Toronto Harbour Light

Concurrent Disorder

Treatment

Program



Information Handbook

for

Residential Clients

Revised January 2017

# The Salvation Army

## Ontario Central-East Division

### Toronto Harbour Light Ministries

160 Jarvis Street

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On behalf of the management and staff of The **Toronto Harbour Light Ministries** I extend to you a warm welcome. We hope that your stay with us will enhance your journey of recovery. I want to highlight the following procedures that are available to you should you need them.

* **Client Care**: Please feel free to bring to the attention of your Counsellor any concerns you may have about the services you are receiving. If you feel your concern is not being addressed to your satisfaction by the Counsellor, you may make a formal complaint as outlined in this Handbook.

* **Abuse/Harassment Advisor**: As a result of The Salvation Army’s Policy & Procedures on Abuse we have trained Abuse/Harassment Advisors available to you. We will respond to complaints of sexual, physical or emotional abuse, handling all situations within the scope of this Policy.
* **Chaplaincy**: We have a dedicated Chaplain on staff that is available to provide you with spiritual care during your stay.

Additionally, we have a skilled and caring staff team available to support you with your recovery goals. May you find God’s blessing on your life as you start this new journey.

Sincerely,

Elizabeth Price, Major

Executive Director

**WELCOME TO HARBOUR LIGHT**

The Salvation Army Toronto Harbour Light Ministries welcomes the opportunity to work with you and your family on your recovery from harmful substance use and concurrent mental health issues. We believe that everyone can experience recovery, and we are committed to provide support to you while you build recovery skills.

The journey of recovery to health and well-being can be lifelong. Here at Toronto Harbour Light Ministries, we take a holistic approach to recovery. We will encourage you to look at your recovery from the **physical, psychological, emotional and spiritual** perspectives. We will provide opportunities for you to gain new skills that will allow you to experience wellness in all parts of your life. We will provide a supportive environment that will encourage you to practice these new skills. We will challenge you to examine and change patterns of behaviour that do not contribute to your health and recovery.

This booklet contains valuable information about our residential program, and guidelines that enhance the safety and recovery of all residents. Please review this booklet and feel free to ask questions of your counsellor, a floor counsellor or one of your neighbours on the residential floor.

Toronto Harbour Light Ministries (THLM) offers an abstinence-based residential program. We expect all participants in the residential program to respect this, and to avoid using or bringing any prohibited substances or paraphernalia to THLM while participating in the treatment program. We also prohibit participating in any form of gambling activity including scratch and lottery tickets, games of chance and Pro line. If at any time you decide that you would prefer a harm-reduction focused treatment program, your counsellor will be happy to provide you with referrals that will meet your needs.

Program Components of the Harbour Light Residential Treatment Program

* Counselling – individual and group;
* Life Skills Classes
* Relapse Prevention Classes;
* Spiritual Awareness;
* 12-Step Meetings;
* Exercise, Relaxation and a Healthy Diet;
* Developing Good Social/Communication Skills;
* Trauma Informed Care
* Family support and education
* CBT-Cognitve Behavioural Therapy
* Smoking Cessation Groups

**Program Schedule**

Upon admission you would have received a program schedule along with the Client Handbook. All program activities are mandatory, and all clients are expected to be on time for each session.

**Assessment Week**

**Your first week will be your assessment week. This week will be a stabilization week and will help determine your needs as well as familiarize you with the program. The Intake and Assessment Worker will guide you through this week. Let him know if you have any concerns or questions.**

**Your Personal Treatment Plan**

You will be assigned to a primary counsellor upon completion of your assessment week. This counsellor will work with you throughout the remainder of your program, first to help you develop your personal treatment goals, and then to support you in achieving those goals through individual sessions, assignments and other activities. You will have at least one individual session with your counsellor each week.

**Your Length of Stay**

There is no fixed length of stay at the Harbour Light Treatment Program. The recommended length of stay is eight to twelve weeks and the maximum length of stay is fourteen weeks. Your counsellor and the treatment team will assess your progress on a weekly basis. If the treatment team determines that you have stopped progressing toward your goals, your residential treatment stay will be ended for the time being. You can be referred to our community-based program or the aftercare program of your choice. We consider every treatment experience as a success if the resident has gained some new knowledge, and your individual success will be celebrated whether your stay is long or short.

**Your Family and Support System**

The Harbour Light Treatment Program believes that recovery is not possible in isolation. We also know that Toronto Harbour Light Ministries is only part of your support system. Therefore, we welcome your family (as you define it) and support system to be part of your recovery program. We offer family education and support sessions, and welcome you to include your family in aspects of your program, including individual counselling sessions as agreed between yourself and your counsellor. While we cannot provide intensive family or relationship counselling, we will be happy to provide you with referrals to affordable family counselling in the community.

**Your Rights and Responsibilities**

***As a client of The Salvation Army Toronto Harbour Light, you have the right to:***

1. Be treated with courtesy and respect by Harbour Light 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. File 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

***As a client of The Salvation Army Toronto Harbour Light, you have the responsibility to:***

1. Treat others with respect and courtesy
2. Avoid harmful or abusive behavior
3. Respect the dignity, privacy and confidentiality of other clients, their information 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 treatment goals
7. Be open to receiving feedback

**Privacy and Confidentiality**

Privacy of your personal health information is an important part of providing you with quality service in The THLM Treatment Program. We understand the importance of protecting your personal health information. We are committed to collecting, using and disclosing your information responsibly. We also try to be as open and transparent as possible about the way we handle your information. It is important to us to provide this service to our clients.

In The THLM Treatment Program, Major Elizabeth Price, Executive Director of The Toronto Harbour Light Ministries, acts as the Privacy Contact Person.

All staff members who come in contact with your personal health information are aware of the sensitive nature of the information that you have disclosed to us. They are all trained in the appropriate uses and protection of your information.

In the attached information, we have outlined what The THLM Treatment Program is doing to ensure that:

* Only necessary information is collected about you;
* We only share your information with your consent, or as required or permitted by law;
* You can revoke, at any time, consents you sign to share your information
* We only share your information with those staff members who need to have it in order to appropriately deliver our services to you;
* We follow privacy protocols for all referrals to services outside of the THLM
* Storage, retention, and destruction of your personal health information complies with existing legislation, and privacy protection protocols;
* Our privacy protocols comply with privacy legislation, standards applied by our contracts with the Government of Ontario, Salvation Army policy, and the law.

Do not hesitate to discuss our policies with any member of The THLM Treatment Program staff.

Please be assured that every staff person in our Centre is committed to ensuring that you receive the best quality service. If you have a question or complaint about our Privacy Policy, you can direct your concern in writing to the Privacy Contact Person here at THLM. She will investigate each and every complaint made in writing to The THLM Treatment Program. If we cannot resolve your complaint to your satisfaction, you may contact the Information and Privacy Commissioner, 2 Bloor Street East, Suite 1400, Toronto, Ontario, M4W 1A8, 416-326-3333.

**Living in Residence**

While you are participating in the Harbour Light Treatment Program, you will be asked to adhere to our guidelines about what belongings you may have in your possession. Your person, room, bags and your belongings will be subject to search by any designated staff member throughout your stay. Possession of prohibited items will result in consequences ranging from loss of privilege to discharge from the residential program.

In order to maintain a safe living environment for clients, staff members may ask clients to empty pockets or open baggage. Staff may not touch clients in the process of any search needing to be conducted. Clients may be asked to empty any bag, suitcase etc. so that it may be searched by staff, and may be asked to empty pockets and remove coats or jackets.

**Items you may not have in your possession during your stay:**

* Any alcohol, including hand sanitizer, mouthwash and other alcohol containing products
* Any Tobacco, lighters, matches, e-cigarettes, E fluids or apparatus
* Any illicit drug, prescribed medication, vitamin or supplement of any kind including powder supplements or herbal teas or tonics or over-the-counter medications
* Any kind of cell phone, operable or not
* Cellphone accessories and laptop accessories
* Cameras or recording devices of any kind
* Valuables or items of sentimental value. The Harbour Light cannot be responsible for the loss or theft of client belongings. It is important that you are able to focus on your program, not on the security of your personal possessions.
* Food and beverages. The Harbour Light provides your meals and snacks. Food and beverages (other than water) is not permitted in client rooms.
* Cash in amounts over $40.
* Any clothing that contains any pictures, logos or slogans that might be offensive or triggering to others.
* Pornographic books, magazines, photos or videos
* Any book, magazine or other material displaying hatred toward any identifiable group
* Any aerosol products including hairspray and deodorant.
* Loose powder (talc)
* Cologne, perfume, air freshener, incense, potpourri or any highly scented products.
* Hair colouring, bleaching, permanent wave or hair straightening products, tanning or skin colouring products (henna paste).
* Nail polish or nail polish remover.
* Shoe polish.
* Tinted glasses, except for outdoor wear.
* Markers, glue, whiteout or paints.
* Blades, tools or anything that could be thought of as a weapon.
* Television or DVD players, laptop, notebook, e-reader; any device with internet/Wifi and video capability
* DVDs or videos
* Pirated DVDs/Videos
* Iron
* Credit cards or personal cheques.
* Lottery tickets or any other gambling related materials.
* Plants or flowers.
* Stuffed animals.
* Candles, lanterns, lighter fluid or butane. No open flames are permitted.
* Pets. (Need for a service dog should be discussed with the intake worker)

All excessive belongings or prohibited items will be stored by Harbour Light staff for up to two weeks to permit the client to remove them from the property, after which they will be discarded.

The total amount of belongings that you may have with you at The Harbour Light should not exceed 2 medium-sized suitcases, or three regular-sized garbage bags. If you bring in, or accumulate more than this you will be required to send some home. Regular room checks are conducted by staff, and if you have too many belongings, or belongings that are not permitted, they will be stored for up to two weeks until you can remove them from the building.

**If you have left belongings behind once you have been discharged from the program you will be required to make an appointment with your primary counsellor to arrange a pick up date and time. Items are held for 30 days.**

**Things you will need:**

* Your health card, drug benefit card and proof of income. You may not be admitted without these items. If you receive medication from Harbour Light, you must surrender your monthly drug card before prescriptions will be ordered.
* Enough clothing for about one week. You will be able to do laundry once a week. Include sleepwear (mandatory), warm jacket (in season), a sweater, clothes for exercising and walking, a bathing suit if you wish to swim at the community centre, shoes suitable for chores, walking and exercising.
* An outfit suitable for wearing to church or worship. It need not be fancy.
* Towels. We can provide them if you don’t have them. We supply bedding and pillows.
* Soap or body wash, shampoo, toothbrush, toothpaste, deodorant, hairbrush, hair dryer if needed. All products need to be low scentand alcohol free
* Contact lens solution if needed (bottle must be new and sealed) if you wear contact lenses.
* Grooming items: tweezers, nail clippers, razors, emery boards. (Note: razors must be turned in to Floor Counsellors and returned after each use)
* An alarm clock (for your ears only)
* A small flashlight or personal battery-operated book light with you if you wish to read in bed after lights out.
* A phone card so that you can make personal long distance calls. You will be given a voice mailbox for incoming personal calls. Harbour Light has no capacity to accept incoming personal calls for clients.
* Ballpoint pens or pencils for your class work.
* Family pictures if you wish.
* A small personal radio or cd/mp3 player with headphones only, and batteries as needed. Mp3 players with video screens will not be permitted. Playing radios or music players aloud is not permitted.
* Personal hobby item with you that you like to do for relaxation

The Harbour Light is not responsible for loss, theft or damage to your personal possessions. We urge you not to bring valuable items to Harbour Light.

**Meals**

* Part of recovery is learning to enjoy the simple things in life, such as eating.
* Each meal requires you to be in the cafe for at least ½ hour.
* Mealtime should not be rushed – eating slower helps the digestive system.
* See the schedule for meal times.
* We need to be aware of all severe (anaphylactic) food allergies prior to admission. We cannot guarantee that we will be able to accommodate special dietary needs. We do not have the capacity to accommodate religious diets.
* The menu and times of meals are inflexible, and not within the control of The Harbour Light Treatment Program.
* If you are on an approved pass during a mealtime, a plate will be kept in the refrigerator for you to eat on your return only if you note that you will require a meal on the sign-in/sign-out sheet on the fourth floor. Bringing food, snacks and drinks into the building is not permitted.
* You must be in the cafe during all meal times and practice appropriate behaviour, manners, conversation and be appropriately attired (pyjamas at meals are not appropriate attire). You are responsible for cleaning up your own place setting after each meal.
* Even if you are not eating the meal for any reason, you are expected to be in the cafe.

**Treatment Floor Dining Room/Snacking**

* Provisions are available in the dining room on each floor for coffee/tea/hot chocolate and toast.
* You can help yourself during breaks until 9:00 pm – all snacks are to be cleared and area tidied at 9:00 p.m.
* You are responsible for keeping the dining area of each floor clean and clear of spills and clutter.
* Personal items should not be left in your dining area at any time.

**Chores**

* All clients are assigned chores.
* All chores are posted and updated on the floor’s bulletin board weekly. A full description of each chore is posted, including safety information and supplies for each cleaning product used.
* Staff will check each chore for completion.
* Failing to complete chores will lead to consequences through your primary counsellor.

**Curfews/Passes**

* Curfew from Sunday to Thursday is 10:30 pm. Friday and Saturday’s curfew is 11:00 pm.
* Clients leaving the building at any time for any reason must sign out. Failure to sign out indicates self-discharge and you may not be readmitted
* Residents will usually be urine screened/breathalyzed on return to the building. Please be prepared to provide a sample on request.
* If you are unable to return before curfew, you must call and let staff know ahead of time.
* If you do not call, you will risk not being allowed back in for the night.
* If you are refused admission, you will need to call your counsellor in the morning.

If you are on an overnight pass, but do not feel safe, please call and return to the program as soon as possib**le**

All passes are conditional on Counsellor approval, based on client motivation and participation in all program activities. Any altering to passes may be subject to loss of privileges or possible discharge. Relapse during program returns the pass schedule to Week One.

You may be eligible for a maximum of three overnight passes during your stay; overnight passes may not be combined or taken consecutively.

**Standard Passes** will be granted as follows:

**During Week One:** Stabilization week: no passes— in house meetings may be attended

**Weeks Two to Four**: 7:00 p.m. until 10:30 p.m. Sunday through Thursday

5:30 p.m. until 11:00 p.m. Friday

9:00 a.m. to 11:00 p.m. Saturday

**Week Five** weeknight and weekend passes as above

**Week Six**: weeknight and weekend passes as above

plus 24 hour pass (overnight) starting Friday or Saturday night

**Individual Passes**

* Any pass may be revoked or postponed by a counsellor if he or she believes that the client will be at extreme risk by leaving the building
* Passes during program time will not be permitted with the exception of court appearances and housing appointments. Proof of these appointments must be provided to the counsellor prior to approval.
* In house medical appointments will be accommodated.
* Appointments with medical or dental specialists should be postponed until after treatment is completed.
* Other appointments must be rescheduled until treatment is completed.
* **No sign-out** during program day except for walk from Monday – Friday, 12:15 – 1:00 pm and 3:45 – 4:30 p.m. Saturday: 12:15 p.m. – 1:00 p.m. and 3:45 – 4:30 p.m. Sunday 1:30 p.m. – 2:15 p.m. and 5:30 p.m. – 6:15 p.m. Any client misusing passes for unapproved purposes will face loss of pass privileges.

**Working / Volunteering While in Treatment**

Clients cannot participate in a work or volunteer job while in the treatment program. Onsite service work may be available. Please speak to your counsellor.

**Visitors**

* Visitors are not permitted during the first week of treatment
* Visitor hours are:
  + 7:00 pm – 9:00 pm nightly
  + And 2:00 pm – 4:00 pm on weekends and statutory holidays
* Clients are to meet with their visitors on the ground floor level only Visitors must remain in the company of the resident they are visiting at all times. Visitors are expected to comply with the THLM smoke/tobacco free policies while on property.
* Due to concerns for the confidentiality and safety of clients, surprise arrivals of gifts or packages for clients will be turned away. If you are expecting a delivery, this must be arranged ahead of time with your counselor, and the time and date of the delivery must be adhered to.

**Client Parking**

* There is no client parking provided on Harbour Light property. This includes weekdays, weekends and overnights.
* Parking is not available on site for visitors at any time. Street parking applies.
* Residential Treatment Program clients are not permitted to bring bicycles, skateboards, scooters, roller blades, e-bikes, mopeds or motorcycles of any kind to the Harbour Light while you are a treatment clients.

**Close Personal Relationships**

* Clients will not be permitted to be in the Residential Treatment Program and will be offered referrals elsewhere if they have a personal relationship with any other current client, staff or volunteer of The Harbour Light, including the Transitional Housing program.
* We encourage you to focus on yourself and your program and not on developing new personal relationships during your treatment program.
* Any overt sexual behaviour on the property will result in immediate discharge. Please see the Harassment and Violence section.

**Boundaries**

* We encourage you to set healthy boundaries for yourself as this will be key to your recovery

Please respect the boundaries of others as well as their space, opinions, needs, belongings, etc.

**Dress Code**

* All clothing brought in or new clothing bought during program after admission is to be given to the front desk to be placed in the freezer for 24 hours for pest control purposes.
* Receipts of new clothing are to be shown to the floor counselor.
* Any clothing that contains any pictures, logos or slogans that might be offensive or triggering to others are not permitted.
* Pyjamas at meals and during program are not appropriate attire.
* Muscle shirts are not allowed.
* Footwear is to be worn at all times when leaving your room and needs to be suitable for outdoor conditions in case of emergency evacuation.
* No sunglasses are to be worn in the building.
* Earphones (headphones, earbuds)
  + Intended for personal use only; please ensure the volume is at a level that others cannot hear. Clients cannot have earphones on while on the main floor at any time. When entering the building, clients need to remove earphones; clients need to be able to communicate with staff and hear fire alarms. No earphones are to be worn onsite during program hours, from 8:30am-7pm.

**Hygiene**

* It is expected that you practice good personal hygiene while in the program (e.g. shower and wear clean clothes daily).
* Hands should be washed several times a day with soap and water; before eating, after using the washroom, before handling clean dishes or linens, after completing chores, after coughing or sneezing. Hand sanitizer is available when soap and water are not convenient.
* Be sure to cover coughs or sneezes with a tissue or sleeve. Report any illness to staff immediately.
* Keep shared areas clean (e.g. showers, sink areas)

**Laundry**

* A washer and dryer are available to clients to do their laundry. Doing laundry between 8:30 and 3:30 is not permitted. All laundry must be completed by 11pm. Instructions on how to use the machines are provided during orientation however, staff are available for further instructions if required.
* Sheets and pillowcases will be exchanged for clean linen each week.
* Machines have their own supplies of detergent, etc. No laundry additives or fabric softeners may be used.
* All clients are required to hand in linens to the Floor Counsellor.
  + Monday – 3rd floor; Tuesday – 4th floor; Wednesday – 5th floor

**Lending and Borrowing**

* Lending and borrowing of money, clothing, or other belongings among clients is not permitted. Experience has shown that it often leads to conflict, hurt and misunderstanding.
* Staff members will not intervene in disputes among clients due to borrowed or loaned items. Both the borrower and the lender may be subject to loss of privilege or even discharge.

**Conflict Resolution**

* If you have a conflict with another client or a staff member, we encourage you to attempt conflict resolution on a one-to-one basis. Your counsellor will be able to help you with conflict-resolution tools.
* If you are unable to resolve the issue, you may ask for a third-party mediator.

**Fire Safety**

* All clients must swipe in and out on the main floor.

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**Evacuation Plan**

* When the alarm sounds, use nearest exit, leave building immediately and gather across the street (east side of Jarvis Street) with a staff member.
* Do not use the front door exit so that firefighters and EMS can have access to the building if necessary
* Read directions for exiting (on the wall in your room).
* Normal restrictions on some doors, staircases, fire escapes do not apply during a fire drill or emergency.
* Participation in fire drills and safety tours are mandatory.
* Doors should not be propped open or obstructed.
* Endangered Persons List-clients are to remain in their rooms until emergency services arrives.

**Swipe Cards**

Swipe cards will be issued along with an ID picture. Swipe cards that are lost or broken will be replaced for a fee of $6.00. If a swipe card malfunctions, it will be replaced free of charge. If the swipe card is lost, broken or malfunctions on the weekend, a new swipe card will be re-issued on the first business day. Access in and out of building and to the fourth floor will be assisted by the Front Desk Residential Care Worker and the Floor Counsellor.

**Signing in and Out**

* All clients must sign in when arriving at the front door and must sign out prior to leaving the building. Failing to swipe out before leaving the building constitutes self-discharge, and you may not be readmitted to the building.

**Personal Safety**

* Client safety is of utmost importance to us. Please read the following carefully and do not hesitate to approach staff if you feel your personal safety has been compromised, either within the program or outside.

**Harassment and Violence**

* Toronto Harbour Light Ministries is committed to providing a work and living environment that is free from violence and harassment. All staff and clients are required to work together to ensure that THLM is violence and harassment free.
* Complaints of violence, threats of violence or harassment will be respected and taken seriously by the management of THLM, and will be dealt with promptly and thoroughly. THLM’s policy and practices on dealing with violence, threats of violence and harassment are available to clients on request.
* **Violence** is defined as the attempted, threatened or actual conduct of a person, that causes or is likely to cause injury, and includes threatening statements or behavior that gives another person reasonable cause to believe that they are at risk of injury.
* **Interpersonal Violence** is defined as any violent action or threat that arises out of a close personal relationship. If you feel that you may be at risk of interpersonal violence while participating in THLM’s treatment program, please speak to a staff member at once.
* The following are examples of **harassment** and include any speech or action which is offensive or not welcomed by an individual:
* offensive comments, jokes or behaviour that disparage or ridicule a person’s race, religion, sexual orientation, gender, creed, size, age, history, personal characteristics or disability
* imitating a person’s accent, speech or mannerisms
* persistent or inappropriate questions about a person
* talking about a person with the intent to humiliate, embarrass or shame the person
* refusal to associate or work with an individual because of their age, race, colour, creed or other attribute
* creating, displaying or distributing derogatory or offensive written materials
* photographing or recording another person without their knowledge or consent
* The following are examples of sexual **harassment**:
* Unwanted touching;
* Verbal sexual advances;
* Inappropriate touching with another client that is offensive to onlookers (whether you feel it is offensive or not);
* Body language indicating sexual advances;
* Unwanted sexual talk/jokes.
* These behaviours are not acceptable and will not be tolerated in the program. If you feel you are being subjected to harassment, sexual harassment, violence or threats, from a client, staff member or a member of the public, please approach a staff member or member of management with your concerns.
* Hug Policy”: Always ask before you hug and respect each person’s right to say no.

**Bullying**

* Bullying, harassing or discriminatory behaviour are forms of psychological abuse. THLM is responsible for keeping our living and working space free of this kind of abuse. Any client who does not treat other clients or staff members with courtesy and respect will be challenged by staff and given the chance to correct his behaviour. If the behaviour is repeated, the client will be discharged. .

**Personal Needs Allowance**

The Personal Needs Allowance is provided only to clients who have no other means of support. PNA allowance is paid to qualifying clients each Thursday between 12:30 and 1:15 pm. Failure to appear at that time will result in forfeiture of PNA for that week.

All applicants for treatment must provide verifiable proof of income or the lack of income to the Intake Worker. Providing false information to the Intake Worker will lead to immediate discharge.

**Telephone Use**

Each floor has two phones available for outgoing local calls. Between 8:30 and 3:30 the phone can only be accessed with a pass from your counsellor otherwise these phones may only be used during free time after program and before curfew. Clients must speak respectfully and quietly while using the phones—swearing, threatening, shouting while on the phone will result in loss of phone privileges. Each resident will be assigned a voicemail box and you will be instructed how to retrieve your messages. You must provide this code to anyone who might need to call you during your stay. Our staff will not accept personal messages for clients. Cell phones are absolutely prohibited in the building during program.

**Medical Care**

While our clients may be living with a variety of health issues, all clients are expected to participate in all program activities—including meals and chores. Inability to fully participate in program for more than three days will result in program suspension until the client is well enough to resume full program participation. During suspension, the client must leave the building.

During the first week of treatment, each client will be seen by the nurse, and scheduled with one of our visiting doctors. Clients may also be scheduled for an appointment with an external psychiatrist. Our doctors will prescribe all maintenance medications while clients are in program. No outside prescriptions will be filled without approval by management.

Our visiting doctors are usually in the building twice weekly, and Floor Counsellors will maintain a sign-up list for clients who wish/need to see a doctor.

In the event of an urgent medical need that cannot wait until one of the doctors are in, the staff will follow appropriate protocol and may refer the client to the nearest walk-in clinic. Clients should not go to the emergency room unless it is a true emergency that requires 911 to be called.

Clients who have not had consistent health care may arrange with one of our doctors to have a physical while in treatment. It is the responsibility of the client to be present at the time the appointment is scheduled and to attend for required blood tests, etc. as required.

Prescription medications that are approved for program participants will be ordered and managed by our nurse and distributed by our nurse and floor counsellors. Clients must sign for all medications when they are taken, and sign for any medications that are refused. Clients may not bring in outside medications while in the program unless this is approved by the THL medical team. All medications are to be ordered through the nurse.

Clients with emergency dental needs that arise during treatment—lost filling, broken tooth, etc. should report this to the nurse immediately. The nurse will arrange for the client to attend at a dental emergency clinic after program hours. Payment for such services is the responsibility of the client. Clients without income or dental coverage will be referred to the nearest free dental service. Only non-narcotic pain medication may be taken following dental procedures.

Clients who refuse to take prescribed medication may be discharged if it is the opinion of medical and management staff that the client is putting his physical or mental health in serious jeopardy.

Supplements may not be used during treatment unless prescribed by our doctor for a diagnosed deficiency (e.g. iron deficiency anemia). Clients are encouraged to meet their nutritional needs through eating a balanced diet including protein, dairy, fruits, vegetables and whole grains.

Special dietary needs must be approved by the Intake Worker prior to admission. We are not able to accommodate special dietary needs with the exception of a life threatening allergy. A Canada Guide menu is provided to clients, and drastic changes to dietary habits by individual clients are not advised and are not permitted while in treatment.

Cients may not schedule any elective medical or cosmetic procedures during treatment. This includes piercing, tanning, tattooing, non-emergency dental procedures or elective surgery.

Clients receiving methadone or suboxone therapy must attend the pharmacy we select at the time directed by their counsellor. Methadone or suboxone carries are not permitted under any circumstances while a client is in treatment.

**Screening for Substance Use**

All clients in treatment are required to comply with requests for urine screens, breathalyzer, smokealyzer or oral swabs to detect substance use at any time. Failure to comply with these requests will result in immediate program suspension. Refusing to provide a screen will result in immediate discharge.

You may be randomly selected to provide a urine sample or be breathalyzed and or smokerlyzed. All screens will be supervised and monitored. Failure to provide a screen will be cause for discharge from the program.

**Spiritual Care**

Men 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 side, and to learn how faith can promote wholeness.

Each morning begins with a period of Spiritual Reflection in the main Sanctuary of the building. All residents are required to attend. The Spiritual Reflection will be hosted by one of the program team or one of our clergy members (referred to as Salvation Army Officers). Music, readings and prayer get our day off to a positive start.

The Harbour Light Chaplain is available by appointment if you would like the opportunity to discuss your spiritual needs.

Sundays are a program day at Harbour Light. All clients are expected to attend the spiritual observance of their choice, here at the Harbour Light Community Church or at another church nearby. For client whose spiritual observances are on Saturdays or Friday evenings, accommodations can be arranged. It is expected that clients will demonstrate accountability by bringing evidence of attendance (church bulletin) back to the Harbour Light, to be provided to the Floor Counsellor.

Devotions are held in the Sanctuary Monday to Friday at 8:30am. All clients are required to attend.

**Involuntary Discharge from the Residential Treatment Program**

Clients who demonstrate unwillingness, or are unable, to follow program guidelines will be discharged from program.

Behaviours that will lead to immediate discharge:

* Violence or threats made against any person
* Theft, including falsely claiming PNA from Harbour Light
* Sexual acting out or harassment
* Using tobacco
* Having substances of abuse in your possession or among your belongings or bringing them into the building (alcohol, drugs, solvents, gambling paraphernalia, etc.)
* Wilful damage to Harbour Light property or the property of other clients
* Deliberate omissions, false or incomplete information provided during Intake
* Other behaviours that put the health or safety of other clients and staff at risk

Clients who demonstrate that they are unable or unwilling to sustain abstinence for the weeks they are in program will be referred to the outpatient or harm-reduction program of their choice. The decision to refer in these circumstances will be the decision of counsellors in consultation with management.

**Offering Feedback on Program Quality**

All Clients of THLM’s Treatment Program have valuable insight to share on how to make our programs better. You will have opportunities throughout your stay to provide this valuable feedback and your suggestions and recommendations will be included in our quality improvement processes.

**Making a Complaint**

As a Client of the THLM Treatment Program, you have a right to complain if you believe your rights, safety or health have been violated or if you believe you are not receiving high quality service. Your complaint will be taken seriously by THLM staff and we will attempt to resolve your complaint through the use of THLM and Salvation Army policy. Please follow the process below to make a complaint:

* First, speak to your counsellor. If you have a concern about your counsellor, you may speak with another counsellor or with the Program Coordinator.
* The Program Coordinator will ask for your complaint in writing—if you need help with this, please ask.
* The Program Coordinator will address your complaint in consultation with the Program Director and other management staff as required.
* Your complaint will be responded to by the Program Coordinator. If you are not satisfied with the resolution of your complaint, you may ask that it be passed on to the Executive Director.
* The Executive Director will respond in writing to your complaint

In closing, the counselling team and management of the THLM would like to acknowledge your courage to attend our treatment program in order to focus on your recovery.

We encourage you to seek out assistance if you have questions regarding our policies and procedures as outlined in this handbook should you require any clarification.

**The Toronto Harbour Light Concurrent Disorder Treatment Program**

**Guidelines Agreement:**

*I have read, or have had read to me the Toronto Harbour Light*

*Treatment Program Information Handbook for Residential*

*Treatment Clients and agree to comply with these guidelines*

*and expectations during my stay here.*

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Client Signature Date

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Staff Witness Date

This sheet is to be placed in the client file

Revised January 2017