



Resident Orientation Handbook

**SERENITY RETREAT
BEHAVIOR FOCUS HOMES
FARR CERTIFICATION DOCUMENTS**

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Serenity Retreat Behavior Focus Home

First Name _____ Middle Name _____ Last Name: _____

Admission Date ____/____/____ Date of Birth ____/____/____

Gender: M F Trans Non-Binary

Phone No ____-____-____ Email Address _____@_____

Home Address: _____ City: _____ State: ____ Zip: _____

Do you own a vehicle? Yes No

If yes... Year? _____ Make? _____ Model? _____ Color: _____

License Plate Info: State: _____ Plate Number: _____ Expiration Date (mo./yr.): ____/____

Insurance Co: _____ Policy #: _____ Expiration Date: ____/____/____

NOTE: Please provide staff with DL, registration and car insurance paperwork Copies will go in your file.

How did you hear about Serenity Retreat Behavior Focus Home?

Do you identify as someone who struggles with drugs and/or alcohol? Yes No

Do you plan on working a program of recovery while at Serenity Retreat Behavior Focus Home (12 Step based)? Yes No

Are you attending or will you be attending an IOP/OP Program? Yes No

If so...Program Name: _____ (Please add to ROI in section below)

Medications:

_____	_____	_____
_____	_____	_____
_____	_____	_____

Medical History/Issues:

Have you ever been diagnosed with a mental illness? Yes No

If so, state diagnosis _____

Do you have any present or past physical problems? Yes No

Resident Initials _____

If so, state diagnosis _____

Do you have any known allergies? Yes No

If yes, please describe what the allergy is, what happens if you become afflicted, and what remedy should be taken.

Are you currently under the care of a physician? Yes No

If so, reason _____

Physician's Name _____ Phone No _____

Currently working? Yes No If so, where? _____

Address _____ Phone No ____ - ____ - ____

Emergency Contacts

Name _____ Relationship _____ Phone No _____

Name _____ Relationship _____ Phone No _____

Financial Contact (the person helping you out financially – if you are self-supporting please leave blank)

Name _____ Relationship _____ Phone No. _____

Substance Abuse Facility / Sober Housing History

_____ Date Discharged ____/____/____ Length of Stay _____

Did you successfully complete the program? Y N If no, why not? _____

_____ Date Discharged ____/____/____ Length of Stay _____

Did you successfully complete the program? Y N If no, why not? _____

_____ Date Discharged ____/____/____ Length of Stay _____

Did you successfully complete the program? Y N If no, why not? _____

_____ Date Discharged ____/____/____ Length of Stay _____

Did you successfully complete the program? Y N If no, why not? _____

Sobriety Date: _____

Drug of choice: _____

List Recent Drugs Used

DRUG: _____ DATE OF LAST USE: ___/___/___

DRUG: _____ DATE OF LAST USE: ___/___/___

DRUG: _____ DATE OF LAST USE: ___/___/___

DRUG: _____ DATE OF LAST USE: ___/___/___

Criminal History

Have you ever been convicted of a felony or misdemeanor: Y / N If yes please explain:

Sex Offender / Predator Status: Y / N If yes please explain:

Convicted of crimes of violence or sexual in nature against the elderly, children, or the disabled: Y / N If yes please explain:

Resident Signature _____ **Date:** ___/___/___ **Resident**

Print Name _____ **Date** ___/___/___ **Serenity Retreat**

Behavior Focus Home Staff Name _____ **Serenity**

Retreat Behavior Focus Home Staff Signature _____

By signing this document, I attest that all above information is true and accurate to the best of my knowledge. I also agree to have my photograph taken to be used for internal staff purposes only.

***NOTE: Residents are to add Serenity Retreat Behavior Focus Home phone number to their phone contact list. Serenity Retreat Behavior Focus Home staff is to add the new resident's cell number as well.**

***NOTE: Please be sure to attach any required supporting documentation for residents owning vehicles**

Confidentiality Policy and Procedure

CONFIDENTIALITY STATEMENT:

Serenity Retreat Behavior Focus Home (“Serenity Retreat Behavior Focus Home”) will comply with all applicable laws and regulations regarding your confidential information. In the Serenity Retreat Behavior Focus Home “Intake paperwork” you have signed the necessary releases and we will abide by those documented intentions.

Confidentiality Policy:

Only pertinent information, need to know, will be collected and that information will be kept securely. Only staff, employees, house managers, and CRRAs will collect and have access to this information and in turn will be responsible to protect it while it is in our care. The information will be locked in the CRRA’s office. All resident information will be kept for one year after the resident leaves Serenity Retreat Behavior Focus Home housing. After that point, the information will be destroyed completely by shredding or deletion from the electronic file.

Serenity Retreat Behavior Focus Home will orientate residents to Serenity Behavior Focus Home’s use of release of information (ROI) and obtain consent before releasing any resident information. Resident will also be informed on when the resident’s confidentiality can be broken.

Residents are asked to respect peer to peer anonymity during and after their stay with us at Serenity Retreat Behavior Focus Home. Any current residents that are found to break peer anonymity purposely or incidentally are subject to dismissal from the Serenity Retreat Behavior Focus Home Community.

Resident Signature: _____ **Date:** _____

Witness Signature: _____ **Date:** _____

We can break this confidentiality under the following circumstances:

- To comply with a court order or court-ordered warrant, a subpoena or summons issued by a judicial officer, or a grand jury subpoena
- For purposes of identifying or locating a suspect, fugitive, material witness or missing person
- To respond to an information request about a victim of a crime, and the victim agrees
- To report child abuse or neglect
- To report adult abuse, neglect, or domestic violence
- To report to law enforcement when required by law, such as gunshot or stab wounds
- To report the death of an individual
- To report what the covered entity believes in good faith to be evidence of a crime
- To report criminal activity, when responding to an off-site medical emergency
- For certain other specialized governmental law enforcement purposes
- For a medical emergency

Release of Information (ROI) Form

Emergency Contact

Resident's Name: _____

Date: _____

Serenity Retreat Behavior Focus Home requires all incoming residents to list a family member, friend or associate as an emergency contact in their ROI prior to admission into Serenity Retreat Behavior Focus Home. This person will be contacted in the event of a relapse, medical emergency, injury, death, or discharge. Potential residents are required to list someone as an emergency contact as part as the admission criteria. ROI is also required for any person's other than the resident paying program fees.

Serenity Retreat Behavior Focus Home strongly encourages all residents that are receiving treatment or aftercare from an outside service provider to sign this written authorization form allowing us to communicate bilaterally (back and forth) with the facility and its staff to better serve you during our stay with us.

Serenity Retreat Behavior Focus Home strongly encourages all residents to add key members of their support network such as family or 12-step sponsors to this written authorization form. Sponsors are contacted periodically to confirm residents are working a 12-step program. We will not ask for updates on the residents' recovery, we will only ask for confirmation of sponsorship.

I authorize Serenity Retreat Behavior Focus Home to exchange information about my condition and/or presence at Serenity Retreat Behavior Focus Home with the following individuals. I understand I may revoke this consent in writing at any time unless I have left Serenity Retreat Behavior Focus Home without prior notice, relapsed, or committed a crime.

Name	Relationship	Phone Number

If not previously revoked this consent will expire one year from the date of signing.

Resident Signature: _____

Resident Printed Name: _____

Date: _____

Witness Signature: _____

Witness Printed Name: _____

Date: _____

Staff/Management Contact Sheet

Housing Supervisor/Directory	Sherlie Cetoute - 805-574-9201
Certified Recovery Residence Administrator (Primary)	Carlie Finger - 914-260-1702
Resident Manager/Administrator	Rachelle Jones - 239-281-4033
Resident Manager	Stanley Jones - 941-806-8058

Please use your resident managers as your first point of contact. If you have an issue that is not being addressed by the resident manager or if the issue has to do with a resident manager, please feel free to contact your Directory above.

Program Format

Serenity Retreat Behavior Focus Home is a transitional sober residence for individuals who are recovering from alcohol and substance abuse. Residents are subject to substance testing at any time while living at Serenity Retreat Behavior Focus Home. THE USE, AND/OR POSSESSION OF DRUGS IS GROUNDS FOR IMMEDIATE EXPULSION. All policies and procedures outlined within this contract and any applicable subsequent amendments are in full force and effect during Resident's entire residency at Serenity Retreat Behavior Focus Home unless specifically defined within a subsection of this contract. Violation of any policy or procedure outlined within this contract and any applicable subsequent amendments will result in disciplinary actions including, but not limited to, fines, fees, house probation/restriction, and possible expulsion.

Serenity Behavior Focus Home's residence is based around the 12 steps. It is Serenity Retreat Behavior Focus Home policy that residents work one of the 12 step fellowships while living in a Serenity Retreat Behavior Focus Home residence.

Serenity Retreat Behavior Focus Home incorporates a Phase System with residents; wherein certain expectations are identified, and goals set. Completion or progress towards these goals enable each resident to progress to the next phase, within which, there will be new privileges and new goals.

Conversely, failure to abide by Serenity Retreat Behavior Focus Home rules and regulations may result in a reversal of a current Resident phase.

Residents will not be phased-up to the next phase until the expected goals of the current phase are met.

PHASE 1

Each resident begins at Phase 1, regardless of previously achieved recovery goals, such as step work, involvement in treatment, job, schooling, etc.

There is a minimum 30-day Phase-1 introductory period upon entering the recovery residence.

Resident's expectations that should be accomplished during Phase-1 prior to phasing up to Phase-2 are:

1. Abide by the recovery residence published House Rules.
2. Abide by a 11:00pm curfew on weekdays and on weekends.
3. Attend a minimum of five 12-step meetings per week with another member of the residence.
4. Obtain or maintain a full-time schedule of employment, school, treatment or volunteer/ community service work. (40 hours a week) Treatment and work can be combined
5. Pay program fees regularly and in a timely manner on Fridays.
6. Attend scheduled house meetings and recovery residence sponsored events.
7. Have a 12-Step sponsor and be actively working the 12-steps of recovery in the fellowship of your choice.
8. Join a homegroup.
9. Meet with Sponsor 1x Per Week.

Residents that do not meet the criteria for phase 1 by the end of the 30 days will be reverted to a 9 PM curfew (weekdays and weekends). They will not be eligible for a later curfew until they come into compliance with phase one.

1. Residents in Phase 1 & Phase 2 that do not attend their required minimum meetings for the week will be placed on 9 PM curfew.
2. Residents that are not performing their chores will be placed on 9 PM curfew.
3. Residents that break any of the outlined rules will be placed on 9 PM curfew.

PHASE 2

Provided a resident has accomplished the benchmarks outlined in Phase-1 and has been a resident for more than 30 days, the resident then becomes eligible to enter Phase 2. Residents in this phase will be expected to abide by the same expectations as Phase 1 with the following additions and privileges:

1. Residents are now eligible for overnight passes with prior CRRA approval.
2. Residents' curfew will be extended to 12:00 am on weekdays and 1:00 am on weekends.
3. Residents are still required to go to 3 or more meetings a week, but residents are no longer required to do so with another member of the house.
4. Actively participate in Home Groups and take a service commitment.

Successful Completion

A resident has successfully discharged from the program once they have successfully transitioned to into phase 2, achieved their recovery goals, and have become stable enough in their recovery to be able to support themselves without the sober living residence. Length of stay is determined by the resident and not the provider.

Resident Weekly Schedule

All residents are required to be employed, volunteering, and/or attending school while residing in Serenity Retreat Behavior Focus Home. All residents that are not involved in one of these will be required to be off property from 9 am to 2 pm Monday through Friday looking for employment. Residents are also required to attend a minimum of five outside 12 step meetings each week. Residents are required to attend all scheduled appointments, failure to do so could result in discharge from the residence. In the case that a resident is working the resident must notify their house manager prior to the meeting and make sure that their program fee balance is paid. If a resident fails to meet these criteria they will be staffed with repercussions that could include but not limited to earlier curfew, restriction, or possibly termination from the residence. Residents are expected to be back at the property by their designated curfew, failure to do so could result in dismissal from Serenity Retreat Behavior Focus Home

Weekly Schedule

Monday

6:30am – 9:00am Wake up, make your bed, free time, house chores and/or 12-step meeting

9:00am – 2:00pm Off property at a job, school or volunteer or community service work

2:00pm – 6:30pm Return from job, school or volunteer or community service work. Free time, house chores and/or 12-step meetings.

7:00pm – 8:00pm Community Meeting

8:30pm – 10:00pm Free time

10:00pm – 10:30pm Suggested nightly inventories, quiet time, curfew checks.

10:00pm – 7:00am Quiet time

Tuesday

6:30am – 9:00am Wake up, make your bed, free time, house chores and/or 12-step meeting.

9:00am – 2:00pm Off property at a job, school or volunteer or community service work

2:00pm – 10:00pm Return from job, school or volunteer or community service work. Free time, house chores and/or 12-step meeting.

10:00pm – 10:30pm Suggested nightly inventories, quiet time, curfew checks.

10:00pm – 7:00am Quiet time

Wednesday

6:30am – 9:00am Wake up, make your bed, free time, house chores and/or 12-step meeting

9:00am – 2:00pm Off property at a job, school or volunteer or community service work

2:00pm – 10:00pm Return from job, school or volunteer or community service work. Free time, house chores and/or 12-step meeting.

10:00pm – 10:30pm Suggested nightly inventories, quiet time, curfew checks.

10:00pm – 7:00am Quiet time

Thursday

6:30am – 9:00am Wake up, make your bed, free time, house chores and/or 12-step meeting

9:00am – 2:00pm Off property at a job, school or volunteer or community service work

2:00pm – 7:00pm Return from job, school or volunteer or community service work. Free time, house chores and/or 12-step meeting.

7:00pm – 8:00pm Serenity Retreat Behavior Focus Home 12 Step Meeting on property.

9:30pm – 10:00pm Free time

10:00pm – 10:30pm Suggested nightly inventories, quiet time, curfew checks.

10:00pm – 7:00am Quiet time

Friday

6:30am – 9:00am Wake up, make your bed, free time, house chores and/or 12-step meeting.

9:00am – 2:00pm Off property at a job, school or volunteer or community service work

2:00pm – 8:30pm Return from job, school or volunteer or community service work. Free time, house chores and/or 12-step meeting.

8:30pm – 10:00pm Free time and/or 12-step meeting. Curfew checks.

11:00pm – 11:30pm Suggested nightly inventories, quiet time.

11:00pm – 7:00am Quiet time

Saturday

6:30am – 9:00am Wake up, make your bed, free time, house chores and/or 12-step meeting

9:00am – 11:00pm Free time and/or 12-step meeting.

11:00pm – 11:30pm Suggested nightly inventories, quiet time, curfew checks.

11:00pm – 7:00am Quiet time

Sunday

6:30am – 9:00am Wake up, make your bed, free time, house chores and/or 12-step meeting

9:00am – 3:00pm Free time and/or 12-step meeting.

3:00pm – 6:00pm Community house clean up

7:00pm – 10:00pm Free time and/or 12-step meeting.

10:00pm – 10:30pm Suggested nightly inventories, quiet time, curfew checks.

10:00pm – 7:00am Quiet time

Mandatory House Commitments:

1. Monday community meeting 7 PM.

Phase Curfew System:

1. **PHASE 1: 11:00pm each night**
2. **PHASE 2: 12:00am Sunday – Thursday | 1:00am Friday & Saturday**

House Rules

Zero Tolerance Rules

1. Zero Tolerance for drug or alcohol use and/or possession. No engaging in illegal / illicit or prohibited substance manufacturing, possession and/or distribution will be tolerated, including drug paraphernalia. Violation may result in immediate discharge. No refunds. This includes, but is not limited to, spice/marijuana vapor juice, kava, kratom, medications containing DXM, poppers, steroids, CBD products, etc.
2. Zero Tolerance for stealing (Charges may be filed) (Taking food from others without permission is considered stealing.) and/or tampering with locks and keys.
3. Zero Tolerance for destruction or vandalizing (Charges may be filed) of Serenity Retreat Behavior Focus Home or other residents' property.
4. Zero Tolerance for sexually harassing or engaging in sexual behavior or language with any staff or resident.
5. Zero Tolerance for physical confrontation or altercation with any staff or resident. No physical or verbal threats will be tolerated. No weapons are allowed on property or in residents vehicles. See hazardous items section for more details.

General Rules

1. All medications must be taken as prescribed. No medications are to be taken by the residents unless approved by the house manager. Under no circumstances are your medications to be borrowed, lent, sold or given away to others. Certain prescribed medications are prohibited regardless of physician's orders (i.e. Ritalin, Benzodiazepines, etc.)
2. As a member of a recovering community, based on the principles of honesty, trust and helping to create a safe, sober environment, we request any resident who knows that another resident has violated any rules of Serenity Retreat Behavior Focus Home, report the behavior to staff. If they do not, they will also be held accountable for breaking the rules.
3. Any visitor to the Serenity Retreat Behavior Focus Home property will be asked to leave immediately if Serenity Retreat Behavior Focus Home staff or residents suspect any use of illegal or illicit drugs, including alcohol. All visitors who are suspected of being under the influence of drugs and alcohol will be asked immediately to leave the property and will not be allowed to return. Residents who have been asked to leave due to their own breach of rules will not be permitted back on the property without a Serenity Retreat Behavior Focus Home staff member,.
4. Minors, family members, and/or visitors must be off property between the hours of 9 PM- 6 AM, unless dropping the resident off.
5. All residents must attend 12-step meetings while residing at Serenity Retreat Behavior Focus Home. You must maintain the minimum weekly frequency of meetings set by your current phase status.
6. Residents must obtain and maintain a sponsor within the first 7 days of admission to the residence and be working the 12 steps.
7. Residents must attend a mandatory weekly house meeting while living at Serenity Retreat Behavior Focus Home. Times will be indicated by the house manager.
8. **Residents understand that Serenity Retreat Behavior Focus Home, the staff, management, and owners are not held responsible for any loss, damage or theft of property. Serenity Retreat Behavior Focus Home will not be held responsible for any personal accidents or**

Residents will waive any legal rights they may have under the law with connection to personal accidents or injuries while living at Serenity Retreat Behavior Focus Home.

9. Residents must be willing to submit to a drug/alcohol urine screen upon the request of the manager. If a Resident has a positive drug test, they will be discharged and referred to a higher level of care. We will test for all narcotics. Failure to submit to a drug test will be treated as positive and result in discharge. Please refer to the Serenity Retreat Behavior Focus Home Drug Testing policy located in your Handbook for more information.
10. Residents are not permitted to eat any foods containing poppy seeds, Serenity Retreat Behavior Focus Home does not utilize lab confirmation testing for suspected false positive results. This will be your only warning.
11. Tattooing, piercing, or anything similar by residents on other residents on property is prohibited. Additionally, residents are not to engage in financial contracts with other residents without first speaking to staff,
12. Residents' rooms must be kept clean and beds are to be made anytime the bed is unoccupied. The houses are to be kept clean and tidy. Chores are to be completed. On Sunday night all chores must be done by 6:00 PM for inspection by residents' managers.
13. Curfew is strictly enforced based on the following schedule. Please check in with the night Manager on Duty upon return to the property:
 - PHASE 1: 11:00pm each night
 - PHASE 2: 12:00 am Sunday – Thursday | 1:00am Friday & Saturday
14. Residents must sleep at the house each night. Overnight passes are considered for Phase 2 residents only. Overnight passes are restricted to a max of 2 nights per week (unless resident is going out of town for an extended period, at that time the resident must check in daily by phone call and pay their weekly program fees to keep their spot in the residence). A \$20 fee will be charged for the UA test upon resident's arrival back home. Approval of overnight passes are at the discretion of the Serenity Retreat Behavior Focus Home staff.
15. Residents are not permitted to have any members of the opposite sex inside the property.
16. Residents are to not engage in any sexual activities with other residents on Serenity Retreat Behavior Focus Home properties.
17. Residents are not permitted to have overnight guests.
18. There is absolutely no loitering in the front of the property.
19. Residents must be employed or enrolled in school within the first 30 days of living at Serenity Retreat Behavior Focus Home. Residents are not allowed to go to or work in bars, kava/ kratom bars, casinos, night clubs, strip clubs, massage parlors or escort services at any time while living in Serenity Retreat Behavior Focus Home. Overnight jobs are prohibited. Talk to your resident manager prior to accepting any type of employment.
20. Residents not employed, in school or actively volunteering must be off the property by 9 AM daily and return after 2 PM during weekdays, Monday through Friday.
21. **Residents are responsible for the purchase of their own food, paper products, trash bags, cleaning supplies, etc.**
22. There is a television available. Residents are asked to monitor what they watch (no drug related programs), The houses abide by no pornography or loud music. Downloading of media files utilizing any file sharing websites is strictly prohibited.
23. If Residents have a car on the premises, they must provide a copy of the insurance policy and driver's license. If a car is unregistered or uninsured then the Serenity Retreat Behavior Focus Home may

tow the vehicle off property at the owner's expense. Serenity Retreat Behavior Focus Home, Management and/or Staff will not be liable for any damage, loss or third-party fees associated with the removal of any vehicle that is deemed to be uninsured or unregistered.

24. Residents are not allowed to tamper with fire safety equipment, smoke alarms, exit signs, or any other safety features.
25. Furniture, beds, TVs and appliances will be provided by Serenity Retreat Behavior Focus Home. If there is destruction or vandalizing of Serenity Retreat Behavior Focus Home property, the Resident will be financially liable.
26. The A/C in the house is not to go below 72 degrees. Residents shall not touch the thermostat. If you are caught touching the thermostat you will be responsible for the electric bill for that billing cycle.
27. Residents must respect the anonymity of all residents. Residents and house business are confidential and must not be discussed outside the house. Violation of this policy will be grounds for discharge.
28. Residents are not allowed to wear clothes that relates to drugs, alcohol, or gang activity. In addition, proper clothing must be worn in all common areas.
29. Residents are expected to keep good hygiene standards. This includes showering, brushing teeth, and wearing deodorant.
30. Residents are to not sleep in the common areas. Bedrooms are the only areas approved for sleeping.
31. Random searches will be conducted. Anything that belongs to the resident is subject to be searched, including their person and vehicle. You do not need to present for a staff member to search your belongings. Please refer to the Serenity Retreat Behavior Focus Home Hazardous Items Search and Seizure policy for a complete listing of all prohibited items.

Please always understand that, whether or not the resident is physically on the premises, the resident is representing Serenity Retreat Behavior Focus Home and therefore is expected to act accordingly. Failure to do so will be grounds for my immediate dismissal/eviction.

If the resident fails to abide by these rules, Serenity Retreat Behavior Focus Home can and will take away the resident's privileges and terminate their stay at the housing as appropriate. Loss of privileges or possible consequences could include early curfew, house restriction, revocation of overnight passes, extra chores, etc. Serenity Retreat Behavior Focus Home reserves the right to make exceptions to these rules at under specific circumstances.

This is not a complete list of all the possible rules and/or violations that may happen, so to ensure a healthy, happy, drug and alcohol free recovery environment please as a resident use your common sense when it comes to either doing or not doing something that may affect yours and others continued stay.

Finally, staff will not take the role of cop, lawyer, or investigator. This means discharges will occur without investigation of who did what, what was said, who is, or who is not at fault. Rules are subject to change.

What will be provided by Serenity Retreat Behavior Focus Home:

1. Bed linens (fitted sheet, pillow, pillow case, and comforter)
2. Basic cable television
3. Internet service
4. Utilities (city water & electricity)
5. General maintenance of the properties (lawn service, ac filters replacement, light bulb replacement, etc.)

What residents are responsible for:

1. Laundry soap /bleach / dryer sheets
2. Cleaning supplies (All-purpose cleaner, floor cleaner, and dish soap)
3. Toilet paper
4. Paper towels
5. Food
6. Damage to the property caused by the resident
7. Extra linens
8. Personal Hygiene Items (Shampoo, Conditioner, Soap, Toothpaste, Toothbrush, etc.)
9. Personal bath towels

It is at the discretion of Serenity Retreat Behavior Focus Home on what items not listed will be provided to residents during their stay with us. Cleaning supplies are the responsibility of the residents and units must be cleaned daily with inspections once per week.

Resident Responsibilities and Consequences:

1. Responsible for staying sober and to inform staff when they feel their sobriety is in danger.
2. Responsible for attending all scheduled meetings.
3. Responsible for attending all weekly (5) required 12 step meetings.
4. Residents are required to have a sponsor and be actively working the 12 steps.
5. Responsible for paying program fees on time, every Friday
6. Responsible for keeping the residence in a clean state always.
7. Responsible to follow all rules
8. Responsible to adhere to curfew
9. Responsible for informing house managers when they suspect or know another resident has relapsed.
10. Responsible for acting as a good roommate to the other residents.
11. Responsible for acting as a good neighbor to the surrounding neighborhood.
12. Responsible for giving recovery and being a member in our residence the best shot each day.
13. Responsible for keeping a safe living area for themselves and their roommates.
14. Responsible for informing the staff if they suspect any negative situations may be going on or around the properties.
15. Responsible for following local, state, and federal laws while being a resident.

1st Incident- Verbal Warning

2nd Incident- Write up and provide it to the resident (House Manager notes incident through email).

3rd Incident- Write up and provide it to the resident (House Manager notes incident through email) with a corrective action plan agreed to by resident and CRRA.

4th Incident- Write up and provide it to the resident (House Manager notes incident through email) and possible dismissal from residence.

Resident Signature: _____ **Date:** _____

Witness Signature: _____ **Date:** _____

***Relapse, physical violence or the threat of physical violence, stealing, or any unplugging or touching of the cameras will result in immediately discharge from the property. This notification will serve as your only warning.**

Good Neighbor Policy and Procedure

Policy: Serenity Retreat Behavior Focus Home will conduct the residence in an appropriate manner respecting the neighbors and the neighborhood we operate in.

Concerns neighbors have can be addressed to:

- Residence Managers
- Staff
- Employees
- Administration and/or certified recovery residence administrator (CRRA)

Procedure: All residents, staff, employees, volunteers and visitors will be instructed to communicate neighbor concerns to the CRRA so they can be addressed. Neighbors can address their concerns with the CRRA personally or by phone. The CRRA name and phone number will be posted inside each residence. Each staff member and resident manager will be trained on this policy by the CRAA or designee. Residents are educated on this policy on admission in review of the residence guidelines. This policy is responsive and preemptive to neighbor’s reasonable complaints regarding: smoking, loitering, parking, noise, lewd or offensive language, cleanliness of public space around the property and parking courtesy rules where street parking is scarce. The recovery resident within the residence guidelines outlines expectations that enable it to ensure these good neighbor practices are accomplished.

1. Residents will smoke in the rear or side of its properties. All cigarette butts are to be placed in a fireproof receptacle.
2. Residents will not make excessive noise.
3. Residents will not loiter around the front of the property.
4. Residents will keep the exterior of the home in good condition. Residents will not leave broken down vehicles, trash, or bulk material pile up in view of the property from the street. Residents will ensure the exterior the home resembles a traditional family household.
5. Residents will park in front of Serenity Behavior Focus Home’s residences and not the neighbor’s residences.
6. Residents are expected to act as good neighbors and greet neighbors in a friendly manner.
7. Residents will direct all neighbor grievances or complaints directly to the CRRA or Owner. Phone numbers for the Owner and CRRA will be placed in the front window of the manager’s office. Residents are not to handle complaints from neighbors on their own.

Resident Signature: _____ **Date:** _____

Witness Signature: _____ **Date:** _____

Hazardous Items and Search Policy and Procedures

Policy: Serenity Retreat Behavior Focus Home will conduct hazardous item searches (health and welfare searches) periodically to ensure compliance with house guidelines and community safety. Serenity Retreat Behavior Focus Home will also inspect all incoming resident's person and belongings with the resident's consent (including resident's vehicles) for any contraband we deem inappropriate for the Serenity Retreat Behavior Focus Home community. If a resident fails to give consent to search said resident's property, then they will either not be admitted into the Serenity Behavior Focus Home's community or discharged from Serenity Behavior Focus Home's housing. Residents do not have to be present during the searching of their property. A residents vehicle is also subject to search if suspicion is warranted.

Procedure: Serenity Retreat Behavior Focus Home will search its housing and resident belongings for items not approved for the Serenity Retreat Behavior Focus Home residence.

Items not approved but are not limited to:

- Drugs
- Mind or mood altering substances
- Alcohol
- CBD products
- Kratom / Kava
- Fireworks
- Steroids
- ZaZa
- OTC medications containing alcohol including mouthwash
- Foods items with high alcohol content (cooking wines, vanilla extract, etc.)
- Cough Medicine
- Any medication containing DXM
- Drug Paraphernalia
- Weapons (Knives with blades under 4 inches in length are approved)
- Clothes or materials depicting gang affiliation, drug use, or the glorification of drug use
- Poppers
- Prescription medications not approved by Serenity Retreat Behavior Focus Home
- Prescription medications not properly stored in managers office when needed
- Prescription medications that are not labeled with the resident's name
- Anything Serenity Retreat Behavior Focus Home deems to be inappropriate

Resident's property will be searched under the following conditions:

1. Randomly
2. Upon admission to Serenity Behavior Focus Home
3. Suspicion of relapse
4. Information stating that the resident may possibly be engaging in illegal, suspicious, or dangerous activity.

Residents will be made aware of prohibited items on admission to Serenity Retreat Behavior Focus Home, at that time residents will have the opportunity to disclose to the Serenity Retreat Behavior Focus Home staff. Drugs and alcohol will be destroyed, all other items must be either thrown away or stored off property during the residents stay. Serenity Retreat Behavior Focus Home will not hold prohibited items for a resident during their stay with us. If a resident is found to have a prohibited item on the property while a member of Serenity Retreat Behavior Focus Home they will risk reprimand or possible expulsion from the Serenity Retreat Behavior Focus Home community.

Resident Signature: _____

Date: _____

Staff Signature: _____

Date: _____

Medication Storage and Use Policy and Procedure

Policy: Here at Serenity Retreat Behavior Focus Home resident's mental and physical health are important to us. We encourage residents to seek assistance from doctors if they require their services. Resident's mental and physical health is equally important to the safety and protection of the entire community. Before choosing to be a part of Serenity Retreat Behavior Focus Home many of our residents spent a lot of time drug seeking through doctors. It is incredibly important for the wellbeing of our community that such behavior will be discouraged here at Serenity Retreat Behavior Focus Home. If a resident needs to see a psychiatrist due to mental health concerns or needs to see a doctor for physical health concerns Serenity Retreat Behavior Focus Home will assist them when possible.

Serenity Retreat Behavior Focus Home will enact practices that will enable safe handling of medications by their residents. The goal of this policy is to diminish the chance of abuse and misuse of medications in the Serenity Retreat Behavior Focus Home community.

Procedure:

- If a resident must go to the hospital or see a doctor, please inform Serenity Retreat Behavior Focus Home staff. In the case of an emergency please contact 911 first and then reach out to Serenity Retreat Behavior Focus Home when possible, to inform us of the situation.
- The resident must bring back all discharge paperwork and hand it to a member of the Serenity Retreat Behavior Focus Home. A copy will be placed in the resident's file.
- When a resident receives a new prescription from a doctor, they must inform Serenity Behavior Focus Home's staff immediately. A medication cannot be taken by a resident until it has first been approved by Serenity Retreat Behavior Focus Home.
- Resident must inform staff of any changes in their prescriptions. Changes will be noted in the resident's file.
- Medications must be taken as prescribed and in line with the policies and procedures of Serenity Retreat Behavior Focus Home.
- Medications (OTC and prescribed) must be stored in their original bottles, labeled, and kept out of sight with your personal belongings. Medications cannot be stored in common areas.
- Under no circumstance should medications be shared between residents regardless of if they are both prescribed the same medication.
- Residents that have been found to be selling medications will be immediately discharged and if warranted the proper authorities will be notified.
- Please do not discontinue a medication without a doctor's orders.
- Please properly dispose of any unwanted medications.
- If a resident discharges/transfer/or abandons property Serenity Retreat Behavior Focus Home will place and hold the residents medications in the manager's office for 10 days. If Serenity Retreat Behavior Focus Home cannot reach the resident or their representative then Serenity Retreat Behavior Focus Home will properly dispose of the resident's medications in accordance with DEA guidelines.

PROHIBITED Medications: Adderall (amphetamines) or medications similar to it (vyvanse, Ritalin, Dexedrine, etc.), Medical Marijuana, MAT medications not defined in the MAT Storage section below, Xanax (benzodiazepines) or medications similar to it (klonopin, valium, ativan, etc), Neurontin (lyrica, gabapentin, etc.), opiates (broad spectrum), OTC medications containing DXM, diet pills, any medications classified by the FDA as a narcotic, etc. This is not the complete and comprehensive list so please speak to a Serenity Retreat Behavior Focus Home staff member prior to ingesting any medications.

Medication counts will be conducted randomly and upon suspicion of medication abuse. If discrepancies are found the resident will be staffed by Serenity Retreat Behavior Focus Home to find out why the medication count is incorrect. If it is found that medication is abused in any manner, Serenity Retreat Behavior Focus Home will consider this a relapse and the resident will be discharged.

If a resident takes a mind-altering substance, and it was deemed not to be a medical necessity, meaning severe bodily injury, that resident will be discharged from our residence. Serenity Retreat Behavior Focus Home staff will make the determination of what is considered “severe bodily injury”, due to the importance of maintaining our abstinence free environment. If as a resident you feel you really need something, but staff disagrees, please do what you feel is right for you, but you will no longer be allowed to continue residing with Serenity Retreat Behavior Focus Home.

Resident Signature: _____

Date: _____

Witness Signature: _____

Date: _____

Medication-Assisted Treatment (MAT) Medication Storage and Use Policy and Procedure

Policy: Serenity Retreat Behavior Focus Home recognizes federally approved MAT programs as a viable treatment option for residents who suffer from opioid addiction. Serenity Retreat Behavior Focus Home will make reasonable accommodations to allow residents to engage in a MAT program. FARR supports programming of federally approved Medical Assisted Recovery, such as, Medication Assisted Treatment.

Procedure: All potential MAT residents will be screened prior to entry to ensure they fit the criteria for admission.

- Residents enrolled in a MAT program with a licensed physician will be treated the same and have the same privileges as non-MAT residents. The only differences will be listed in this policy to ensure medication is secure and taken properly.
- Resident will be required to turn in all MAT medications to staff upon admission to Serenity Retreat Behavior Focus Home and immediately after refilling prescription.
- All MAT medications will be kept locked in the manager’s office. (See P & P for more information on these)
- Serenity Retreat Behavior Focus Home will not dispense medications. Residents will be given daily access to medications. Serenity Retreat Behavior Focus Home will notate residents’ medication count daily in a log.
- Serenity Retreat Behavior Focus Home will house MAT residents with non-MAT residents.
- MAT residents are instructed to not inform non-MAT residents of MAT residents being on MAT.
- MAT residents may not exhibit noticeable physical signs of being on MAT medications.
- Any residents caught stockpiling MAT medications or abusing the medication in any way will be considered a relapse and would be disciplined under the recurrence of use policy and procedure.

Resident Signature: _____

Date: _____

Witness Signature: _____

Date: _____

Notes to providers regarding MAT:

- *MAT medications are not required to be kept in a manager’s office. Medications can be kept in a lockbox which can be in the resident’s possession during their stay. We recommend in that case conducting periodic medication checks to ensure medication is being used properly.*
- *If Serenity Retreat Behavior Focus Home oversees resident’s medications such as locked in their office and this being a requirement, residence must keep logs of resident’s medications to ensure they are being properly maintained and not being mishandled. Residences are not allowed to dispense medication unless they are licensed to do so.*

Drug Testing and/or Toxicology Policy and Procedure

Policy: All Serenity Retreat Behavior Focus Home residents will be required to undergo periodical drug testing during their stay in our housing. Residents will be breathalyzed nightly as well.

Procedure: All UAs will be performed with an instant 12 panel cup to determine if a resident is abstaining from drugs and alcohol. Testing will happen at a minimum once every two weeks and at a maximum twice a week for all routine testing. Residents will have 60 minutes upon notification of having to UA to produce a specimen. If a resident's UA comes back positive under any circumstance the CRRA will be notified immediately. If the resident is adamant they did not use then the resident will be allowed to take an additional UA (must be within 90 minutes of the original test), if that test is positive then that test will be the final determination in regard to the resident's dismissal from Serenity Retreat Behavior Focus Home. Residents that are suspected to be under the influence as well as residents that produced a positive result who are disputing the result will be required to stay with staff until a negative specimen has been given. If a resident refuses a UA or BA the result will be viewed as a positive result and the resident will be discharged from property and will have one hour to vacate the premises.

Serenity Retreat Behavior Focus Home does not have the confirmation testing resources to confirm any questionable positive tests. The UA cup result as well as the investigation into the positive test by the Serenity Retreat Behavior Focus Home Staff will serve as the final determination as to how the positive result in questions will be viewed.

All UA results will be kept in a general log noting the resident's name, date, time, and results. This logbook will be kept at housing and maintained by the resident manager. Additionally, Serenity Retreat Behavior Focus Home will absorb the cost of the UA cups as part of the program fee agreement structure (not including the \$20 UA fee for residents that go on pass).

Resident Signature: _____

Date: _____

Witness Signature: _____

Date: _____

Recurrence of Use Policy and Procedure

Policy: Serenity Retreat Behavior Focus Home has a zero-tolerance drug/alcohol abuse policy.

Procedure: Upon request, the resident will have one hour to provide a sample if asked. If the resident cannot provide a urine sample the test will be deemed a positive result. Residents that test positive in our community will no longer be allowed to stay in our housing until they complete some form of drug and alcohol treatment and are cleared medically by a doctor. If the resident tests positive, then it is Serenity Retreat Behavior Focus Home prerogative to protect the rest of the Serenity Behavior Focus Home's community. The resident will be separated from the community and then asked to pack all their belongings with the company of a Serenity Retreat Behavior Focus Home employee. Resident will be required to be accompanied by Serenity Retreat Behavior Focus Home staff until discharged from property. If an alternative living arrangement such as PHP, detox, sober living, or family residence cannot be arranged then the resident will be transported to a safe area such as a hospital or shelter. Residents that refuse a higher level of care will be given one hour to vacate the premises and will be given a list of community resources as well as FARR accredited properties in the area. Upon positive test results the resident's emergency contact will be notified. Depending on the time of the positive result Serenity Retreat Behavior Focus Home may place the resident in a supervised isolation inside the managers unit until the next morning when alternative living arrangements can be made (Must be medically cleared by the hospital first before being offered this).

It is the right of Serenity Retreat Behavior Focus Home to determine if a resident will be welcomed back into our community after a positive drug or alcohol result. Many factors will determine this decision but not limited to some of the following questions:

- Was the resident working a program of recovery prior to the relapse?
- Has the resident shown a pattern of relapse in their past?
- Has the resident accepted responsibility for their actions?
- Is the resident ready to accept consequences for their actions?
- Was the resident following all house rules prior to the relapse?
- Has the resident expressed the desire to stay sober?
- Is the resident opening to accepting suggestions moving forward?
- Does the resident understand that if they are brought back that they will be monitored more closely then prior to the relapse?
- Do the other residents support bringing back the resident.

If a resident is brought back into the community after relapsing, they should expect the following:

- Increased UAs and BAs
- Early Curfew
- Increased chore duties
- Required to attend 90 meetings in 90 days (one missed will result in expulsion from house)
- Loss of other privileges such as community events
- Increased monitoring from staff
- Etc.

Resident Signature: _____

Date: _____

Witness Signature: _____

Date: _____

Discharge Policy and Procedure

Policy: To document and communicate the resident's readiness for discharge or need for transfer to another level of care. If the criteria apply to the existing or new problem(s), the resident should be discharged or transferred, as appropriate.

Procedure: It is appropriate to transfer or discharge the resident from the present level of care at Serenity Retreat Behavior Focus Home if the resident meets the following criteria:

- The resident's documented plans, goals, and objectives have been substantially met, and/or a safe, continuing care program can be arranged and deployed at an alternate level of care.
- The resident no longer meets admission criteria or meets criteria for a less or more intensive level of care.
- Consent for care is withdrawn and is determined that the resident has the capacity to make an informed decision and does not meet criteria for Serenity Retreat Behavior Focus Home level of care.
- Support systems, which allow the resident to be maintained in a less restrictive structured environment, have been thoroughly explored and/or secured.
- The resident is not making progress toward Serenity Retreat Behavior Focus Home goals and there is no reasonable expectation of progress at this level of care.
- Finally, the resident fails a UA/BA which determines they need a higher level of care.

Any resident expelled for any reason other than a successful discharge will not be permitted to return to the premises, and must go to a relative, stabilization respite, mission, shelter, hospital, or detox. All discharging residents will receive community resources upon exit.

Resident's emergency contact will be notified of discharge for any type of discharge.

Procedure for resident to pick up belongings (Abandonment, ASA, etc.):

Upon expulsion, personal belongings must be picked up within ten days or the belongings will become the property of Serenity Retreat Behavior Focus Home and may be donated to a local charity. Resident or their representative must stay in contact with Serenity Retreat Behavior Focus Home staff during this time or risk having their property donated to charity. Any refund of fees paid in advance will be forfeited in the event of the resident leaving the property without prior proper notification. Refund of prepaid fees will be paid at the discretion of the Owner.

Procedure for resident administratively discharged:

Any residents administratively discharged from Serenity Retreat Behavior Focus Home will have 1 hour to vacate the property. Resident will be accompanied by a Serenity Retreat Behavior Focus Home staff member during this time. Resident will be made aware that if they re-enter Serenity Retreat Behavior Focus Home property without permission then they will be deemed trespassers and the proper authorities will be contacted.

Procedure for resident successfully discharged:

A resident has successfully discharged from the program once they have successfully transitioned to into phase 2, achieved their recovery goals, and have become stable enough in their recovery to be able to support themselves without sober living. Length of stay is determined by the resident and not the

provider. Please inform Serenity Retreat Behavior Focus Home one week prior to you moving out. Upon leaving the resident's bedroom should be thoroughly cleaned and left ready for the next resident to move in. Residents who successfully complete and leave the property in good condition will be introduced into the Serenity Retreat Behavior Focus Home alumni program and shall have their deposit returned if one was paid.

Resident Signature: _____ **Date:** _____

Witness Signature: _____ **Date:** _____

Emergency Policy and Procedure

Policy: Serenity Retreat Behavior Focus Home will make aware of all incoming staff members and residents of its emergency policies and procedures. Please contact 911 immediately in an emergency situation.

FARR Reporting, in any event of an overdose on or off property FARR must be informed through the form on their website within 72 hours of the incident. If emergency services are contacted for any reason and are called to any of the properties, FARR must be contacted within 72 hours through their website. If emergency services arrive at the properties for any other reason, FARR must be contacted with 72 hours through their website.

Procedures:

Opioid overdose

In the event of an opioid overdose please call 911 immediately. Narcan is located in each residence on the table in the living room. All new and current residents will be trained during their orientation on how to properly administer Narcan as well as the signs of an opioid overdose. After administering Narcan please perform CPR on the person if they are unresponsive until emergency services arrive. Please inform a Serenity Retreat Behavior Focus Home staff member as soon as possible in the event of an overdose.

Identifying an Opioid Overdose and Administering Narcan

Signs of an overdose:

1. Person is passed out and you cannot wake them up.
2. Breathing very slow, making gurgling sounds, or not breathing at all.
3. Lips are blue or grayish color.

Check for a response:

1. Shake them and shout to wake them up.
2. If no response, grind your knuckles into their chest bone for 5-10 seconds.
3. If the person still does not respond, call 911 and inform them that you believe someone has overdosed.

How to administer Narcan nasal spray:

1. Take the Narcan nasal spray out of the box.
2. Peel back the tab with the circle to open the Narcan nasal spray. (Important: do not remove Narcan until ready to use and do NOT test the device.)
3. Hold the Narcan nasal spray with your thumb on the bottom of the plunger and your first and middle fingers on either side of the nozzle.
4. Tilt the person's head back and provide support under the neck with your hand.
5. Gently insert the tip of the nozzle into one nostril, until your fingers on either side of the nozzle are against the bottom of the person's nose.
6. Press the plunger firmly to give the dose of Narcan nasal spray. Remove the Narcan nasal spray from the nostril after giving the dose.
7. Wait and watch the person closely.

8. If the person does not respond within 2 minutes, repeat the steps and give the person a second dose of Narcan (new Narcan nasal spray).
9. Call 911 right away, if you have not done so already
10. Roll the person on their side and place them in a recovery position (Use their hands to support their own head and pull their top knee out to stop the body from rolling onto their stomach).

If you know how to administer CPR, please do so at this point

Overdose / Unresponsive Person

Be aware that Narcan will only help in opioid overdose situations. If a person is showing signs of being unresponsive, please immediately call 911. Follow all instructions from the 911 operator until help can arrive. If the person is not breathing, please initiate CPR. Please inform a Serenity Retreat Behavior Focus Home staff member as soon as possible in the event of an overdose or unresponsive person.

Fire

Each Serenity Retreat Behavior Focus Home residence is equipped with smoke detectors and fire extinguishers. Do not tamper with Serenity Retreat Behavior Focus Home smoke detectors or fire extinguishers, failure to adhere to this rule can result in dismissal from Serenity Retreat Behavior Focus Home. Be aware of where all exits are located inside Serenity Retreat Behavior Focus Home properties.

1. Call fire rescue 911 immediately and report the location of the emergency.
2. All residents should exit the location in a calm fashion and notify all staff.
3. Relocate to the designated safe area (Parking area across the street from the location).
4. Let a Serenity Retreat Behavior Focus Home staff member know you are safe and stay in the designated meeting area.
5. If the fire is small and can be extinguished, use one of the fire extinguishers in the area which are in working order and checked annually. Point, Aim, Squeeze, and Spray.

Bomb Threat or Hostile Situation

1. Call 911 to report the situation. Contact the CRRA immediately after contacting 911.
2. All residents and staff must evacuate the location.
3. Let a Serenity Retreat Behavior Focus Home staff member know you are safe and stay in the designated meeting area.
4. Both staff and residents will follow the directions of the emergency Fire Rescue when they arrive on scene.

Suicidal Resident

1. Serenity Retreat Behavior Focus Home takes all suicidal remarks seriously. Please notify a CRRA if a resident or staff member makes a suicidal remark.
2. Please contact 911. If you feel that you, a resident, or a staff member is a harm to yourself, themselves, or anyone else please immediately contact your CRRA.
3. Do not leave the person alone at all. Please stay with them until a Serenity Retreat Behavior Focus Home staff member can arrive.

Natural Disasters:

Power Failures

1. Stay calm and move the residents to areas with adequate lighting if possible.
2. If the area does not have adequate lighting, or has only insufficient lighting, flashlights are available at the residence.
3. Await further instructions.
4. Follow the direction of the CRRA if the generators are needed to help restore power for essentials (refrigerators, freezers)

Natural Gas Leak

1. Immediately evacuate the building.
2. Call 911 Emergency and inform them of the issue.
3. Proceed to the identified area of either the parking lot or across the street area.
4. Contact the CRRA.
5. Allow no smoking in the area.
6. Do not return to the building until approval has been given by the 911 Fire Emergency Rescue Department and/or the Gas Company.

Hurricane and other Extreme Weather Disaster Plan:

Disasters include hurricanes, fires, tornadoes, severe weather storms and other weather related conditions, epidemics, nuclear power plant accident, acts of bio-terrorism, civil disturbances, and severe power outages.

The following plan will primarily address preparedness relative to hurricanes and severe weather conditions. This plan will be used as the basis for dealing with other types of disaster conditions, and will be modified accordingly. Hurricane season is from June 1 to November 30, and weather conditions will be closely monitored during this time, to watch for the development of tropical storms and hurricanes that may threaten our geographic area.

STORM WATCH ACTIVITIES:

Storm watch activities follow notification through the media, that a storm may be headed in our general direction, and we may be affected by it. This is the period of alert when most people begin preparations and secure supplies. Since Serenity Retreat Behavior Focus Home has implemented pre-watch preparations, watch activities are involved only.

Hurricane Watch: Conditions are favorable for a hurricane to affect the area where Serenity Retreat Behavior Focus Home is located. Administration will notify all the residents to take any precautionary measures to secure the facilities and assure the safety of the residents.

Hurricane Warning: Hurricane Warning means that a hurricane is actually going to have an effect. Hurricanes can be deadly and devastating storms, with winds up to 200 miles per hour. If a Hurricane Warning is issued for the Serenity Retreat Behavior Focus Home area, residence staff that have already been identified and the procedure for Natural Disasters will go into effect. Staff will be sure that all “doors and windows are as secure as possible and then leave the premise.

DISASTER PLAN OF ACTIVITIES:

The following plan will outline activities that are to be engaged in before, during, and after the disaster.

Pre Watch

1. Monitor storms activities through media coverage
2. Gather supplies: food, water, safety and emergency medical items. Store these separately from the main supply to avoid use. Check shelf dates throughout and replace any outdated items.
3. Inform residents of the significance of monitoring the path and development of tropical storms, giving us sufficient time to prepare adequately, review, and/or revise plans, and allow time to notify all concerned individuals.
4. Review evacuation plans and relocation sites. Take note if the facility is located in an evacuation zone. In the event of a hurricane or severe weather conditions, affected residents and staff will need to evacuate.

PLANNING FOR RESIDENTS NEEDS:

Residents will be informed and included in the preparations as soon as notification of an impending storm/emergency is received. This will be tailored to each of the houses. Appropriate staff will assess each resident, to determine any special needs that can be planned for in advance, to determine those individuals who will be most at risk in an emergency situation. This assessment should include (but not be limited to) medical, emotional, behavioral, and physical needs, and will consider what residents will be most affected by change in location, schedules and routines, lack of air conditioning, change in meals, and absence of work programs. The staff will, at this time, determine who will evacuate to a site different than that designated for all residents. Availability, appropriateness, preparedness, administration consideration, and most importantly, resident and family choices, will determine if a resident will go to their families', guardian's, or friend's home, instead of an evacuation site designated for residents.

Any residents that choose to ride the storm out elsewhere will be required to provide contact information of location where plans to shelter. Resident will also be required to maintain daily contact with Serenity Retreat Behavior Focus Home via phone call or text. Upon returning to Serenity Retreat Behavior Focus Home, resident must submit to a UA and BA

WARNING STAGE ACTIVITIES:

Once the hurricane-warning period is announced, we can expect that the hurricane will make landfall within forty-eight (48) hours. The media will begin announcing the phone numbers to call to secure emergency shelter, and for other information.

During the Hurricane Warning Phase:

1. Prepare the physical residence;
2. Follow through with administrative preparatory plan;
3. Implement evacuation plan – (recommended items to be taken to a shelter are work gloves, leisure items, books, magazines, games, arts and crafts, sports equipment, hand held video games, tapes and radio, and extra batteries.

Shelter in Place / In the event of a power outage:

In the event of a shelter in place during the hurricane, all residents will be required to stay inside their homes until the storm has passed and the local authorities have deemed it is safe to go back outside. Serenity Retreat Behavior Focus Home will provide water, non-perishable food (2 days), adequate medical supplies / first aid kit, batteries, candles, charcoal or gas grill.

Residents are responsible to make all arrangements to have an adequate supply of their medications, personal hygiene items and any additional food or snacks.

Temporary Shelter:

Serenity Retreat Behavior Focus Home is committed to providing temporary shelter, if necessary, to our residents and staff, in the event of severe emergency conditions (i.e. severe storms, floods and flash floods, tornadoes, earthquakes, hurricanes), that impact the integrity of Serenity Retreat Behavior Focus Home. It will be the responsibility of the CRRA to establish temporary shelter, for residents and staff, once a severe emergency has been identified by TV, radio, and/or the State of Florida. In addition, the American Red Cross will also identify temporary shelters within the community (generally within 2-4 hours prior to a disaster or 2-4 days of required evacuation due to a hurricane).

- a. When there is an emergency that requires residents and staff to evacuate the Serenity Behavior Focus Home facilities to a temporary shelter, designated staff will implement the standard procedure for emergencies, then evacuate to the temporary site.

Possible Evacuation Sites for Lehigh Acres Fl

1. **East Lee County High School** – 715 Thomas Sherwin Ave.
2. **Harns Marsh Elementary School** – 1800 Unice Ave N.
3. **Harns Marsh Middle School** – 1820 Unice Ave N.
4. **Tortuga Preserve Elementary School** – 1711 Gunnery Rd N.
5. **Varsity Lakes Middle School** – 801 Gunnery Rd N.
6. **Amanecer Elementary School** – 641 Sunshine Blvd (Not open at all times, so check ahead).
7. **Veterans Park Recreation Center** – 49 Homestead Rd S (Opening status may vary).

Keep in mind that not all shelters may be open during every emergency, as it depends on the storm's impact and safety conditions. It is recommended to monitor Lee County's official emergency management channels for updates on which shelters are active during specific emergencies. Additionally, Lee County offers special needs shelters and pet-friendly options if required

For the latest shelter status and updates, visit Lee County's Emergency Operations Center (EOC) website: https://www.leegov.com/publicsafety/Documents/2024EvacZones_11x17.pdf

Evacuation Zones and Public Shelters

For the most recent public shelter list, see our website at www.LeeEOC.com.

Emergency Public Shelters

Cape Coral

1. Island Coast High School - 2125 DeNavarra Pkwy

Estero

2. Estero Recreation Center - 9200 Corkscrew Palms Blvd
3. Hertz Arena - 11000 Everblades Pkwy

Fort Myers

4. Dunbar High School - 30 Edison Ave
5. Gateway High School - 13820 Griffin Dr
6. South Fort Myers High School - 14020 Plantation Road
7. Treeline Elementary School - 10900 Treeline Ave

Lehigh Acres

8. Amanecer Elementary School- 641 Sunshine Blvd
9. East Lee County High School - 715 Thomas Sherwin Ave
10. Hams Marsh Elementary School - 1800 Unice Ave N
11. Hams Marsh Middle School - 1820 Unice Ave N
12. Mirror Lakes Elementary School - 525 Charwood Ave
13. Tortuga Preserve Elementary School - 1711 Gunnery Rd
14. Varsity Lakes Middle School - 801 Gunnery Rd N
15. Veterans Park Recreation Center - 49 Homestead Rd S

North Fort Myers

16. North Fort Myers Academy of the Arts - 1856 Arts Way
17. North Fort Myers Recreation Center - 2000 N Recreation Park Way

San Carlos

18. Alice Arena - 12181 FGCU Lake Pkwy E

Tice

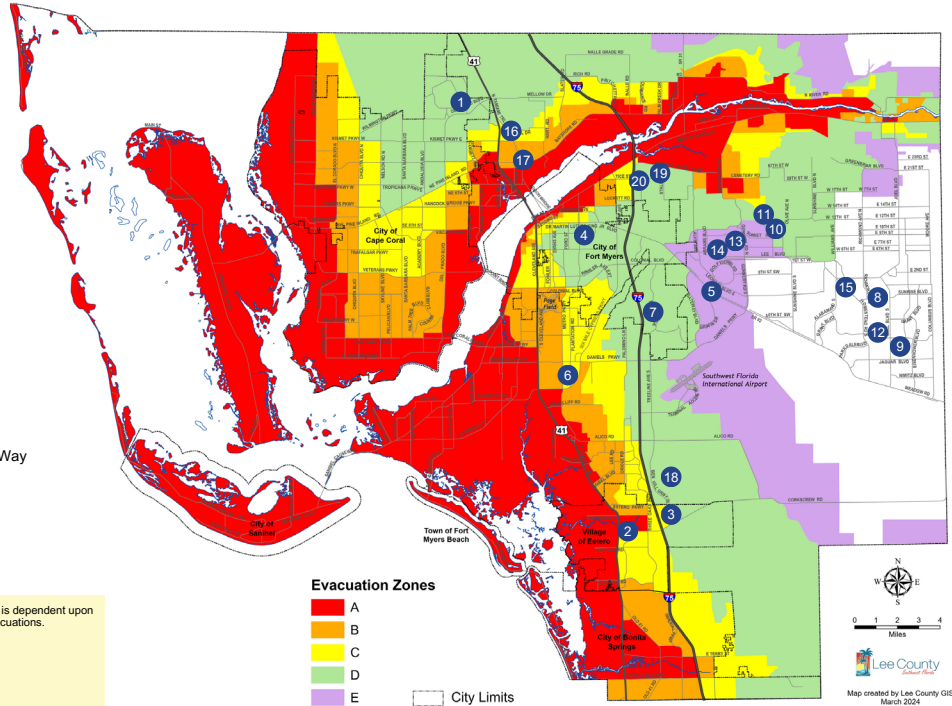
19. Manatee Elementary School - 5301 Tice St
20. Oak Hammock Middle School - 5321 Tice St

Please be advised: Not all shelters will be open for every event. The opening of shelters is dependent upon the nature of each specific event. Pet sheltering will be offered in all shelters open for evacuations.

Know your Evacuation Zone:

Visit our website www.LeeEOC.com to find your Evacuation Zone.

1. Click on 'Know My Evacuation Zone.' in the navigation bar
2. Click the Find My Evacuation link
3. Enter your address in the search bar



During the emergency:

Once staff and the residents arrive to the evacuation site, staff responsibilities will consist of assisting residents to settle in and become comfortable, unloading and organizing supplies (designate areas for medications safe keeping and dispensation, inter-staff communications, an area for food and water supplies, an area for house wares and housekeeping supplies, and an area for laundry disposables.) Engage residents in as many activities as possible. Staff in charge will ensure that everyone stays indoors, and away from the windows.

After the emergency:

Stay tuned for radio and TV stations, until you hear the official “all clear”. Before going outside, make sure you have sturdy shoes to help avoid cuts from debris, fall, etc. Stay away from downed power lines. Do not use tap water. Assume a “Boil Water Order” is in effect, until you are informed otherwise. Drive only where necessary. Maintain residents at the evacuation site until it is determined that the facility/residence are safe to move back into. Follow the predetermined designated emergency plan for the 48-hour period following the event. Please stay in contact with your supervisors if phones are operable. After the event residents should be allowed to make safe calls to their family members.

Infectious Disease Control Policy and Procedure

Policy: Serenity Retreat Behavior Focus Home will make all efforts to ensure that it practices good universal healthcare precautions standards to prevent the spread of infectious disease. Be aware that at any given time there may be residents residing on property diagnosed with communicable diseases. Residents with communicable diseases will be housed with other residents and their diagnosis will remain confidential. Please take precautions to mitigate the risk of spreading communicable diseases in your residence and speak to staff if you have any questions regarding communicable diseases.

Procedure: Residents with communicable diseases or suspect themselves to be infected with a communicable disease are required to disclose these issues to Serenity Retreat Behavior Focus Home upon admission into the program. Serenity Retreat Behavior Focus Home staff are required to keep this information confidential. Serenity Retreat Behavior Focus Home will instruct all residents to practice good habits to prevent spread of disease while living in Serenity Retreat Behavior Focus Home residences and assume they may be living with someone who may have a communicable disease.

Good Standards are defined as:

1. Hand Hygiene.

- a. Wash hands with soap and water often especially after touching any items that are likely to be contaminated by blood, saliva, or respiratory secretions.

2. Respiratory Hygiene / Cough Etiquette

- a. Cover mouth with crook of inner elbow when sneezing or coughing if tissues are unavailable.
- b. Wash hands after sneezing or coughing if they have been in contact with respiratory secretions.
- c. If you believe you have been in contact with someone who is sick, wear a mask until you can verify you are not sick.
- d. If you are sick, please inform staff so health safety precautions can be taken for residents and staff.

3. Sharps Safety

- a. Resident is to only dispose of syringes in safe containers.
- b. Syringes must be kept in safe locations away from other residents
- c. Resident is recommended to use syringe in a safe location out of the sight of other residents.

4. Blood and Bodily Fluids Safety

- a. First aid is required if a resident if resident is cut or bleeding. Proper bandages with antiseptics should be used to prevent infection and contamination.
- b. Notify staff immediately if blood or bodily fluids have contaminated the property.
- c. Any blood or bodily fluid that has contaminated the home should be cleaned up by the resident if possible. Proper sanitizing products must be used to ensure disinfection.

5. Bathroom, Shower, and House Etiquette

- a. Immediately clean up any blood and bodily fluids with proper disinfectant materials. This includes urine, feces, blood, sperm, hair, mucus, etc.
- b. Razors, scissors, buzzers, or any other barber equipment is not to be shared amongst residents.
- c. Sex toys are not permitted on property and under no circumstances should they be shared amongst residents.

Residents that are required to use syringes for medical reasons must dispose of syringes inside sharp containers inside the manager’s office. In addition, resident must keep supply of syringes in managers office, resident will be provided with one days supply. Serenity Retreat Behavior Focus Home standard is that resident turns in used syringe to receive new syringe. If used syringe is not turned in, then a resident will need to fill out a report stating what happened to syringe and that it was properly disposed of.

Resident Signature: _____

Date: _____

Staff Signature: _____

Date: _____

Emergency/ Non-Emergency Contact Sheet

Life Threatening Emergencies - 911

Lehigh Acres Fire Control & Rescue District (Non-Emergency)

Phone: (239) 303-5300

Lee County Sheriff's Office (Non-Emergency)

Phone: (239) 477-1000

Lehigh Acres Utilities - Water Department

Phone: (239) 533-8845

Lee Health - Lehigh Regional Medical Center

Phone: (239) 369-2101

Address: 1500 Lee Blvd, Lehigh Acres, FL 33936

Animal Control - Lee County Domestic Animal Services

Phone: (239) 533-7387

National Suicide Prevention Lifeline

Phone: 988 or (800) 273-8255

Florida Poison Control Center

Phone: (800) 222-1222

Lee County Emergency Management

Phone: (239) 533-0622

Electric Utility - Florida Power & Light (FPL)

Customer Service: (800) 226-3545

Alcoholics Anonymous (AA) - Lehigh Acres Chapter

Phone: (239) 275-5111

Narcotics Anonymous (NA)

Phone: (866) 389-1344

Resident Rights

- Right to be treated with courtesy and respect, with appreciation of your individual dignity and with protection of your need for privacy
- Right to be informed in writing about services and fees before entering the residence
- Right to reasonable access to adequate and humane services regardless of your race, religion, sex, sexual orientation, ethnicity, age, handicap, political views, or financial status. Serenity Retreat Behavior Focus Home sober living does not discriminate against residents on the basis of color, national origin, marital status or sexual preference
- Right to know what your program fee balance is as resident upon request
- Right to prompt and reasonable response to questions and requests
- Right to be treated with dignity and not be subjected to unusual punishment, humiliation, mental abuse, or punitive interference with the daily functions of living, such as eating and sleeping
- Right to know the identity and professional statuses of the individuals providing your services and care
- Right to receive the opinion of a consultant, at your own expense
- Right to freedom from requirement to perform tasks that may cause injury or emotional trauma
- Right to know what resident support services are available
- Right to know what rules and regulations apply to your conduct as a resident
- Right to reasonable safety with regard to Serenity Retreat Behavior Focus Home and its environment
- Right to express grievances regarding any violation of your rights, as stated in Florida law, through the grievance procedure of your sober living residence which serve you and to FARR
- Right to contact appropriate staff if you wish to express a concern/grievance or should have any questions about how to file a complaint to management. Your right to register a complaint will not result in any type of retribution now or in the future
- Right to report of any accurse or suspected abuse or neglect to administration and expect to receive a quick and reasonable response
- Right to discharge from residence prior to commitment expiration date. Discharge will be done at your own responsibility, risk, and cost. If at any time you wish to leave, please discuss this decision with House Manager or CRRA so we may assist you any way we can.
- Right to Assurance of health and safety. Emergency medical care will be accessed by using 911. Serenity Retreat Behavior Focus Home sober living is not responsible for any medical expenses incurred if medical attention or care is required during stay.
- Right to all signed documents upon request
- Right to live in a drug and alcohol-free environment

Resident Requirements

- To treat each fellow resident and staff member with dignity and respect.
- To remain abstinent from use of alcohol and/or drugs, including narcotic medications prescribed by a licensed physician.
- To be trained on how to properly administer Narcan in the event of an overdose. Training will include how to administer Narcan and how to identify the signs of an opiate overdose.
- To promptly report any residents' use of alcohol and/or non-permissible drugs to staff in order to ensure the continued safety and wellness of all residents within the community. You will remain anonymous.
- To encourage fellow residents' active engagement in their own personal recovery plan; respecting boundaries, while providing honest, peer supportive perspectives and suggestions based on experience.
- To welcome new residents, assist in their orientation to the community culture and encourage new residents to participate in residence activities. To make reasonable efforts to include new residents in attendance of mutual aid meetings, community chores, communal food shopping, meal preparation and dining as well as inclusion in social and/or sporting activities.
- To voluntarily abide by the "House Rules" at all times for the safety and well-being of the resident community.
- To hold peers accountable to adhere to house rules for the safety and wellness of the community and to openly raise concerns regarding a resident's continued failure to adhere to house rules at a scheduled house meeting where the entire community might be made aware while having an opportunity to provide constructive input to their peers.
- To be mindful for the rights of neighboring families; refraining from the use of lewd or vulgar language, elevated noise levels, over-crowded parking, loitering, littering or other actions that might be considered as impinging on the safety and well-being of neighborhood persons, family members and property.
- To maintain personal space and all common areas in a clean, orderly fashion and to voluntarily contribute to the maintenance of both the interior and exterior of the residence.
- To be mindful of physical and mental needs and to take necessary action(s) to address those needs. If so, doing requires external support, it is the resident's responsibility to make their need for assistance known to peers and/or staff with advance notice to provide them an opportunity to support the resident.
- To pay program fees and any other fees as agreed and maintain a record of such payments; including retention of each receipt provided by owner, manager or staff at the time of their payment.
- To take any prescription medications as prescribed and to not discontinue any medications without speak to the prescribing doctor.

Grievance Policy and Procedure

If a resident feels that their rights have been violated or if they feel they have been unjustly accused of violating any rule, then they must use the following grievance procedure. It is important that the resident follows these steps. This procedure has been established to ensure that you are treated fairly. Situations in which you have clearly violated rules or situations that are beyond the direct control of staff do not constitute ground of grievance. Serenity Retreat Behavior Focus Home will post grievance policy in a conspicuous location in the residence. Serenity Retreat Behavior Focus Home will include a FARR grievance re-direct link on the provider website.

The processing procedures for grievances and complaints are as follows:

- a. The resident is encouraged to discuss any problems with their resident manager. The resident and resident manager will try to find a resolution. The resident manager will correspond with the CRRA on the grievance and/or complaint and any resolution.
- b. All grievances shall first be filed with the resident manager by completing a grievance form. Grievance forms are located in each residence. The resident manager will conduct an internal investigation and render an initial determination and resolution within 2 days of receipt of the complaint in writing.
- c. If the complainant is not satisfied or if the complaint is not resolved with the results achieved in Step 2, the complainant may file an appeal and/or the grievance shall be forwarded to the CRRA and this meeting shall be held within five days of the date it is requested. The decision of the CRRA is final.
- d. The resident shall be presented a resolution and response to their grievance in writing.
- e. In the event that the Client does not feel a resolution has been reached they may contact FARR.
- f. Resident will face no retribution for filing a grievance against a provider.

If the grievance is against a manager, a grievance may be submitted in writing straight to the CRRA. The CRRA will speak with you within two business days after receiving the grievance. Within two business days after that, the CRRA will respond to you in writing.

If you do not feel that your concern will be or was not addressed through this grievance form, we encourage you to visit www.farronline.info/grievance or by phone at (561) 299-0405 and file a grievance with our accrediting body. The safety and health of the community is our primary focus, so that every individual has the opportunity to achieve long term recovery.

Resident Signature: _____

Date: _____

Witness Signature: _____

Date: _____

Grievance, Suggestion, Complaint Form

1. Please describe your grievance, complaint, or suggestion.

2. Describe: What attempts you have made to resolve the grievance, complaint, or suggestion?

3. Describe: How you would like to see this grievance, complaint, or suggestion resolved.

Please complete this form and give it to your house manager, CRRA, or another staff member. Serenity Retreat Behavior Focus Home considers client feedback very seriously and will carefully review this form. As noted in the client grievance procedure, a formal grievance process begins within 24 hours of your turn in this form.

Resident Signature

Date

Resident Name (print)

Staff Signature

Date

Response to Grievance

Copy given to resident on: _____

By: _____

Maintenance Issues / Maintenance Form

It is the policy of Serenity Retreat Behavior Focus Home to address maintenance concerns in a timely manner, typically 24-48 hours depending on the issue. Serenity Retreat Behavior Focus Home will utilize a maintenance request form. Maintenance forms will be available at the housing. Please turn into the House Manager on duty.

Major Maintenance Issues:

(Water damage, AC malfunctions, fire hazards, or anything deemed to cause significant more damage if not immediately addressed)

Please notify staff immediately and utilize maintenance form.

Minor Maintenance Issues

(Broken box springs, damaged doors, other minor household maintenance issues that will not cause more damage if not immediately addressed)

Please utilize maintenance form.

Maintenance Request Form

Today's date: _____ Time Submitted: _____

Property: _____

Work

Requested: _____

Does the repair present immediate safety or health risk? Yes _____ No _____

Priority Action: () Repair requires immediate action due to safety/health hazard

() Repair is required when reasonably possible. No Safety risk.

() Low priority rating, submitted for future planning.

Request by: _____

Section #2 To be completed by maintenance personnel

Date of Action: _____

Signature of maintenance personnel: _____

Resident and/or Guest Agreement

HOUSING AGREEMENT FOR SOBER RESIDENCE

This agreement made this _____ day of _____, 202__ is between Serenity Retreat Behavior Focus Home, LLC (“Serenity Retreat Behavior Focus Home”) a Florida limited liability company, and _____, “Resident”.

WITNESSETH:

Serenity Retreat Behavior Focus Home hereby rents to Resident and Resident hereby rents from Serenity Retreat Behavior Focus Home, the Premises described below for the Term (as hereafter defined) and subject to the terms, covenants and conditions hereinafter set forth:

WHEREAS, Serenity Retreat Behavior Focus Home is in the business of providing sober living residences for individuals in recovery; and

WHEREAS, Resident understands and acknowledges that he is not to be the sole resident of said apartment/unit/single-family home/domicile, but that Serenity Retreat Behavior Focus Home has or will rent to other residents who will reside within the premises during the term of this lease; and

WHEREAS, Resident wishes to reside with others in said apartment/unit/single-family home/domicile, upon the terms and conditions set forth herein;

NOW THEREFORE, in consideration of the premises and the mutual covenants contained herein, it is agreed as follows:

1. Program Fees. Resident agrees to pay, without demand, to Serenity Retreat Behavior Focus Home, as their portion of program fees for the apartment/unit/single-family home/domicile, the amount listed below in accordance with that program fee payment chart before the first day of the initial week. The week shall run from Friday to Thursday, or any portion thereof. After the Initial Term of the agreement, the term of this agreement shall run on a week to week basis, ending on the following Thursday. Agreement shall be terminable on one week written notice served by either party after the Initial Term. Serenity Retreat Behavior Focus Home may terminate the Agreement anytime for Resident’s violation of House Rules as defined in the Serenity Retreat Behavior Focus Home Policy & Procedures Manual. Said payment shall be made to Serenity Retreat Behavior Focus Home or their designated employees. Serenity Retreat Behavior Focus Home or their designated employees will provide receipts to any Resident upon their request at the time of payment. Late payments will result in a dollar amount late fee. Any payment not received by 6 PM Sunday is considered late.

Due Date	Amount Due
First Week	
Second Week	
Third Week	
Fourth Week	

2. COMMENCEMENT DATE: This agreement shall commence as of the date described in the first section of this agreement.
3. INITIAL TERM: Week to Week (initial “term”)
4. **ADMINISTRATION FEE: Serenity Retreat Behavior Focus Home requires a non-refundable Administration Fee from Resident of dollar amount prior to move-in as additional program fees.**
5. **ADDITIONAL FEES: Drug testing cost will be included into the weekly program fee cost under all conditions except when the resident elects and is approved to go on pass, in this circumstance the resident must pay \$20 for the urine analysis test upon their arrival back to Serenity Retreat Behavior Focus Home property. A dollar amount fee will be added to all late rent payments.**
6. SECURITY DEPOSIT. Include terms of who, how, and when resident will receive deposit back. Also why resident would not. Also include if resident would be liable to any additional fees under certain circumstances
7. PREMISES: ___Address_____
8. USE OF PREMISES. The premises shall be used and occupied by Resident exclusively as a Sober Cohabitation residence, and no part thereof shall be used at any time during the term of this agreement by Serenity Retreat Behavior Focus Home for the purpose of carrying on any business, profession, or trade of any kind, or for any purpose other than as a Sober Cohabitation residence. Resident shall comply with all sanitary laws, ordinance, rules, and orders of appropriate governmental authorizes affecting the cleanliness, occupancy, and preservation of the premises, as well as all rules and regulations of the Apartment/Condominium Board and Serenity Retreat Behavior Focus Home during the term of this Agreement.
9. NUMBER OF OCCUPANTS. The premises shall be occupied by no more than (amount) adult persons per bedroom. No additional persons may occupy the premises, nor shall Resident allow any relative, friend, or acquaintance occupy the same at any time. Occupancy is limited to the adult individuals who shall have secured a written agreement therefore from Serenity Retreat Behavior Focus Home, LLC.
10. CONDITION OF PREMISES. Resident stipulated that he/she has examined the premises, and improvements, and that they are, at the time of this Agreement, in good order, repair, and a safe, clean, and tenantable condition.
11. ASSIGNMENT AND SUBLETTING. Without the prior written consent of Serenity Retreat Behavior Focus Home, Resident shall not assign this agreement, or sublet or grant any license to use the premises or any part thereof. An assignment, subrenting, or license without the prior written consent of Serenity Retreat Behavior Focus Home, or assignment of subrenting by operation of law, shall be void and shall, at Serenity Behavior Focus Home’s option, terminate this agreement and, upon written demand of Serenity Retreat Behavior Focus Home, Resident shall immediately vacate the premises.
12. DAMAGE TO PREMISES. If the premises, or any part thereof, shall be partially damaged by fire or other casualty not due to the Resident’s negligence or willful act or that of his employee, family, agent, or visitor, the premises shall be promptly repaired by Serenity Retreat Behavior Focus Home and there shall be an abatement of program fees corresponding with the time during which, and the extent to which, the premises are un-rentable. Serenity Retreat Behavior Focus Home shall have the option of not rebuilding or repairing, in which event the term of this agreement shall end and the program fees shall be prorated up to the time of the damage.

13. UTILITIES. Serenity Retreat Behavior Focus Home shall be responsible for arranging and paying for all utility services required on premises such as water, internet, electricity, and garbage service.
14. **FURNISHINGS. The apartment/unit/single-family home/domicile is rented as a furnished apartment/unit/single-family home/domicile containing the items of household furniture, beds, kitchen utensils, television, microwave, linens, and other household items and is expressly made a part of this agreement. Resident agrees to return all items to Serenity Retreat Behavior Focus Home at the end of the term of this agreement in good condition as when received, reasonable wear and tear being only excepted. Resident by the execution of this agreement accepts all items listed on the schedule as being in good and serviceable condition.**
15. MAINTENANCE AND REPAIR. Resident shall promptly make any and all repairs to the premises, plumbing, fixtures, wiring, etc., when the damages were caused by the direct or indirect fault or negligence of the Resident.
16. ANIMALS. Resident shall keep no domestic pets or other animals on or about the premises without the prior written consent of Serenity Retreat Behavior Focus Home.
17. INSPECTION OF PREMISES. Serenity Retreat Behavior Focus Home and their agents shall have the right at all times during the term of this agreement and any renewal thereof to enter the premises for the purpose of inspecting the premises.
18. SURRENDER OF PREMISES. At the expiration of the agreement term, Resident shall surrender the premises in as good state and condition as they were at the commencement of this agreement, reasonable use and wear thereof and damages by the elements expected.
19. DEFAULT. If Resident fails to comply with any of the material provisions of this agreement, other than the covenant to pay program fees, or of any present rules and regulations prescribed by Serenity Retreat Behavior Focus Home, a copy of which is attached hereto, or materially fails to comply with any duties imposed on Resident by statute, Serenity Retreat Behavior Focus Home may terminate the agreement and Resident shall immediately vacate the premises. If resident fails to pay program fees when due and the default continues for three (3) days after the demand by Serenity Retreat Behavior Focus Home for payment of the program fees or possession of the premises, Serenity Retreat Behavior Focus Home may terminate the agreement and Resident shall immediately vacate the premises.

IN ADDITION TO THE ABOVE, the Resident acknowledges and agrees to maintain their individual sobriety and also agrees to vacate the premises immediately upon written notice of failure to comply with any of the following terminable violations of the Serenity Retreat Behavior Focus Home House Rules.

The terminable violations of the Serenity Retreat Behavior Focus Home House Rules are:

- a. Any use of alcohol, drugs, or any mood-altering substances. Use and/or possession thereof will result in immediate termination of this Agreement. The only exceptions are medications taken under the care and direction of your physician. (Prior notification to Serenity Retreat Behavior Focus Home and approval is required.)
 - b. Physical confrontation, acting out/yelling, verbal or physical threats
 - c. Violation of rules laid out in the Resident Orientation Handbook.
20. INDEMNIFICATION. Resident agrees to indemnify and hold Serenity Retreat Behavior Focus Home, its members, agents, assigns, and all owners of the rented Premises harmless from and against any and all claims of whatsoever kind, nature or description arising from any act, omission or negligence of Resident or Resident's licensees, agents, servants, guests, invitees or independent contractors, or arising from any accident, injury or

damage whatsoever caused to any person, or to the property of any person, occurring in or about the Premises. This indemnity and hold harmless provision shall include indemnity against all loss, cost, injury, damage, liability and expense incurred in or connected with any such claim or proceeding brought thereon, including costs and reasonable attorneys' fees incurred prior to trial, at the trial level and in any appellate proceeding. This indemnity and hold harmless provision shall survive the termination of this agreement. It is specifically understood and agreed that there shall be no personal liability on Serenity Retreat Behavior Focus Home (nor on the co-owner or Serenity Behavior Focus Home's officers, principals, agents and employees) with respect to any of the covenants, conditions or provisions of this agreement; in the event of a breach or default by Serenity Retreat Behavior Focus Home of any of its obligations under this agreement, Resident shall look solely to the equity of Serenity Retreat Behavior Focus Home in the Premises alone for the satisfaction of any and all of Resident's right and remedies.

21. ABANDONMENT. If at any time during the term of this agreement, Resident abandons the premises or any part thereof, Serenity Retreat Behavior Focus Home may, at its option, obtain possession of the premises in the manner provided by law, and without becoming liable to Resident for damages or for any payment of any kind whatever. Serenity Retreat Behavior Focus Home may, at their discretion, as agent for Resident, relet the premises, or any part thereof, for the whole or any part for the then unexpired term, and may receive and collect all program fees payable by virtue of such reletting, and, at Serenity Behavior Focus Home's option, hold Resident liable for any difference between the program fees that would have been payable under this agreement during the balance of the unexpired term, if this agreement had continued in force, and the net program fees for such period realized by Serenity Retreat Behavior Focus Home by means of such reletting. Any or all personal items left in the apartment/unit/single-family home/domicile after agreement abandons the premises, will held for the ten (10) days by Serenity Retreat Behavior Focus Home, after which said items may be donated to the charity chosen by Serenity Retreat Behavior Focus Home.

22. BINDING EFFECT. The covenants and conditions herein contained shall apply to and bind the heirs, legal representatives and assigns of the parties hereto, and all covenants are to be construed as conditions of this agreement.

IN WITNESS WHEREOF, the respective parties have signed, sealed and delivered the agreement on the date and year written below

Resident:

SIGN

PRINT

DATE

Serenity Retreat Behavior Focus Home

By: _____

DATE

Financial Obligation Policy and Procedure

Policy: All incoming residents will be screened to ensure they can financially afford the program fees at Serenity Retreat Behavior Focus Home. Residents shall be informed of all potential costs in writing prior to the acceptance to any funds from Serenity Retreat Behavior Focus Home, a financial obligation agreement must be consented to in the resident orientation handbook. Program fees are subject to change, Serenity Retreat Behavior Focus Home will give resident thirty days' notice prior to any changes in regular program fees. Resident has right to request clear financial statements within a reasonable timeframe.

Serenity Retreat Behavior Focus Home will utilize an accounting system which will document all resident financial transactions such as charges, payments, deposits, payment methods, fees, and any payments made by third parties. Residents have the right to a copy of the clear statements of their financial dealings with Serenity Retreat Behavior Focus Home within a reasonable timeframe.

If a resident becomes dollar amount behind in program fees, then the resident's residency will be put up for review by the CRRA.

Procedure:

Accounting System

Serenity Retreat Behavior Focus Home accepts multiple forms of payment which all result in a paper receipt to the resident. The paper receipt contains the residents name, staff members name who collected, amount paid, balance owed, date of payment, method of payment, and 3rd party information if necessary.

That information is all then tracked on an excel sheet which is maintained weekly. Resident will be notified weekly of their balance on the program fee due date. If there are any discrepancies, the resident will have the right to review their payments with the CRRA and discuss the matter.

If a resident falls behind in rent they can expect the following:

1. The resident will meet with the CRRA to answers a list of questions pertaining to their program fee obligation.
2. The CRRA and resident will make out a financial hardship agreement to correct the outstanding balance.
3. If a payment plan cannot be made then the resident's emergency contact shall be contacted to inform the emergency contact of a possible discharge from Serenity Behavior Focus Home housing if the program fee obligation is not met by the determined time frame. A synopsis of the conversation will be noted in the resident's file with the resident's signature.

If a financial hardship agreement is made, then the resident shall sign off on it stating that they understand if they fail to meet the expectations outlined in the plan then they will be subjected to be discharged from Serenity Retreat Behavior Focus Home. This financial hardship agreement shall be placed in the resident's file.

If an amicable solution cannot be made regarding the program fee obligation, then the resident shall be informed that they have time frame to become in good financial standing with Serenity Retreat Behavior Focus Home or they will be dismissed from Serenity Retreat Behavior Focus Home residence. All avenues for procurement of program fee payment should be taken before dismissing the resident. Resident will be provided with community resources prior to discharge.

Administration / Deposit Fee

The Serenity Retreat Behavior Focus Home administrative fee is a one-time, non-refundable dollar amount fee payable by the Resident prior to acceptance into the residence. This fee may be paid over a period if a financial hardship exists with the resident. This fee due at time of initial residency is subject to change at Serenity Retreat Behavior Focus Home discretion.

Called different things by different providers but in the case of a deposit, you will also need to add how the deposit is refunded if it is refundable.

Basic good practice requirements would be:

1. Reasonable length of stay recommendation being met.
2. Property left in good condition. Recommend walking through living space with resident prior to resident moving in and listing any damages or defects to the property.
3. Will deposit only be paid back in case of a successful discharge determined by facilities policies and procedures (will they be paid deposit back if they meet all other requirements but discharge due to relapse)
4. Who is the deposit paid back to? (If deposit was paid by someone other than the resident)
5. In what form the deposit will be paid back? (Cash, check, etc.)
6. How long after resident moves out, can the resident expect the funds)

Program Fee Schedule

Program Fees are due each Friday / 1st of the Month (Examples) and pays for the upcoming daily/weekly/monthly/etc. Advance payments can be made for program fee and/or other charges directly to the administration. Failure to pay can result in loss of privileges or expulsion from the residence. Late program fee payments will result in a Dollar Amount fee. Program fees are fixed and is subject to change at Serenity Retreat Behavior Focus Home discretion. The daily/weekly/monthly/etc. rate is as follows:

Due Date	Amount Due
Admin Fee / Deposit / Etc.	Dollar Amount
daily/weekly/monthly/etc. rate	Dollar Amount
daily/weekly/monthly/etc. rate	Dollar Amount
daily/weekly/monthly/etc. rate	Dollar Amount
daily/weekly/monthly/etc. rate	Dollar Amount

If a resident falls behind Dollar Amount in program fees then the resident's residency will be put up for review by the CRRA to determine if Serenity Retreat Behavior Focus Home can continue to provide housing for that resident.

Resident Signature: _____

Date: _____

Witness Signature: _____

Date: _____

Financial Hardship/ Scholarship Policy

Policy: Serenity Retreat Behavior Focus Home will look at each potential scholarship client on a case-by-case basis. All scholarship clients will receive the same support from Serenity Retreat Behavior Focus Home that non-scholarship clients receive. If a resident is chosen and determined to be a right fit for the residence, then they will be responsible to find a job within the first two weeks. Upon the resident receiving their first paycheck the resident must pay the program fees plus start paying towards any back program fees owed. If a resident falls behind dollar amount in program fees, then the client's residency will be put up for review by the CRRA to determine if Serenity Retreat Behavior Focus Home can continue to provide housing for that resident. Serenity Retreat Behavior Focus Home will exhaust all options for obtaining owed program fees from a resident before dismissing that resident from our housing.

Resident Signature: _____

Date: _____

Witness Signature: _____

Date: _____

Community Resource Guide

Florida Association of Recovery Residences (FARR)

(561) 299-0405

<https://www.farronline.org/>

Addiction Recovery Resources

1. Lehigh Acres AA Group (12-Step Meetings)

Phone: (239) 275-5111

Location: Various meeting spots around Lehigh Acres (check website for schedules).

2. SalusCare – Offers mental health and substance abuse treatment

Address: 2789 Ortiz Ave, Fort Myers, FL 33905

Phone: (239) 275-3222

Government Assistance and Social Services

1. Florida Department of Children and Families (DCF) – SNAP, TANF, and Medicaid assistance

Address: 2500 South Street, Fort Myers, FL 33901

Phone: (866) 762-2237

2. Lehigh Acres United Way House – Provides referrals for food, rent, and utility assistance

Address: 201 Plaza Dr Suite 103, Lehigh Acres, FL 33936

Phone: (239) 369-5818

Transportation Services

1. LeeTran Bus Service – Public transportation services including bus passes

Location: Rosa Parks Intermodal Transit Center

Address: 2250 Widman Way, Fort Myers, FL 33901

Phone: (239) 533-8726

Website: LeeTran

Free and Low-Cost Medical Services

1. Lehigh Acres Medical Center

Address: 2719 Lee Blvd, Lehigh Acres, FL 33971

Phone: (239) 303-2700

2. Lee Community Healthcare - Lehigh Acres

Address: 3400 Lee Blvd #105, Lehigh Acres, FL 33971

Phone: (239) 481-4111

Provides free or sliding scale healthcare for uninsured individuals.

Transitional Housing and Drug Rehab

- 1. The Salvation Army** – Offers shelter and recovery programs
Address: 10291 McGregor Blvd, Fort Myers, FL 33919
Phone: (239) 278-1551
- 2. St. Matthew's House** – Homeless shelter and recovery programs
Location: Naples, FL (with outreach to Lee County residents)
Phone: (239) 774-0500

Employment Assistance

- 1. CareerSource Southwest Florida**
Address: 4150 Ford St Ext, Fort Myers, FL 33916
Phone: (239) 931-8200

Additional Resources

- **Lee County Animal Services** – Pet support and disaster preparation
Phone: (239) 533-7387
- **Lee County Public Safety & Emergency Management**
Phone: (239) 533-0622

Signature Stating that the Resident Understands the Above Policies and Procedures and Summary:

___ I am currently of sound mind and not under the influence of drugs and alcohol.

___ I agree that I am a resident in a recovery residence. I agree that I am not protected by, nor will I invoke any protections of local landlord tenant laws. If it is found that local landlord tenant law applies, I hereby renounce any right that I may or may not have relating to same.

___ I specifically agree that if I violate any of the rules and consequences of Serenity Retreat Behavior Focus Home, I can be expelled from the property and forfeit any rights to my recovery residence program fees including deposit or prepaid fees. I agree that final determination for any disciplinary action will be made by Serenity Retreat Behavior Focus Home and may not be appealed.

___ I agree that if I am expelled from a property owned or leased by Serenity Retreat Behavior Focus Home, LLC, I may forfeit my prepaid fees.

___ I agree that in the event of a relapse, discharge, medical emergency, or death, my emergency contact will be notified.

___ I agree that if I default on any portion of this contract and Serenity Retreat Behavior Focus Home must go to any court to collect program fees and/or fees, I am liable in full for the payment of all costs incurred in collecting the program fees and/or fees including court costs and reasonable attorney's fees.

By signing your name below and initialing above, you certify that you have read the above information. Any questions concerning these policies have been discussed. My signature also certifies my understanding of the agreement with the above policies. You may receive a copy of this document upon request.

Resident Signature

Date

Witness Signature

Date