

Salvation Army Toronto Harbour Light Ministries

Transitional Housing Program



Information Handbook for Residents

Name: _____ Unit number: _____

Phone number: (416) 682-2546, ext. _____

Caseworker: _____ Extension: _____

INTRODUCTION

Welcome to your new home. We hope your stay in Transitional Housing will be safe, healthy, and a time of great personal growth. Your time here will fly by. Please use this opportunity to build a healthy foundation for your life and to make progress on your goals. Much of the benefit of this program depends on you. We are here to support you, but it is up to you to make good choices and to use your time wisely. Blessings.

Mission Statement

We offer a safe, caring, affordable, semi-independent living environment where people are supported to rebuild their lives, achieve their goals and make the transition from homelessness and marginalization to stable housing and meaningful participation in the community.

Values:

- 1) Hope
- 2) Dignity
- 3) Authentic, Healthy Community
- 4) Independence
- 5) Accessibility
- 6) Empowerment
- 7) Compassion
- 8) Redemption
- 9) Mutual Accountability
- 10) Giving and Receiving
- 11) Excellence
- 12) Diversity
- 13) Goals and Productivity
- 14) Partnerships
- 15) Continuity

TRANSITIONAL – always moving towards the next step

HOUSING – safe, affordable, healthy living space

PROGRAM – a structured, goal-oriented approach to rebuilding a new, healthier life

TRANSITIONAL HOUSING TEAM:

Megan Maitland – Caseworker (ext. 2531)

Lindsey Moncarz – Caseworker (ext. 2496)

Dayna Moreash – Intake Worker (ext. 2525)

Alexandra Canzonieri – Outreach Worker (ext. 2495)

Martin Tam – Chaplain (ext. 2510)

Andrew Worotniuk – Program Coordinator (ext. 2515)

John O'Mara – Director of Programs

+ Students & Volunteers (ext. 2520)

Resident Rights - Transitional Housing Program

1. Be treated with courtesy and respect by staff
2. Freedom from harm and abuse
3. Dignity of your person and your belongings
4. Make informed choices and give informed consent
5. Quality services that comply with standards
6. Clear communication
7. Emotional and spiritual support
8. Make a formal complaint
9. Confidentiality and privacy within the limitations outlined in our privacy policy
10. See your own client file
11. Exercise these rights without fear of reprisal

Resident Responsibilities - Transitional Housing Program

1. Treat others with courtesy and respect
2. Avoid harmful or abusive behavior towards yourself or others
3. Respect the dignity and privacy of other clients and their belongings
4. Communicate as clearly as you can with staff
5. Ask questions if you don't understand
6. Focus your energy on achieving your goals
7. Be open to receiving feedback
8. Know and follow the agency's policies and procedures

FREQUENTLY ASKED QUESTIONS

HOW LONG CAN I LIVE HERE?

You can stay in Transitional Housing for **up to 11 months** from the date you move in. Of course you are free to move out anytime (as long as you let your Caseworker know and you leave during regular business hours), but your stay here cannot extend past the 11 month date. 11 months goes by quite quickly. Be sure to plan ahead, and talk to your Caseworker about housing options post-THP.

WHAT IS MY MAILING ADDRESS?

The Salvation Army Toronto Harbour Light Ministries
160 Jarvis Street
Toronto, Ontario M5B 2E1
Front Desk Phone: (416) 363-5496

Your mailbox corresponds with your unit number, and you are given a mail key as well as a unit key. Mail is received at the Front Desk and then sorted by the Transitional Housing Department and placed in your mail box. T.H.P. might also have internal mail for you, so please check your mailbox. If you want to receive deliveries, please make arrangements with the Front Desk each time. When you move out, any mail received for you here will be "Returned to Sender."

DO I NEED TO USE MY VOICEMAIL?

Your voicemail is a way for Transitional Housing Staff to connect with you, so please activate your voicemail even if you use another phone. If you encounter any problems with your voicemail, please see the Administrative Assistant to the program in Office 267.

HOW DO I MAKE PHONE CALLS?

A telephone is provided in your room. You will need to dial 9 and then the number. The system will NOT permit long distance calls or "900" pay calls. If you want to call long distance you will need to get a long distance calling card.

WHAT IS THE PROCEDURE FOR COMING AND GOING?

All entering and leaving the premises must be by the Front Door. There is a finger print scanner that you are required to use each time you enter the building. If your fingerprint does not work consistently, please speak with your Caseworker about getting a keypad code.

When leaving, you are required to scan your access card to indicate that you are not in the building, and leave it at the Front Desk.

Please Note: Because of limited coverage of the Front Desk, there may be times when staff are on breaks, security rounds, or dealing with an extenuating circumstance. At these times, you may need to wait up to 30 minutes to access the building/your unit.

When you return to the building between the hours of 6:00 a.m. and midnight and the RCW is not at the Front Desk, let yourself in using your fingerprint or the keypad and wait for the RCW to return to get your access card.

If you intend to come into the building between midnight and 6:00 a.m., call ahead to the Front Desk to make arrangements for somebody to be there to let you in. When you state the time make sure that you can arrive at the building by that time.

Your card or keys must never be given to anyone else to access the building or your unit. Such action will result in loss of your housing.

Replacement for the unit key cost \$10.00 each and for the mailbox key cost \$10.00 each. Replacement for the access cards cost \$5.00 each.

If a resident is suspected of bringing something illicit and/or unsafe into the building during business hours, RCW staff will ask the resident to wait in the common room space and call THP staff to check through the resident's bags. If this occurs during non-business hours, RCW staff will ask the resident to go to the common room space and will observe the resident empty the content of her/his bags and pockets while maintaining the dignity and safety of the resident.

HOW OFTEN DO I MEET MY CASEWORKER?

All Transitional Housing Residents are assigned a primary Caseworker. This is a resource person for you who will help you stay focussed on your goals, connect you with resources, and address any challenges or questions you might have. You need to meet your Caseworker at least once every 3 weeks during business hours, but you work out your own schedule with him/her. A client file will be created for you. If you want to see its contents, speak with your Caseworker.

IS THERE A CURFEW?

Yes. Curfew is 12:00 am from Sunday to Thursday and 1:30 am on Friday and Saturday. Daily sign out time without a pass is 5:00 am. The front doors are locked between 11:00 pm and 6:00 am. If you will be coming back to the building between these hours and want to be sure that someone will be at the Front Desk (and not doing security rounds) please call the R.C.W.s at (416) 363-5496.

CAN I GET AN OVERNIGHT OR WEEKEND PASS?

If you want to get a late pass, an overnight pass, or a weekend pass, you need to see your Transitional Housing Caseworker. It is up to his/her discretion to approve such a pass, and they will be approved on an individual basis. These passes are given to the Front Desk staff (a.k.a. R.C.W.s) with the ID access card when you are leaving.

WHAT DOES F.T.R. MEAN?

If you are out past curfew and you do not have a pass, you are considered F.T.R. (Fail to Return) and you may be discharged from the program. When you return to the building you will be urine screened. If we have not seen you for 7 days, we will attempt to contact you. If we have not reached you and another 3 days pass, we will attempt to contact your emergency contact.

CAN MY KIDS LIVE WITH ME?

Only you are permitted to live in your unit. It may not be shared with others. If you become pregnant while in T.H.P. please know that your baby cannot live here with you.

AM I ALLOWED TO HAVE VISITORS?

Visitors are permitted during the hours of 9:00 am – 9:30 pm daily. Visitors must remain in the company of the resident they are visiting at all times. Visitors must wear a visitor tag and must sign In and Out of the building. Residents are to meet with their visitors on the ground floor level in the courtyards or in the common room. The fifth floor lounge can

also be reserved. A minimum of 3 people, including the resident booking the lounge, must be listed in order to book this space.

Children and grandchildren of residents are permitted to visit you in your unit, provided that you obtain a visitor pass from your Caseworker. Visiting children and grandchildren are your responsibility at all times, and you are not permitted to bring them to friends' units for visiting. Caseworkers/support workers from other agencies may also visit your unit, when coordinated and approved by Transitional Housing staff.

Residents may visit with each other in units up until curfew; but men should never be on women's floors/units and women should never be on men's floors/units.

No overnight visitors are allowed, and visitors are not allowed at THP programming unless specifically advertised otherwise.

WHAT ARE THE REGULATIONS REGARDING SMOKING?

Our entire property is tobacco and smoke-free. Smoking in your unit, or anywhere in the building, is dangerous and will lead to immediate discharge. Smoking is also prohibited in the front and back of the building and within 9 metres of any entrance/exit. Electronic or vapourizer cigarettes and nicotine inhalers are not permitted on Harbour Light property. No smoking products/paraphernalia will be permitted on the premises, and you are not permitted to smell like smoke within the building (to avoid triggering others). Any resident found tampering or disconnecting the smoke detector in the unit is jeopardizing their residency in the Transitional Housing program and may be discharged.

DO I ALWAYS NEED TO LEAVE THE BUILDING WHEN THERE'S A FIRE ALARM?

Yes! All new residents get an orientation to fire safety when they move in. When you hear the fire alarm, walk down the stairs to the south stairwell, cross the street on Queen St. E. and Jarvis St. and wait on the other side of Jarvis St. until a staff member gives the OK to go back into the building.

WHAT SHOULD I DO WITH MY PRESCRIPTION MEDICATIONS?

We ask that you let the Transitional Housing staff know of any prescription medications that you are taking during the intake process. Residents generally keep their prescription medications in their unit, but if you have any concerns about this, please let us know. If you have a change in medication, please let your Caseworker know as soon as possible. Prescription medications which are opiates (e.g. Tylenol with codeine, Percosets, morphine, Fentanyl, etc.) are not allowed in the building. If your doctor suggests this type of prescription, we suggest asking for an alternative or finding an alternative place to stay while you are on this prescription.

WHAT ABOUT MEDICATIONS AFTER SURGERY?

If you are expecting to have a surgery, please advise your Caseworker in advance to come up with a recovery plan.

WHAT ARE THE REGULATIONS REGARDING DRUG AND ALCOHOL USE?

Harbour Light Ministries strives to be a safe place where people can stay to rebuild their lives. Many Transitional Housing Residents are coming out of treatment program for addictions, and Harbour Light Ministries encompasses 3 treatment centres. Therefore the entire building is a "dry house" and meant to be free of alcohol and drugs. Drinking

alcohol or taking non-prescription drugs in the building is strictly prohibited and will lead to immediate discharge. Drinking or taking drugs outside of the building and coming back intoxicated is also strictly prohibited. Residents who return to the building intoxicated or under the influence of drugs will not be permitted access to their unit or to their belongings until they are calm and sober and have seen their Transitional Housing Caseworker (usually 72 hours later).

You may use methadone as part of your Transitional Housing Program, but methadone “carries” are not permitted in the building under any circumstances. Medical marijuana with or without permit is prohibited. Cooking wine and non-alcoholic wine/beer are not allowed.

A urine screen for drugs and alcohol may be requested from you at any time when there is suspicion of your using illegal substances. Failure to properly comply with these screenings may result in early discharge from the program.

If you are in a recovery process, we are here to support you. There are many services and supports within the building and in the neighbourhood. If you feel that relapse is imminent, please seek help. Protect your housing options by making good choices.

IS THERE A DRESS CODE FOR THE BUILDING?

Please dress neatly and appropriately. Clothing which is too revealing or that has any offensive messages/symbols is not permitted outside of your unit. Please take off sunglasses and put on footwear when leaving your unit.

ARE THERE LAUNDRY FACILITIES?

Laundry is your own responsibility. Laundry machines are provided on the main floor. Please wash and change your clothes and linens regularly. See staff if you need assistance. Please note that the laundry facilities are for (current) Transitional Housing Residents only.

CAN I POST THINGS ON THE BULLETIN BOARDS OR IN THE ELEVATORS?

The Transitional Housing bulletin boards are ways for us to communicate with you. If you want to post anything in the building outside of your unit, you need permission from your Caseworker. Discriminatory messages will not be tolerated.

CAN I ADVERTISE MY BUSINESS HERE?

Personal business exchanges are not allowed at Harbour Light. We do not authorize you to operate a business out of your unit, and we do not authorize you to advertise your business within the building. We also do not encourage you to borrow from/lend money to other residents. Any financial exchange with Harbour Light staff is strictly prohibited.

WHAT DO I DO ALL DAY?

All residents are working on goals. These goals may involve programming outside of the building and/or programming inside of Harbour Light. Various programs are offered throughout the year. Speak with your Caseworker or check your bulletin board for information on upcoming programs. If you have any suggestions for programming, please let THP staff know.

WHAT SUPPORTS ARE AVAILABLE TO ME?

There are lots of supports available to you within Harbour Light and through other community agencies. Please speak with your caseworker about any areas of support you'd like, and s/he will help you connect with these. www.211toronto.ca is also a great resource.

DO YOU HAVE SPIRITUAL CARE?

People from all faith groups and those with no faith are welcome to access the services of Harbour Light. The Salvation Army is part of the Christian Church, and we believe that a healthy and fulfilling spiritual life is critical to a balanced life and a lasting recovery. We have a number of resources that will allow residents to connect, or reconnect with their spiritual community, and to learn how spirituality can promote wholeness.

All residents are welcome to attend morning reflections in the Sanctuary at 8:30 am (Monday to Friday)- to start off the day with music, reflection, and prayer. All Transitional Housing Residents are welcome at the Harbour Light corps/ community church, which meets in the Sanctuary at 11:00 am on Sundays. It is a Salvation Army Christian church that is open to all, and there are also activities throughout the week which you are welcome to participate. There is a chaplain available on-site (ext. 2510, office 264), by appointment. A prayer and meditation room is open with a library of spiritual and religious books, and a space for prayer and meditation (across from the sanctuary). You are encouraged to attend the spiritual observance of their choice, here at the Harbour Light Community Church or at another spiritual service/observance nearby. Contact the chaplain for a list of spiritual communities.

CAN I PARK MY CAR/BIKE HERE?

Transitional Housing Residents may not park cars in the Harbour Light parking lot at any time. Parking spots are reserved for designated staff members. You may store your bicycle on the bike racks in the courtyard if you obtain a bike tag from the Transitional Housing Office. Bikes may not be stored indoors or at the front of the building, and no electric bicycles are permitted in the courtyard. Your bike's security is your own responsibility. Please obtain a bike tag from the Program Coordinator.

ARE PETS ALLOWED?

No pets, apart from service animals related to residents with disabilities, are allowed on the premises.

ARE MEALS PROVIDED?

Your unit comes equipped with a small kitchen, and an important life skill we hope you will develop is cooking nutritious food for yourself. If you need help or ideas, please talk to your Caseworker. On occasion, the Transitional Housing department gets food donations. See your Caseworker if you want to access these, or if you need information about a food bank.

IS THERE COMPUTER ACCESS?

Wi-Fi is not provided to residents. Computers and internet sticks are permitted, but not provided in your unit. Please do not use the internet for pornography or gambling. There is a resource room on the main floor where you can have access to the computers and internet at designated times. Please contact THP staff about access to Computer Coach

and lessons on creating resumes, starting an email account or other computer skills related to employment readiness. Service calls for internet are not permitted.

DO I GET CABLE TELEVISION?

Televisions are not provided to residents. We do not charge for cable television, because we do not allow cable to be setup in your unit. No additional cable, telephone outlets or wiring are to be installed in the unit. Residents are permitted to purchase a digital TV antenna or a DVD player. We are able to provide residences with a selection of DVDs through a library that we facilitate in program.

WHAT ARE THE EXPECTATIONS FOR MY UNIT?

We expect you to keep your unit up to health, safety, and cleanliness standards. Random unit inspections will allow Transitional Housing staff to monitor your progress in the transition to independent living in the community.

We also expect you to let us know if you encounter any problems with your unit – such as plumbing, heat, breakdown of appliances, holes in the floor or walls, etc. If you see any signs of damage or any problems, please notify your Caseworker immediately.

Please do not allow water to remain on the floor because it can cause damage. If your fridge, freezer, or faucet is leaking, please report this as soon as possible. If you want to defrost the fridge or freezer, press the defrost button in the fridge and place a towel at the foot of the fridge. Remember to turn on your fridge again once the freezer has defrosted. Seek out assistance if needed. DO NOT pick at the ice as it will damage the fridge and you will need to pay a cost for repairs.

WHAT DO I DO IF I SEE AN INSECT?

In the interest of preventing infestation, if you see any type of bug or rodent, please report it to staff right away. Please use the mattress encasement provided to you to prevent bed bugs. If bed bugs are discovered in your unit or in the unit beside, above or below you, we cannot guarantee alternate accommodations. We all need to do our part to keep Harbour Light insect and bed bug-free.

CAN I DO SOME RE-DECORATING?

Room alterations (such as painting the walls or adding fixtures) are not allowed. Extra furniture is not permitted unless it is necessary for medical reasons. Under no circumstances should any shelving or stickers be attached to the walls as it may damage the paint. You may add curtains as long as you use tension rods/suction cups (no drilling). No new locks are to be put on the unit doors.

DO I GET TO KEEP THE POTS AND PANS?

No. The Transitional Housing Program lends you certain items while you are staying here which must be kept in good condition, and remain in the unit when you leave, namely: bed frame, mattress, microwave, stove, refrigerator, desk and chair, filing cabinet, pots and pans, dishes, cutlery, bowls, cutting board, garbage, recycling and compost cans, mattress encasement, linens, pillow, blanket, mop, and bucket. If these items are damaged or lost, you will be charged to have them replaced.

WHAT HAPPENS TO MY BELONGINGS AFTER DISCHARGE?

The best option for you is to take all of your personal belongings when you leave the Transitional Housing Program. We can store personal belongings for up to 30 days after discharge in one storage locker. After this point, the items will be sent to the thrift store. Food, cleaning products, vitamins/supplements, hygiene products, plants, etc., left in your unit will be disposed of.

ARE MY BELONGINGS INSURED WHILE I LIVE HERE?

No. In case of a fire or other emergency, your belongings are not insured and you will not be reimbursed for any damaged/lost goods. Harbour Light does not take responsibility for any of your personal property. If you want to purchase your own insurance, you may.

HOW DO I DISPOSE OF GARBAGE?

Please dispose of your garbage every day. There are garbage chutes on each floor which make special allowances for garbage, organic waste and recycling. Please follow the guidelines posted on the bulletin boards and the instructions in the garbage chute. Items larger than a pizza box should NOT be stuffed down the chutes, but rather brought to the loading area (main floor) to be disposed of. Seek out assistance from the Front Desk if needed.

WHAT ARE R.C.W.S?

Residential Care Workers work at the Front Desk and throughout the building. They are here to help you. They not only serve as a source of information; they also assure your security, safety, and the smooth running of a number of aspects of Harbour Light. Your cooperation and respect are recognized and appreciated. Residential Care Workers are accountable for what occurs in the building. Therefore, they have the authority to ask a resident to leave the premises.

HOW IS MY RENT CALCULATED?

All of our units are RGI (rent-geared-to-income), which means that you pay 30% of your average monthly income and the government subsidizes the rest of the market value. Before you move in, you must provide income statements (ie: drug card, pay stubs, employment records) to the Intake Worker. There will also be a \$30 fee for utilities and a \$5 fee for THP costs.

WHEN DO I NEED TO PAY RENT?

On the first business day of each month, you need to pay your rent to the Intake Worker. We accept cash or debit. As part of our RGI guidelines, you will also need to provide proof of your income to the Intake Worker.

WILL I NEED TO PROVIDE A DEPOSIT?

We require a one-time housekeeping and security deposit fee of \$125 when you move-in, which will be refunded to you three weeks after completion of the program. \$25 will be refunded if you return your key, mailbox key, and access card. \$100 will be refunded if you maintain your unit up to the health, safety, and cleanliness standards. A forwarding address to where the refund for the deposit can be sent must be provided. If not, the resident can collect the refund directly from the Intake Worker during business hours.

WHAT DO I DO IF MY INCOME CHANGES?

As soon as you have a change in income (ie: you start a new job or inherit money or lose your job), you need to notify the Intake Worker. She will recalculate your new rent and give you a Notice of Decision and Opportunity to Comment. Failure to do so may result in loss of RGI status, and will lead you to pay market rent.

AM I REFUNDED FOR RENT IF I LEAVE BEFORE MONTH END?

You will still need to pay rent for the month that you will be moving out. You will be given pro-rated monthly payment, provided that all of your belongings have been removed from your unit. The rental refund will be processed three weeks after you move-out.

HOW IS MY PRIVACY PROTECTED?

All new residents agree to keep confidential any information they learn about other residents while living at Harbour Light. Staff collect information about you for the purposes of effective service delivery, but may only share this information with people outside of Harbour Light with your written consent on a Release of Information form. Your emergency contact will be contacted if you are Fail to Return for a significant period of time or in the case of another emergency. If you have any questions about the parameters of your privacy, feel free to ask any Transitional Housing staff for more information, and if you feel your privacy has been violated, please make a written complaint to the Program Coordinator who will forward it to the Privacy Contact Person for Harbour Light.

HOW DO I MAKE A COMPLAINT?

If you wish to make a complaint about the facility or another resident or a situation that arises, feel free to talk to your Caseworker to try to resolve the issue. If your complaint is about your Caseworker or another member of staff, feel free to complete a "Client Complaint Form" and give it to the Program Coordinator or put it in the suggestion box.

You have the right to safety and freedom from all forms of harassment and abuse. If you feel these rights are being violated by a staff member or another resident, we encourage you to voice your complaint.

At any time if you have suggestions, comments or ideas, feel free to let the Transitional Housing staff know. You can also make your voice heard during Check-in and Check-out and the mandatory monthly All Residents' Meetings. A suggestion box is also available for confidentiality.

CAN I SWITCH UNITS?

If you want to switch units, please give a detailed explanation why to your Caseworker. Usually the only reason we would transfer units is if there was a serious maintenance issue.

I'M SO GRATEFUL TO BE HERE. HOW CAN I GIVE BACK?

There are always many volunteer opportunities available at and through Harbour Light Ministries. If you are interested in volunteering, see your Caseworker or the Volunteer Coordinator (ext. 2490, Office 250). They will work with you to determine an excellent fit for a volunteer description. Some positions will require a background check.

WILL YOU HELP ME MOVE?

It is your own responsibility for moving out and getting your belongings from your unit here to your new home. Be sure to plan ahead and if you need advice, talk to your Caseworker. If you are in need of some supplies for your new home, talk to Megan for a thrift store voucher.

AM I CUT OFF FROM HARBOUR LIGHT AFTER I MOVE OUT?

No. Although everyone is only allowed to live in Transitional Housing once, you are always welcome to stay in touch with Transitional Housing staff, and with the Outreach Counselor in particular. She is able to offer continued supports for up to a year after you move out. Our Chaplain is able to offer continued spiritual care for up to two years after you move out.

HEALTH & SAFETY

If you are having an emergency/life threatening situation/serious or urgent matter, call 911 or go to the Emergency department.

If you are not feeling well...

- Call your family doctor
- Call Telehealth Ontario – 1-866-797-0000 to talk to a nurse for a medical assessment
- Visit a walk-in clinic
[e.g. Patient Networks Walk-In Clinic – (416) 362-8822 on 157 Yonge St. – Open Monday to Friday 8 am - 4 pm; Appletree Medical Group – (647) 722-2370 on 140 The Esplanade – Open Sunday to Monday at various hours; Regent Park Health Centre – (416) 364-2261- Open until 7:30 pm Monday to Thursday]

First-Aid supplies are available at the Front Desk.

To prevent illness...

- Eat healthy foods, including fruits and vegetables.
- Get some exercise each day.
- Ensure you are getting enough sleep and rest.
- Get some sunshine and fresh air every day.
- Keep your hot food hot and your cold food cold!
- Avoid defrosting foods at room temperature.
- Keep raw meats separated from other foods.
- Wash your hands and your cooking utensils regularly with warm, soapy water.
- Keep your unit clean.
- Cover your coughs and sneezes.
- Get your flu shot.

To protect your ears...

- Reduce the volume on your stereo/TV.

To protect your emotions...

- Pray/meditate
- Avoid isolation - get involved in the community and call on your supports.
- Learn to be at peace with yourself.
- Find joy, meaning, and purpose in your days.

* Please report any maintenance/plumbing/electrical/damage/structural issues to Staff IMMEDIATELY! If you think you might have a communicable disease, please try to avoid passing it on to others.

* Please wipe up/mop up any water/liquids on the floor. This will prevent falls and also damage to the floors.

Lighting of candles and incense is strictly prohibited.

* After doing your cooking, ensure that the heating jets are turned off.

ALL ACCIDENTS AND INJURIES SHOULD TO BE REPORTED TO STAFF IMMEDIATELY!

FOR YOUR SECURITY

In an emergency, call 911!

Security of the Building

This is a supposed to be a safe place for you, so if you feel unsafe in any way, we want to hear from you to correct the situation. Please report any suspicious activity to your Caseworker or to the R.C.W.s or to Management Staff, and please follow all security measures for the facility.

Fire Escape Routes

Throughout the building, floor plans that indicate the relevant escape routes are on or near doors. In the event of an emergency situation which necessitates the evacuation of the building, please assure that you use the indicated route and that you congregate for roll check on the east side of Jarvis Street.

Personal Belongings

Each resident is responsible for his/her belongings. Please keep your unit locked.

Confidentiality

Your presence at Harbour Light is confidential. If family members, friends, or enemies phone and ask to speak with you, staff will not be able to confirm whether or not you are in the building or if you are a resident here. If you wish for people to have contact with your Caseworker, you must sign a Release of Information form permitting the sharing of information. We will cooperate with the police, if there are legitimate reasons for doing so.

Access to the Building

- Please only use the front door.
- Your access card and key give you access to your floor and to your unit. You may visit other residents who live on your floor in their units, as long as they give you permission. Visiting residents on other floors is not permitted.
- The first floor common room behind the Front Desk is available to Transitional Housing Residents between 8:00 pm and curfew *Monday to Friday*; between 12:00 pm - 3:30 pm and then 6:30 pm – Curfew on *Saturday*; and then 6:30pm – Curfew on *Sunday*, provided that there are no previous bookings for that room.
- The fifth floor common room has a television in it, and can be reserved in advance through the Caseworkers. A minimum of 3 people, including the resident booking the lounge, must be listed in order to book this space.
- Individuals may reserve the Sanctuary for quiet time/worship/personal devotional/music practice as long as both the Corps Officer and Caseworker give permission and the Front Desk staff is informed.
- When using any room in Harbour Light Ministries, please clean up after yourself and leave the room in good condition.
- After curfew, all Residents must be in their own units.
- Please refrain from congregating in the Lobby.

Guest Sign-in

When you have a visitor, be sure that the person or persons have signed into the building at the Front Desk. Guests are not permitted to visit anywhere beyond the first floor and courtyard unless special permission has been given.

Name Tags

Upon admission to the Toronto Harbour Light, you will be given a personalized access card. This tag displays your picture as well as your first name and last initial. You are required to have this in your possession while on the premises.

**BEHAVIOURS THAT COULD LEAD TO IMMEDIATE DISCHARGE:
(so, please avoid!)**

1. **Refusal to participate meaningfully in the program** (e.g. not actually living here, refusing to meet with your Caseworker, or refusal to work on your goals, etc...).
2. **Threats** and/or use of **violence**, including possession of any kind of **weapon**.
3. **Harassment** or **abuse** of any kind, including **hateful/hurtful language**.
4. **Possession or use of alcohol or drugs** in any form (including prescription drugs not disclosed to Harbour Light staff), or any drug paraphernalia on the premises.
5. **Coming back to Harbour Light Ministries intoxicated/under the influence of alcohol/drugs**.
6. **Vandalism** or any display of disrespect to the property of the Toronto Harbour Light.
7. **Theft**. Also **selling** of any items, personal or commercial, to other residents, clients, volunteers, or staff.
8. **Smoking** in the building or any non-designated part of the property.
9. **Breach of confidentiality** concerning other Residents.
10. Tampering with a **urine sample**.
11. **Unauthorized presence of persons** in your unit or **giving away access card/key** to another person.
12. Your presence on the floor of a **person of the opposite gender** or in another **unauthorized part of the building**.
13. **Failure to pay rent or consistent late payment** of rent.
14. **Failure to Return (F.T.R.)** Status that is unexplained or abandonment of unit.
15. **Refusal to allow inspection** of belongings and/or unit when reasonably requested to do so.
16. Failure to keep unit up to **Health and Safety standards**.
17. **Payment of sexual services** for anyone at or in Harbour Light.
18. Possession of **pornographic materials** and/or use of Harbour Light Ministries computers to access pornographic sites.
19. **Inappropriate relationship with staff members** or with a close relation of staff members.
20. **Lack of demonstrated respect for staff or other Residents**.