

## GateHouse Transitional Living (GTL) Resident Handbook

Welcome to GTL! We are glad you chose the GateHouse Transitional Living as a starting point to your new way of life free from active addiction.

### **The GateHouse Mission Statement:**

The GateHouse exists to transform and encourage a life of recovery by providing community-centered accredited services.

### **The GateHouse Vision Statement**

Ultimately, our vision is to help create a community where everyone who is affected by addiction is seeking recovery.

### **The GateHouse Values:**

The GateHouse will accomplish its mission of transforming and encouraging lifelong recovery by walking **BESIDE** people. We adhere to these values throughout all levels of our organization and demonstrate them through our interactions with clients.

***B*e Impactful:** We will work every day to improve the lives of others.

***E*mpowerment:** We will build a culture that encourages opportunities for development.

***S*tewardship:** We will manage our resources in a socially responsible way.

***I*ntegrity:** We will adhere to the highest ethical principles and professional standards.

***D*iversity:** We will respect, celebrate and encourage the unique differences of all individuals.

***E*mpathy:** We will demonstrate the ability to understand others.

**While living, working, and standing by The GateHouse's mission, vision, and values, we hope to create a community where everyone struggling with addiction is able to pursue recovery and, ultimately, restore their human spirit.**

As a resident of GTL you will be afforded the opportunity to begin a new life in recovery. We ask for an invested commitment to GTL, but your residency is day-to-day depending upon your adherence to the guidelines listed in this handbook. A healthy and strong recovering lifestyle is dependent upon clear and concise communication and boundaries. Along with the opportunity to begin/or continue your recovery come some responsibilities; below you will find guidelines that must be agreed upon and followed to reside at GTL.

The following 8 violations will result in disciplinary action, up to and including eviction:

- ▶ ZERO DRUG USE - This includes suspicion of use, a positive urine test, and/or possession of paraphernalia. A sample must be produced within one (1) hour of request and resident must remain in the presence of the requester. A refusal is treated as a positive test and results in immediate eviction. If you dispute the results of your test, you will immediately be placed on restriction until the lab verifies the results. Probation/Parole will be made aware of a positive result. Added: This would also include using OTC & Prescription medications outside their intended uses.
- ▶ Weapons on the premises or in your vehicles
- ▶ Participation in any illegal activity, including theft
- ▶ Sexual harassment or sexual relationships between residents, clients, volunteers, or staff from any GateHouse program
- ▶ Violence or threats of violence
- ▶ Smoking or vaping in the house or in non-designated areas
- ▶ Tampering with or defacing the property in any way (Including the removal of fire safety equipment).
- ▶ Having knowledge of any of the prior 7 violations and NOT reporting them to the House manager or GTL Coordinator.

***An attitude of gratitude is expected: dishonesty, undermining, enabling are all unhealthy traits that need to be addressed when one is actively pursuing recovery.***

## 1. Orientation

- The purpose of the Orientation Phase is to become familiar with the geographical area, the 12 step meetings, and to allow time to obtain suitable full-time employment, among other reasons. To move off the Orientation Phase, the resident must have their rent paid in full. The resident will be employed, follow all guidelines, and complete the full two weeks of residency. Even if employment has been secured prior to the 14-day period, the orientation phase will remain in effect until the end of the full two weeks.
- Residents on orientation may only attend 12-step meetings when accompanied by another resident who is not on orientation. Residents may do so by finding another resident who is not on orientation to make the commitment the night before rather than the day of the meeting.
- Curfew for residents on orientation is 5:00pm.

## 2. Rent

Upon admission to GTL, **residents must pay two weeks of rent for a total of \$300. In the event of discharge due to behavior issues, Drug or Alcohol use, or not returning back to the house, monies paid for future rent will be mailed to you at the address you provide.** Rent is paid in advance and put in the rent box by Sunday night. Rent is \$150.00 per week, and is to be paid by money order made out to “The GateHouse”. Residents may arrange to pay bi-weekly, however, this must be in writing. **If rent should become two weeks in arrears, the resident will go back on Orientation and will be subject to loss of privileges and/or discharge from GTL.** The resident and GTL Coordinator will develop and sign an agreement to correct and pay arrears. If a pattern of being unable to stay current with rent payment emerges, the resident will either need to find a more suitable job to meet their financial needs, or they will be asked to leave GTL.

## 3. Employment

- Job search is as follows: Mon-Fri 8:30am-4:30pm. Residents are to be out of the house during this time with the exception of a ½ hour for lunch.
- Within 14 days of admission residents are expected to obtain full-time employment. Exceptions will be made for those attending IOP or PHP.
- Full-time employment is defined as 35-40 hours a week. Any work week of 50+ hours must be approved by GTL Coordinator. Residents must continue job search until their first day on the job.
- Work (and meeting) schedules are to be turned in at the House Meeting for the upcoming week.
- Jobs in bar settings, under the table jobs, & driving cabs are not permitted. In addition, self-employment without a business license, general liability insurance, and verifiable full-time hours of work each week, are prohibited (ex: Instacart & Door dash). Restaurants that are not primarily bars, gas stations & grocery stores that sell alcohol are permitted to work at. If alcohol is served/sold at a potential job opportunity, you must console the GTL Coordinator through the House manager.

- Residents are not permitted to work third shift.
- Residents must call the House manager if they will not be going to work on a scheduled work day. On those days, the resident may only go to 12-step meeting, doctor's appointment, drug and alcohol or mental health appointment.
- Residents may not change jobs without first consulting the GTL Coordinator through the House manager.

#### 4. Sign In/Out

- All residents and the House manager must sign in and out each time they leave or enter the house.
- When signing out be specific as to where you are going. Signing in and out is the beginning of you being accountable.

#### 5. Weekly Updates

- Residents are required to meet with the GTL Coordinator or CRS for face-to-face Recovery Support Services (RSS) weekly while on Orientation. After the Orientation Phase, the resident and GTL Coordinator/CRS will agree upon the frequency of sessions (1 meeting per month minimum). You must schedule the meeting in advance.
- Failure to attend without notice to a scheduled meeting with the GTL Coordinator or CRS will result in weekend restriction/contract. Subsequent absences will result in discharge.

#### 6. Community Social Services

- Residents may use the first 2 business days to engage with available community services. If you are unsure how to access resources, please consult with the House manager.
- The Lancaster County Assistance Office is located on 832 Manor St, Lancaster, PA 17604 (717) 299-7411. Residents are encouraged to apply for food stamps and medical assistance.
- Drug and Alcohol Assessment– residents are required to attend a licensed drug and alcohol outpatient program.
- Food, clothing and employment resources are available upon request.

#### 7. Drug and Alcohol Treatment

- All residents must be assessed for drug and alcohol outpatient treatment, and all **treatment recommendations must be followed/completed.** If a resident is discharged from treatment for non-compliance, they will be discharged from GTL.
- Residents must sign a release of information for the licensed drug and alcohol outpatient program that they are attending so that the GTL staff can maintain communication and verify attendance and participation.

## 8. Recovery Based Meeting Requirements

- **Outpatient Clients (OP LOC) & Non-OP Clients that are NOT working or volunteering: Five in person meetings per week.**
- **Clients working/volunteering PART time: Four in person meetings per week.**
- **IOP Clients that are NOT working: Four in person meetings per week.**
- **IOP Clients that ARE working/volunteering FULL time: Three in person meetings per week.**
- **Clients working/volunteering FULL time: Three in person in person meetings per week.**
- **Clients MUST obtain work/volunteer (Full Time or Part Time) within 14 days of residency.**
  - If there is concern that a House or a Resident is not attending the minimum meeting requirement, then the House/ or Resident will be required to fill out a meeting verification form (Signed by the chairperson at each meeting).
  - If there is a medical reason as to why you cannot meet this requirement, then you must console with the GTL Coordinator
  - While on orientation, residents must go to meetings with another resident from the house who is not on orientation (unless prior authorization is obtained). You must make the arrangements to get to meetings the night before the meeting.

## 9. House Meetings

- House Meetings are held every week unless otherwise noted. All residents must attend. Employment is not an excuse to miss the meeting. House Meetings are opportunities for residents to discuss their week, feelings, conflicts, and/or complaints. Resident are expected to turn in weekly work/meeting schedules and completed meeting verification forms during the House Meeting.

## 10. Sponsorship/Home Group

- Residents are expected to obtain an approved 12-Step sponsor and home group within 30 days of admission. Individuals without a home group and sponsor after 30 days will be placed on Orientation. Sponsors must have a minimum of 1 year clean and sober and be approved by the GTL Coordinator. In addition, all residents are required to sign a release of information for their sponsors in an effort to allow collaboration and communication with GTL staff.

## 11. Medications

- All residents will self-administer their own medications. Residents will be responsible to log their daily medication taken on the medication administration record form and initial it daily. The GTL Coordinator will conduct a bi-weekly audit of the client's medication administration record, and complete a medication count to ensure compliance.
- Each resident will be assigned a personal lockbox that is stored in the resident's bedroom. Each resident must store all of their medications, including over the counter (OTC) medications in the lockbox. Each lockbox will have a designated code given to the resident upon admission. The resident is not permitted to give the code to other residents. Only the GTL Coordinator and resident will have the code to the lockbox. House managers complete daily house runs to ensure that all lockboxes are locked and no medications are left outside of the designated lockbox.
- In the event that medications are lost, an investigation will take place by the Clinical Director and the resident will be responsible to cover the cost of any medications that would not be covered by their insurance. The Coordinator will complete an internal incident report.
- In the event that medications are stolen, an investigation will take place by the Clinical Director, and the GTL Coordinator will complete an internal incident report. The following actions will take place pending the outcome of the investigation:
  - a. The person responsible for the theft of the resident's medication/s will be discharged from GTL.
  - b. The resident that had their medication/s stolen would potentially be placed on a behavior contract if it is determined that the theft took place due to their negligence.
  - c. If the theft was a result of the resident's negligence, the resident is responsible to cover the cost of the needed medication/s not covered by their insurance.
  - d. If the theft of the medication/s was found to be of no-fault of the resident, GTL will be responsible to cover the cost of the medication/s not covered by the resident's insurance.
- In the event that a resident has misused their medication, they will be placed on behavior contract, with the potential for discharge. In addition, the Coordinator will begin conducting weekly medication audits for accountability, and complete an internal incident report. If the misuse of medication results in an adverse effect, the resident will need to be evaluated by a medical professional at urgent care, or the emergency room.
- All medications including, over the counter medications must be stored in a personal lockbox provided by GTL. Residents are not permitted to share their medications with any other residents. Failure to comply will result in disciplinary action, including

possible discharge.

Resident requiring medical emergency services for any reason are required to contact the House manager or GTL Coordinator. If the resident is unable to do this, then notify them as soon as possible and explain what is happening. If there are any questions regarding treatment issues call the GTL Coordinator for direction.

## **12. Curfew**

Curfew is 11:00pm Sunday-Thursday and 12:00am Friday-Saturday. Orientation Phase- 5:00pm.

## **13. Pass Requests (for extended curfews and overnights)**

- Approval is based on behavior and subject to denial. Requests must be filled out completely and received by the House manager by 6 P.M. on Sunday. Any passes for Monday-Wednesday must be put in the week before (Two Sundays before the pass). Staff and the residents Probation/Parole Officer must be aware of your whereabouts during passes. You must follow the approved description that you outlined on your pass. Any deviation from the approved pass will result in a loss of privileges and/or discharge.
- No passes will be approved until resident has attended one (1) GateHouse Alumni & Friends meeting. Ask Program Coordinator for details.
- After 30 days of residency is completed, residents may be permitted overnight or weekend passes (If the resident has a sponsor & homegroup).
- Passes must be filled out completely with details of where you will be going, who you will be with, how you can be contacted, and what meetings will be attended.
- Approval is based on behavior, rental accounts and overall compliance and are subject to denial.
- A maximum of two (2) overnight passes or one (1) 2-night passes will be approved in any month after your first 30 days.
- After 3 months (90 days), residents will be eligible for four (4) overnight passes or two (2) 2-night passes per month. Resident cannot be away from house more than 2 nights in a row.

## **14. Off the Floor**

- This means you are in your personal bedroom and not in the common areas or outside smoking.
  - Sunday –Thursday 12 AM – 6 AM
  - Friday and Saturday 1 AM – 6 AM

## **15. Visitation**

- Residents are not permitted to visit other residents in their rooms. If residents want to hang out, do so in the common areas.
- Visitors are prohibited on GTL Premises.

## **16. Chores**

- Each resident is assigned a chore which must be completed within the assigned time-frame.

- Chore areas are to be checked daily and maintained as needed
- GI is to be done and completed by the house specific day/time

### **17. Staff Splitting**

- Any delegation, assignment, or request that is made by the House manager or staff member is not merely a suggestion; it is a directive that needs to be adhered to without argument. Residents are required to follow the direction given, and may not ask a different staff member to deviate from the original direction.

### **18. Rooms**

- Residents are expected to keep their room in a neat and orderly manner at all times.
- GTL staff have the right to inspect and or search any room. In the event that a room requires a search, the staff will include the resident, or notify them in their absence. If the resident is not readily available during the time of the search, the staff person will search the room with the House manager, or another staff person.
- Residents are expected to make their bed in the morning.
- Personal property and clothing are to be stored neatly in dressers, closets or under the bed.
- Laundry is expected to be completed on a weekly basis. This includes bed linens and towels.
- Residents are not permitted to eat or drink in their bedrooms. Water is permitted.
- No candles, incense, smoking/vaping, pets, change to furniture, walls, or any other part of the house. Includes the removal of fire safety equipment.
- Property destruction or altering the physical construction of the premises, including interior walls is unacceptable. No nail holes.

### **19. Food**

- Residents are expected to purchase and cook their own food.
- Cooking is never to be left unattended.
- Residents are required to wash, dry and put away the dishes and cooking utensils used immediately after use. Washing them and leaving them in the dish drain is not acceptable.
- All unused food must be in a sealed container or bag. No opened food may be left out on the counters or on top of the refrigerator. No open containers in the cupboards. This helps to not attract pests.
- Food is not permitted outside the kitchen/dining area.
- On occasion, GTL accepts food donations from outside organizations. This food is for all residents. Please be respectful and share. This is a privilege and a blessing and is not to be expected.

### **20. Smoking**

- Smoking is to be done outside in a designated area only. Dispose of butts and trash in appropriate containers. Smoking is a privilege, do not abuse it. Smoking in the house, out a window, or in undesignated areas will result in a discharge.

### **21. House Phone**

- Residents may give out the house phone number to anyone.
- Phone time limit is 15 min.



- Take all incoming calls and take a message (if the phone rings, answer it).
- No incoming or outgoing calls after 11pm. Phone calls may begin at 7 A.M.
- Cordless phones must be returned to the charging station after each use. Residents are not permitted to leave the house phones in their bedroom.

## **22. Contacting Staff and House Manager**

- Residents are expected to have the GTL Coordinator and the House manager's phone number at all times. Residents should contact the House manager in the event that they will be late for curfew, and for general house issues (needing house supplies, maintenance issues, etc.). All other issues should be addressed with the GTL Coordinator.
  - House Manager:
  - GTL Coordinator: (717) 413-4393
  - Clinical Director II: (717) 550-1364
  - [gtl@gatehouse.org](mailto:gtl@gatehouse.org)

## **23. Vehicles**

- Residents may have the privilege of a vehicle, providing that rent is current and resident is otherwise compliant with GTL rules. Vehicles must have current insurance and registration. Drivers must have a valid driver's license. Copies of registration, insurance and license must be provided before a vehicle is permitted at the house. Vehicles are a privilege and that privilege can be revoked if not compliant with house rules. Residents must maintain compliance or they will have privilege revoked.

## **24. Probation/Parole**

- GTL staff regularly communicates with probation/parole officers. The communication will consist of the resident's status and activities at GTL. Residents must sign a release of information.

## **25. Community Service**

- GTL believes that part of recovery is learning to give back to a community that supports us. We have chosen to participate in Lancaster's Adopt-A-Block program. Each recovery house resident is required to participate in their house's efforts to help keep our neighborhoods clean.
- The 2<sup>nd</sup> Saturday of every month from 10:00am-11:00am, all residents will participate in this effort. If you are unable to participate because of work, an alternate form of community service will be discussed with you by the GTL Coordinator.

## **26. House and Property**

- Absolutely nothing can be hung on the walls, removed from the walls, damaged, changed or defaced in the residence. Damage to the residence, property, or its furnishings is unacceptable and can result in dismissal from the residence.
- Absolutely NO messaging (flags, banners, signs, posters, pictures, writing, decorations, etc.) of any kind can be posted, hung, or displayed on the outside of the residences or seen from a window of the residence without prior authorization.

- The Televisions at each GTL Location are signed into the GTL Roku Accounts. GTL provides Netflix, Amazon Prime, Hulu, Disney + & ESPN + (These Apps/Channels are ONLY TO BE SIGNED INTO GTL ACCOUNTS). Anyone that signs out of an any app/channel/Roku Device will be placed on a Behavioral Contract. It is restrictive to sign into your own Netflix/Amazon Prime/Hulu/Disney +/ESPN + Account (this will also result in a Behavioral Contract).
- Personal Televisions, Game Consoles, Desk Top Computers, and or appliances are prohibited at GTL.

## 27. Discharge

Throughout the course of residency at GTL, there are times when it is necessary to discharge a resident from the GTL location involuntarily. Residents who are discharged will have 24 hours to leave the premises, and the GTL staff will contact the resident's emergency contact. The following reasons listed below will result in ending residency:

- The use of drugs or alcohol, including refusal to give a uranalysis for drug testing
- Committing a crime, including the sale of drugs, and/or theft
- Excessive guidelines violations
- Curfew violations
- Sexual harassment or misconduct
- Failure to remain up to date on rent
- Failure to comply with recommendations of a licensed drug and alcohol outpatient agency
- Excessive missed appointment with CRS, and/or GTL Coordinator
- Failure to comply with Recovery Support Services Plan
- Violence or threats of violence

Residents who are discharged will have 7 days to remove their belongings. GTL staff must be present with the discharged resident to obtain personal belongings. Residents who need to pick up their belongings after discharge will need to pre-arrange a pick-up time with GTL staff. Property not picked up within seven days will be donated. The GTL Coordinator will notify probation/parole, and emergency contact if this occurs. If residents are incarcerated, they have 30 days to make written arrangements with a name of a designated person, to have their belongings picked up. The designated person picking up the residents belonging must show identification.

## 28. Appeal Process

Any resident who has been discharged prematurely from any GTL residence has the right to appeal such decision. The resident will have 24 hours from the time they have been notified of the decision to end their residency, to submit a request for reconsideration. The resident will submit the written request for reconsideration and give it to any GTL staff, who will forward the request to the Clinical Director II. All request/appeals will be investigated by the Clinical Director II, and the outcome will be reported to the resident within the same 24-hour period.

## **29. Completion of Residency**

- Completion of a licensed drug and alcohol treatment regimen
- Resident must have a sponsor, home group, and must be attending at minimum five 12-step meeting per week
- Stable employment
- Appropriate and suitable housing plan
- Completion of Recovery Support Services Plan
- Stable Mental Health
- Financial Stability
- Drug free living skills
- Up to date on rent
- Compliance with GTL Guidelines
- Two-week written notice

Residents seeking completion of residency will submit a written notice to the GTL Coordinator two-weeks prior to completion. All supplies will be washed and returned, along with the cleaning of the resident's bedroom. Security deposits will be returned when conditions are met.

## **30. Residents Rights**

- Residents at GateHouse Transitional Living (GTL) shall retain all civil rights that have not been specifically curtailed by separate judicial or administrative determination by the appropriate legal authority.
- GateHouse Transitional Living (GTL) does not discriminate against a resident on the basis of age, race, sex, religion, ethnic origin, economic status, disability, sexual orientation or gender identity or expression.
- Residents at GateHouse Transitional Living (GTL) have the right to inspect their own records. Residents may submit a written request to the GTL Coordinator to inspect their own record. Once the request has been received, the GTL Coordinator will be responsible to print the documents from the electronic health records for the resident's review. The GTL Coordinator has 3 business days from the date of the request to ensure that the resident received a copy of their record.
- Residents at GateHouse Transitional Living (GTL) have the right to request the correction of information in their record on the basis that it is inaccurate, irrelevant, outdated or incomplete. Once the resident receives a copy of their record, they are free to highlight or mark the sections of the record that they are requesting to be changed, and give the requested changes to the GTL Coordinator within 3 days of receiving their record. The GTL Coordinator will give the requested changes to the Clinical Director II within 24 hours. The Clinical Director II will make the final decision on which part of the record will be updated, and report the outcome to the resident within 3 days.

- Residents at GateHouse Transitional Living (GTL) have the right to submit a rebuttal to information in their records. Resident's may submit a rebuttal to information in their records in writing, and submit the request to the GTL Coordinator. The GTL Coordinator will forward the residents request to the Clinical Director II, immediately following receipt of the request. The Clinical Director II has 3 days to make the final decision, and inform the resident of the results.
- Residents at GateHouse Transitional Living (GTL) may attend a treatment facility of their choice outside of the GTL property. GTL staff does not require a resident to attend or prohibit a resident from attending a specific treatment facility.
- Residents at GateHouse Transitional Living (GTL) have the right to withdraw a consent either verbally or in writing to any GTL staff member or volunteer.
- Residents signature of this handbook acknowledges their understanding

### **31. Complaint Management**

- In the event that a resident, family member, and/or a community member is dissatisfied with any decision made by the GateHouse Transitional Living staff, the individual may submit a written complaint to the Clinical Director II. The Clinical Director II will investigate all complaints and reply to the complainant within (7) days. The complaint and investigation outcome will be reported to the Executive Director. All complaints must be reported within (5) days of the occurrence. If the individual disagrees with a decision made or action taken by the Clinical Director II and is seeking redress, the individual is requested to complete a written grievance within (15) days to the Executive Director.
- In the event that the resident, family member, and/or the community member is not satisfied with the outcome of the complaint and the final decision supported by the Executive Director, the individual is directed to contact the Department of Drug & Alcohol at [www.ddap.pa.gov](http://www.ddap.pa.gov) or by calling 717-783-8675.