



Resident Code of Conduct

➤ **Allowance:**

Residents are allowed to utilize funds from the ancillary account for group outings, if these happen at all. Residents are given funds the week of an outing. Family members are required to send funds directly to the Accounting Department of MHR, not the resident, to be deposited into their ancillary account. Please do not send money or credit/debit cards directly to residents under any circumstances!

➤ **Animal and Reptile Policy:**

It is not out of the ordinary to come into contact with coyotes, wild dogs, snakes, mice, lizards, turtles, ants, wasps, bees and so on. Keeping safety in mind, do not touch or tease such animals and reptiles. If you encounter a potentially hazardous animal or reptile, notify staff immediately and staff will make a decision at that time on how to handle the situation.

➤ **Buddy System:**

All residents are assigned a buddy. When a resident has a question or concern, she is to speak to her buddy and/or community peers prior to addressing the concern with staff. Every resident is as responsible for her buddy as she is for herself. When a new resident is assigned a buddy, the buddy is to follow the 'Buddy' checklist. When an existing resident is assigned a new buddy or when the Program Directors call for a 'buddy day', both are to follow the 'buddy day' checklist.

➤ **Chain of Command:**

Do not approach staff without following the chain of command unless it is a true emergency. The chain of command for residents is: Buddy, other residents, RCA.

➤ **Confidentiality:**

Residents may share their experiences at MHR centers with anyone they wish. However, they may not share anything about other residents with anyone, including fellow residents, family or alumni. This is important to maintaining a comfortable, emotionally safe environment.

➤ **Contraband:**

Residents are prohibited from possessing any of the following: alcohol in any form, illicit drugs, pornography, weapons of any kind, pictures exhibiting party scenes/alcohol/drug use/sexual or implied sexual content. All prescribed medications **MUST** be submitted to staff for monitoring.

➤ **Disciplinary Actions:**

All employers use what is called progressive discipline for infractions of company policy, up to and including termination. In re-creating real life, MHR also uses progressive discipline to teach valuable lessons to residents about themselves, how they behave in work situations, and a host of other reasons. Disciplinary action may take the form of verbal 'contracts' for specific behaviors unacceptable or in conflict with established Program Rules & Expectations and/or the Code of Conduct. If a resident fails to correct unacceptable behaviors, they may be discharged from the program.

➤ **Dress Code:**

Clothes should be clean and laundered on a regular basis. Residents must wear shoes at all times when not in assigned room. Shirts must have sleeves, no tank tops, spaghetti straps, crop/midriff or sleeveless shirts. Shorts must reach the lower thigh, no cut-offs or 'short shorts'. Pants must be worn appropriately, i.e. no 'sagging'. Residents must wear appropriate undergarments at all times. Swim suits must be 1 piece. Dresses or skirts must be knee length or longer.

➤ **Electrical Appliances/Devices:**

These are to be turned off when not in use, with the exception of clocks. This includes, but is not limited to lights, fans, televisions, radios, stoves, coffee makers, etc... Hair Dryers, curling irons, etc. must be stored neatly in your bed box when not in use.

➤ **Emergency Procedures:** *Emergency drills are to be treated as real emergencies.*

Fire Alarm: when the fire alarm sounds, all residents are immediately to proceed to the pool area. Under no circumstances is a resident to re-enter a building after gathering at the pool (not even to rescue someone) prior to staff sounding the all-clear.

Severe Weather: in the event of a tornado or severe weather warning, staff will alert the residents and gather them in the safest area of the house.

➤ **Five minute early rule:**

Residents must be present five minutes early to all scheduled activities and van departure times. Late is considered not being present at appointed place by five minutes early.

➤ **Gossip:**

No gossiping at any time. If there is a concern regarding another resident, talk to that resident, bring it up in Circle, and a staff member. Gossip destroys people's trust and feeling of safety and a strong group is an integral part of recovery.

➤ **Gym:**

The gym hours of operation are Monday - Friday, 2pm to 5pm; Saturday - Sunday, Closed. The MHR Trainer on duty will decide when your workout is complete. No music, including headphones, will be played. No smoking during your gym time.

No Exceptions!

➤ **Kitchen:**

The kitchen opens in the morning from 6am to 6:30am. Fruit, PB&J, or a regular size bowl of cereal is allowed at this time. Breakfast is from 8:30 to 9:30 and closes at 9:30. No cooking of food or creating dirty dishes from the time the kitchen closes until the kitchen opens at noon. Lunch begins at noon and goes until 12:45 pm. Fruit is allowed between 3pm and 3:30pm. Dinner is served from 5:30pm to 6:30, with the kitchen closing at 6:30. Fruit only may be eaten as a snack after the kitchen is closed at 6:30pm. Ice cream may be eaten on the first Saturday of each month during movie. Popcorn can be consumed during T.V. time Friday-Sunday. Gloves must be worn when handling food that others will eat, including reaching into containers of food.

➤ **Laundry Facilities:**

Residents are required to keep these areas neat and orderly and to share the facilities. Laundry opens at 8:15am to 5:00pm, per your posted laundry schedule. The washer/dryer is not to be used during work ethic time for personal laundry. Washers/dryers are to be turned off when residents go on outings or leave property as a group. Tell the RCA if there is a problem with the machines. Be courteous to your fellows and remove your clothing from the machines as soon as cycle finishes. Clean up any mess you make, check/clean lint filter in dryers before and after use, use only the directed amount of detergent. DO NOT: overload the machines, dye clothing, remove another resident's clothes from the machines or leave clothing in the area. Last load must be completed by 5pm daily. Each room is assigned a specific day to do laundry with Sunday open for all. See the posted Laundry Room schedule.

➤ **Lights out:**

Lights out is defined as being in assigned rooms, in your assigned bed. Lights out is at 10:30pm, Sunday thru Thursday, 12:00 midnight on Friday and Saturday.

➤ **Mail:**

Incoming mail should be directed to the residents name and addressed as below:

Residents Name
C/O MHR
11503 Parsons Road
Manor, Texas 78653

Residents are entitled to mail privileges as outlined in the Resident Bill of Rights. Items acceptable to ship to residents are stationary, stamps, envelopes, cigarettes, and personal hygiene items. Mail must be put in the receptacle located at the RCA office, no later than 7:00AM, to go out the same day. All outgoing mail must have correct return address, full name of resident sending and correct postage. NO food items, drink mixes, etc. will be accepted via the mail. Any previously mentioned items received in the mail will be disposed of.

➤ **Maintenance:**

All maintenance needs are to be written on the maintenance request form. Residents are not to repair or attempt to make repairs, unless directed to do so by staff in some circumstances. This includes adjusting vents, light bulbs, etc... Maintenance requiring immediate attention like running water or safety hazards should be reported to staff verbally as soon as possible.

➤ **Meals:**

Good, nourishing, well-balanced meals are an important part of the healing process. Mealtimes are opportunities to interact and bond with fellow residents. Fellowship is a vital part of the recovery process and personal relationships between residents create stronger, healthier groups. Meals will be served only at designated times and are to be a group experience. Meals are specifically designed to provide all the daily nutritional requirements and eating healthy is essential to recovery. Please alert staff to any issues you may have with nutritional needs or diet. Meal times are as follows:

Breakfast: 8:30am to 9:30am

Lunch: 12:00 noon to 12:45pm

Dinner: Saturday thru Thursday - 5:30pm to 6:30pm

Friday- 5:30pm to 7:30pm

Residents will be assigned to 'cook crews' to prepare the meals for the group. All residents must be present before the food will be served. Residents are not allowed to prepare separate food at mealtimes unless approved in advance by staff for medical or health reasons. Residents are to remain at the dining room tables for the duration of the meal. Cook crew is allowed to begin clean-up ten minutes before meal ends, except for in-house meeting nights. Residents may be excused from the dining table at 6pm. Menus must be followed to the letter, no exceptions.

➤ **Medications:**

Staff will determine what medications will be held and administered and what medications will be released for self administration. Residents are not permitted to share medication of any kind with other residents. All medications must be turned in to staff for recording, then given back. Some medications will be held by staff to assist the resident in learning how to properly take their meds. Residents are not permitted to share medication with other residents. Med times are:

Morning: 8:15am to 9:50am

Afternoon: 12:30pm to 12:45pm

Evening: 6:00pm to 6:15pm

Night: 9:00pm, or immediately upon return from outside meeting

➤ **Medical Problems or Illness:**

If a resident feels ill or if a resident is experiencing a non-emergency medical or dental problem, they will need to write it on the Medical Request Form located near the RCA office. The Healthcare Coordinator will address this as needed. Do not approach staff for medical needs unless you are experiencing a medical *emergency*.

➤ **Miscellaneous:**

Residents are not to create post or remove any posted signs. All trash must be in a trash bag and the trash bag must be tied before it is placed in the trash bin. Residents are expected to clean up after themselves. Residents are required to respect all MHR property and others personal property.

➤ **Personal Items:**

Residents may have 1 standard cosmetics bag. All cosmetics will be stored in this bag in the resident's bed box. Personal skin care systems are limited to 4 pieces per resident. Residents are allowed an emery board style nail file, no metal nail files are allowed. Residents are encouraged to have 3 months worth of sanitary products at time of admission. If a resident needs sanitary products, MHR will provide stock items to the resident until a supply is provided by their outside support systems. Sanitary items will be stored in bed box or assigned drawer of the resident. Personal literature is limited to recovery oriented and spiritual literature while involved with MHR. No self help books, novels, etc... At no time will there be personal items left in common areas. Residents may store personal items in storage bins issued to them.

➤ **Resident behavior off property:**

Residents are expected to act as 'ambassadors', hold each other accountable, remain with staff or buddy group during any outings. Residents are prohibited from leaving 12 Step meetings, purchasing medications, drugs, alcohol, using any public or private telephones. When off property for outings, residents must stay in groups of four at all times, **NO EXCEPTIONS.**

➤ **Rooms:**

Residents will not have food or drink in their rooms, with the exception of water only. Keep rooms neat, orderly and Zen-like at all times. Windows, doors and screen doors are to remain closed. Room Captains will act as squad leaders over the room and will be appointed by staff. Room inspections occur before prayer and meditation time. All chores are to be completed and your room presentable by this time. Napping is allowed on Sunday only when no events or groups are scheduled. No napping allowed during Family Visitation. If residents fall behind in their work, nap privileges may be revoked by staff.

➤ **Friday Night Speaker Meeting**

Mark Houston Recovery hosts a Friday night dinner and speaker meeting. This meeting is intended to bring the recovery community from the Austin area out to the facility to enjoy a good meal, interact with the residents and hear a good speaker. Residents of Mark Houston Recovery will not invite their friends, significant others, or families to the facility for these meetings. Residents need to make all guests feel welcome, introduce yourself and thank them for attending.

➤ **Searches:**

To support the philosophy and mission of the Mark Houston Recovery Center, and ensure safety for all Mark Houston Center Residents, Mark Houston Recovery Center may perform random resident searches. Resident searches include personal searches and searches of a resident's property or sleeping quarters.

- Resident searches will only be conducted to protect the health, safety, and welfare of clients, staff, or the facility.
- Searches will be conducted in a professional manner that maintains respect and dignity for the resident. The Mark Houston Recovery Center will not conduct a strip search of any resident, under any circumstances.
- A witness shall be present during all resident searches.
- Routine searches of possessions performed when a resident returns to the facility may be documented in a central log: including the reason for the search, the result of the search, and the signatures of the individual conducting the search and the witness.

➤ **Sick In Quarters (SIQ):**

Resident SIQ will be determined by staff on an individual case basis. The Healthcare Coordinator, the Director of Operations, and/or the Executive Director will make all SIQ determinations. This includes all parameters of SIQ restrictions and duration. The SIQ Resident's buddy will bring meals to the room, and the RCA will monitor vitals every 2 hours. Medications will be distributed to the SIQ resident in his room.

➤ **Swimming Pool:**

Swimming pool hours are Monday thru Friday, 2:15pm to 5:00pm. Saturday and Sunday are from 1-5pm. No swimming on family visit Sunday. Safety issues: You must take a buddy with you to be at the pool area and inform the RCA on duty that you and a buddy will be at the pool. No children are allowed at the pool at any time. Also, there is no running; no glass, no diving, no horseplay and proper swimwear must be worn. Police the area upon leaving the pool grounds.

➤ **Talks / Groups:**

Late arrival or leaving talks/groups early is unacceptable without staff approval or emergency situation. Taking notes is highly encouraged. Eating, drinking, wearing hats, bandanas, etc. in talks/groups is not allowed.

➤ **Telephones / Pagers / WiFi / etc...:**

Cell phones, pagers, Wifi, personal computers or any other type of communication device is not allowed. Communication device use is not allowed when off MHR centers property. Telephones will be provided as follows: one ten minute phone call per week. No phone calls are to be made to conduct personal business which lasts longer than ten minutes. Phone calls will also be to only one person during the ten minutes, i.e. no calling friend for five minutes and mom the other five minutes. Phone calls can be withheld due to loss of privileges and depending on the status of the group. Phone times are:

Sunday: Marsha Stone's Caseload - 3:00pm - 5:00pm

*** Residents are not eligible for phone calls until the second Sunday after admission***

➤ **Television, CD players:**

MHR centers provide television in common areas. Television is allowed to be watched:

Friday 5pm to 5:30pm (news), 10pm to 11:30pm

Saturday: Noon to 5pm, 7:30pm to 10pm

Sunday: Noon to 5pm, 7pm to 10pm

Personal radios/iPods are not allowed and CD players are to be used with headphones and only in assigned room, *outside* during social time on Saturday, or while exercising *outside* of the gym.

➤ **Tobacco Products:**

Tobacco products of any kind must be furnished by the family members. MHR will not purchase or arrange the purchase of tobacco products for any resident. Tobacco products may be sent by mail to the resident. Residents are allowed to use tobacco products in the approved smoking areas both on property and off property. There will be no use of any tobacco products, including smokeless tobacco, in any MHR buildings or residences and violation will result in loss of privilege.

➤ **Twelve Step meeting behavior:**

Be on time and stay in your seat for the entire meeting. Dress and act respectfully. Leave reading materials or other distracting materials at MHR centers. Do not read or write during the meeting. You are asked not to share until you are on the 9th Step. Do not mention MHR specifically when sharing. If you are called on to speak in a meeting, unless it is a beginners meeting, respectfully take a pass. If you are asked to help, do so. Introduce yourself as an alcoholic only at AA meetings, addict only at CA. Be polite to all who approach you, seek out and talk to 'the winners', i.e., those who appear to be staying sober and working the 12 Steps. Introduce yourself to two people (same gender as you are) at every meeting. Thank the speaker in speaker meetings. Clean up after yourself and others (service work). After the meeting, residents are to return to the van only when directed to do so by a Resident Care Associate.

➤ **Twelve Step meetings:**

All meetings are mandatory unless excused by staff. Residents are not permitted to leave the meeting for any reason without prior approval from staff. Residents are required to use the restroom, get coffee, etc... before the meeting begins to eliminate moving around during the meeting.

➤ **Van behavior:**

Guidelines are to provide structure and safety to you, the residents. There are no changes to the van list once the staff generates the list. No eating, drinking, smoking, smokeless tobacco, open or unopened drinks, candy, radios/headphones, or chewing gum are allowed in the vans. Residents must wear seat belts. Vans will not depart until everyone is belted safely and seatbelts must be worn in the manner that the manufacturer intended. There will be no more passengers in the van than there are seat belts to accommodate. Staff is in control of the seating arrangements and climate control. There will be no van radio played during transportation. Residents will observe silence on the way to an outside meeting. Residents are expected to police their personal areas after all van rides. Rude behavior towards fellow motorists or pedestrians is prohibited. No behaviors that could distract the driver are allowed. Vulgarity or any offensive verbal/behavioral displays toward peers, staff, or members of the community at large are prohibited. No personal lights of any kind (reading or flashlights) are allowed. Any violations that distract the driver may result in the Van returning to MHR property. Residents are expected to hold each other accountable so driver may focus on driving.

➤ **Visitation:**

Residents must be here for a full thirty days prior to first visit. Residents are allowed *three adult visitors (family members) and immediate children*, period. This means NO Pets! You must clear your planned visitors with your Program Director before inviting your loved ones to MHR. Visitation is as follows:

1st month - no visitation

2nd month - one visit

3rd month - one visit

Visitation will take place on the ***second Sunday of the month***, following the family presentation (12:15-1:00pm), between the hours of 1pm and 4pm. Residents may not be in a visitor's vehicle at any time. Visitors may bring food in the form of pot luck, to be placed in the dining area of the house, to be shared. Visitors may **not** bring any other items at this time, additional items of clothing, tobacco, etc. will need to be shipped at a later date. Residents may not leave campus to visit their families or loved ones. Actual visiting will take place in the house and immediate grounds. Please remember that visits will always be highly visible and residents are expected to refrain from extravagant displays of public affection. All residents are required to attend a post-visit group from 4:10pm-4:45pm. No guests in bedrooms.

➤ **Work Ethic:**

Work Ethic is mandatory. This includes the resident's 1st day thru her last day. All residents will have received and signed off on power equipment training before they will be allowed to use the equipment. Work Ethic is directed and supervised by Facility Personnel and a Resident Care Associate. Residents must wear all safety equipment, work boots, long pants and a long sleeve shirt for work ethic.

Work Ethic Times:

Monday-Friday: 7:30-8:15am

Friday: 5:15-5:45pm: Meeting Preparation (when speaker meeting begins)

Sunday (except 2nd Sunday): 11:00-12:00pm (disinfect)

2nd Sunday of Each Month: 10:00-11:00am