a great benefit to you and can aid in your recovery to keep you sober and clean. We look forward to helping you along your road to recovery.

**House Agreements**

Maintain Strict Abstinence

* The use of any drugs or alcohol is not permitted at any time and any such use will result in dismissal from the Crozier Three-Quarter House. When dismissal is to occur, there will be guidance given to assist a struggling resident with attaining a bed in a higher level of care.
* Possession of any drug-related paraphernalia is also not permitted at any time. Examples of such paraphernalia are Hookahs, Vapes with THC oil, Marijuana Edibles, unlabeled pill bottles, etc.

Drug Screenings

* Residents of the house will be subject to random drug/alcohol tests along with random room inspections. Any refusal of such screening will constitute a positive drug screening and further action will be taken.

Medication

* Prescriptions must be documented and kept in a lockbox while you’re at Crozier with no exceptions.
* Residents will be responsible for securing their own medication and these medications are not to be dispensed or shared with anyone else.
* At the direction of the Program Director, the House Manager will conduct random medication counts to assure accuracy. If any discrepancy is identified a thorough investigation will take place and a determination will be made up to and including dismissal from the house.

Curfew

* Residents of the Three-Quarter House have a curfew of 11:00 p.m. every day as monitored by the House Manager. This means that you will need to be present inside of the house prior to this time each day. Failure to do so will result in disciplinary actions of increasing severity with each violation ending with dismissal from the house if prior measures are not taken seriously or accepted.

Safety

* Violence and threats of violence are taken very seriously at Crozier, regardless of whether it is emotional or physical. Any acts of violence or any verbal intimidations are not tolerated and are grounds for immediate dismissal.
* There are to be no weapons of any kind on the Crozier Three-Quarter House premises with no exceptions.
* Candles, space heaters, portable heaters, or any other types of heating devices are not permitted on the premises because of the danger that such items pose in potentially leading to a fire. Having any of these items may be grounds for dismissal.
* Crozier strongly advises you not to bring valuables into the premises as a precautionary measure. Valuables may be stolen or lost, therefore bringing them into the premises is “at your own risk” and Crozier is not responsible for any lost or stolen items.

Community Guidelines

* Residents of the house must respect other members of the Crozier community regarding noise, eating, maintaining a clean personal space, personal possessions, and common areas (e.g., no sleeping on community couches, use headphones when listening to music, keep the T.V. at a reasonable volume, etc.)
* All residents’ bedrooms are to be kept clean and free of any food or drink. Trash is to be taken out and emptied into the main garbage bins daily. There will be a mandatory house cleaning every Sunday beginning at 10 a.m. and ending at 12 p.m. The House Manager will appoint the chores that are to be assigned during the weekly Resident Meeting.
* Daily cleaning and house maintenance will be a basic requirement of every resident. This means cleaning up after yourself, keeping your room clean, taking out trash, and cleaning up messes that you find.
* Eating is allowed in the kitchen or dining room areas only and nowhere else in the house.
* Residents must be fully dressed in common areas at all times. This includes footwear.
* There is to be no smoking, vaping, or chewing tobacco within the house at any time. Smoking inside of the house will result in progressive discipline up to and including dismissal.
* Stealing and any theft is immediate grounds for dismissal and potential legal action. Ask another resident before borrowing someone else’s property to circumvent any potential misunderstandings or false cases of theft. Failure to do so could result in severe disciplinary action.
* Residents are not to enter the rooms of other residents without the expressed permission or in the company of that resident.
* Residents are also strongly encouraged to attend extra-curricular activities with the Crozier community (e.g., meetings at Crozier House, the Crozier softball team, cookouts and barbecues, and other sober events in the area).

Visitors

* Visitors or guests are not allowed inside of the Three-Quarter House without prior approval. There may be other occasions that have been predetermined. These occasions or events will be explained beforehand by the House Manager and/or Crozier Directors. They only have the right to approve or deny any visitors and no other staff member.
* Privacy and safety are first priority at the Three-Quarter House so residents should never give out the address of the house. Please speak to the House Manager if you need to be picked up from the house directly and they will make a decision on whether the circumstances are appropriate for this to happen.

House Meetings

* Residents are to attend dinner and group meetings at the Crozier House on Mondays, Wednesdays, and Sunday. Residents are to be ready and at the Crozier House at 6:00 p.m. sharp and leave the meeting at its conclusion around 8:30 p.m.
* In addition to these three mandatory meetings there will be three other mandatory meetings that residents must attend outside of the house and will need to provide documentation of attending. These can be AA meetings, NA meetings, or other community support meetings, but attendance of these outside meetings is a necessary requirement to stay at the Three-Quarter House.

Vehicles

* Residents may have their vehicles on site but must have a valid registration and inspection sticker.
* All vehicles parked on property must have a Vehicle Form on file with the House Manager showing it is legally registered and insured.
* In compliance with our values above, if another resident is in need of transportation and you have a vehicle onsite, please assist if needed.

House Manager’s Duties and Availability

* The House Manager will ensure that all chores, duties, and safety standards of the household are being upheld at all times. If the tasks and standards are not being met, disciplinary actions will be instituted and the House Manager will report these incidents to the directors at the Crozier House.
* The House Manager will prepare a calendar posted on their bedroom door so all residents are aware of their availability and updated each week. House Managers must be available on evenings of the dates that are outlined on this calendar. They will also be available on-call during other outlined times as well. Please be attentive to this schedule and check every week to ensure that you will be able to find an appropriate time to meet / call that will work for both parties.

All residents must adhere to this schedule to remain in good standing.

**WEEKLY SCHEDULES**

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| **Meeting Schedule** | |  |  |
| **DAYS** | **HOURS** | **EVENT** | **DESCRIPTION** |
| Tuesday | 6:45-7:45pm | In-house meeting | Mandatory all residents Health and Wellness Groups with Case Manager/Counselor in common room. |
| Tuesday | 8:00-9:15pm | In-house meeting | Mandatory house Meeting peer group for working on any house issues followed by session in which individual residents share his personal story of addiction to his fellow Residents. |
| Thursday | 6:45-7:45pm | In-house meeting | Mandatory psycho-educational session with Counselor and/or community-based resources. |

All residents are responsible for their personal chores and duty assignments on weekdays, weekends, and holidays when assigned. Check the weekly schedule or with the House Manager for any changes.

**DUTIES/CHORES**

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| **Kitchen Duty** | Residents are assigned to this duty, which runs from Monday to Sunday. The residents must ensure that the kitchen area is cleaned daily and report any problems directly to the House Manager. This also includes the sweeping and mopping of the dining area nightly. |
| **Evening Duty** | Two residents are assigned weekly. They empty trash, sweep, mop, clean counters/tables, mop downstairs bathroom, clean toilets and mop both upstairs and downstairs floors. This duty would be unnecessary if all residents would clean up after themselves. |
| **Weekend Duty** | All residents must clean up after breakfast on Saturday and Sunday. All common areas and deck must be swept clean and mopped if needed. |

**SELF-HELP SCHEDULE**

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| The following requirements involve each resident's participation in self‑help, such as Alcoholics Anonymous and/or Narcotics Anonymous. Fulfillment of these requirements is critical towards ongoing support in the client’s long-term recovery efforts upon completion of treatment.   * All residents of Crozier ¾ House are required to be members of an AA or NA self-help group and to be active within that group. * Each resident is to have an AA or NA sponsor within 60 days of admission and communicate this to your case manager or counselor. |
| **IMPORTANT POINTS OF INTEREST** |
| * No one outside of current residents of the house are to be here during times that would interfere with residents’ schedules such as during chores or meetings. * Residents not signing in or out of the house are subject to discipline with no exceptions. This is a safety issue and has to be complied with.Any resident signing in on sign in sheet for another resident is cause for a written warning and disciplinary action. Letting a resident into the house after curfew, is also cause for Administrative Discharge. * Please turn off the house lights and coffee machine if you are the last one up at night. * Visitors are to remain in authorized areas only and only allowed on the weekends, when in doubt, check with the House Manager. * Knowing another resident is using any mind‑altering illicit substances without telling staff is grounds for administrative discharge. We all need to look out for one another’s well-being and safety as is expected in Crozier ¾ House. * There is to be no hoarding or hiding foods in cabinets or common rooms and no foods allowed in any part of the upstairs living quarters. * Residents should not place nails, tape, or any holes on their walls and nothing should be placed on the walls. Please use the cork boards provided. Any damage to rooms could result in repair costs by the resident. * Cell Phones are not allowed in common areas out of respect from other residents. * Any resident who engages in criminal activity while living in Crozier ¾ House, will be subject to dismissal from   the house. In other words, if one is arrested for a new offense while a resident, this policy will  apply. Other violations to a client’s current legal conditions are reviewed by staff and at the director’s discretion.   * Residents in Crozier ¾ House are not allowed to have; TV’s, Stereo’s, Video Games, Portable DVD players in their bedrooms or other devices that staff deems inappropriate to include laptops. Experience has shown that such items can distract resident’s ability to focus with following their treatment schedule and helps certain residents to avoid being in isolation. The more important reason for this is safety, as the Fire Department has deemed having to many instruments plugged into one outlet in each bedroom puts us at risk for a Fire Hazzard.   Residents are allowed their personal cell phones in their rooms! Residents are also allowed small alarm clock radios, I pod’s and mp3 players which, with use, ear buds or blue tooth headsets are acceptable in room only. All such devices are not allowed in any other open areas of the house. No second cell phones or the use of hot spot Wi-Fi devices are never acceptable.   * All cleaning /chemical supplies are to be locked up after every use. All chemicals used for daily cleaning on the main floor are to be locked up in the kitchen pantry by staff after residents use and all chemicals used on the third floor living quarters are to be locked up by staff in the mop/sink room next to the bathroom after residents use.   NO CHEMICALS ARE TO BE LEFT OUT IN OPEN AREAS ON COUNTER TOPS OR IN BEDROOMS! |
| **MEDICALLY ASSISTED TREATMENT (MAT) POLICY**  Crozier House accepts participants who, with professional medical advice, voluntarily elect Medication Assisted Treatment (MAT) as part of their treatment protocol provided the therapy is available through state or federal public funding, Medicaid, private insurance or private pay. In addition to traditional treatment for chemical dependency, this population, at the sole discretion of Crozier House, is subject to random drug testing to ensure medication compliance as well as program adherence. MAT/Med participants may be required to attend specifically designed treatment modules used to address recovery issues at the discretion of client’s treatment team.  Crozier House does not provide direct medical treatment to individuals on MAT; however, the Crozier House program expects program participants who select MAT as part of their recovery protocol to authorize communication between Crozier House and all medical professionals writing prescriptions for that client to guard against the issue of unnecessary drug seeking behavior. All such MAT’s will be locked up in medication cabinet and monitored and documented on client’s medication sheets for record. |
| **MAT/Med clients must agree to the following treatment philosophy or be subject to referral/discharge:** |
| 1. Select a credentialed addiction specialist medical professional recognized by the American Society of Addiction Medicine, American Board of Addiction Medicine or the Substance Abuse and Mental Health Services Administration or physician with advanced knowledge of recovery issues. 2. Use effective medications with the lowest risk of abuse for the treatment of addiction disorders or co-occurring disorders. 3. Discontinue medications that are abused or diverted after the participant and/or treatment team have made reasonable efforts to increase client compliance. 4. Demonstrate treatment engagement and program compliance to achieve the goals of sustainable recovery. |
| The Crozier House program will support participants in the development of a Continuing Care Plan to prevent relapse and promote long-term recovery following program completion. The CCP focuses on long-term treatment plans and skillful transition plans that extend beyond Crozier House treatment completion. |
| In addition to other completion requirements, MAT/Med participants who receive or have received MAT services are expected to meet the following Sustainable Recovery goals prior to program completion:   * Sustained abstinence from all non-prescription psychoactive substances. * Medication compliance with anti-craving medications and/or medications for co-occurring disorders, if applicable. * Demonstrate ability to use non-addictive and cognitive behavioral coping strategies. * Engagement in a sober social support and recovery network; and * Demonstrable ability to identify the need and ability to re-engage MAT services with an approved community-based addiction specialist or treatment program prior to relapse. Crozier House participants who elect to continue MAT services, in the event the MAT abstinence trial proved ineffectual or was contra-indicated by the medical protocol, must exhibit CCP plans for ongoing pharmacotherapy and treatment plans for relapse prevention prior to Discharge from the program. |
| **NALOXONE (NARCAN) OPIOID OVERDOSE PREVENTION POLICY** |
| It is mandatory that all residents and staff of Crozier House be trained in overdose prevention along with the use of naloxone administration techniques as a precaution to potential overdoses that may occur within and around Crozier House.  All residents and staff within Crozier House are encouraged to carry naloxone (Narcan) on their person and to have available on-site and open access to naloxone (Narcan) in case of any overdose emergency.  **LOCATIONS OF NARCAN**:  RESIDENTS LIVING QUARTERS FLOOR  Available inside the cabinet located next to bedrooms on each end of the hallway on second floor.  MAIN FLOOR  In House Managers bedroom and in the dining area.  **RESOURCES**  AIDS PROJECT WORCESTER  Joe McKee Center to obtain NARCAN and OD Prevention  165 Southbridge Street; Worcester, MA. 01608  Phone: (508) 755-3773  EVERY DAY MIRACLES  25 Pleasant Street  Worcester, MA. 01610  (508) 799-6221  Learn2Cope  Please go to www.learn2cope.org or call 508-738-5148 for meeting locations and times. |