



Resident Code of Conduct

A primary goal of *The Arbor* is to provide a safe and secure experience for each resident. In order to achieve this we have put in place the following guidelines for each resident.

Animals

- ❖ The facility is located on a ranch in an area of indigenous animals, reptiles and bugs. While they are interesting and beautiful, they are not safe to handle and therefore should be treated with respect. The domesticated animals should be treated with the same caution and respect. DO NOT attempt to catch, pick up or pet any animal on the grounds. The only exception is 'Suzi Q', the facility dog.

Anonymity

- ❖ Residents are asked to share their experience with each other, their families or anyone else they choose to, however, in doing this we ask that you not disclose any information concerning other residents at *The Arbor*.

Emergency Drills

- ❖ *The Arbor* will perform quarterly state mandated 'Emergency Drills', for the safety of all residents. You are to follow directions given by staff during these activities.

Family

- ❖ Family contact during the first month of your stay at *The Arbor* is facilitated by phone (see Telephone Use) or mail.
- ❖ After thirty (30) days in residence the resident is eligible for visitation.
- ❖ Prior to Family Visitation, Family Education is held with the Clinical Services Team from 2:30 to 3:30pm. All visitors for Family visitation are expected to attend the Family Education session.
- ❖ Family visitation will take place on the third Sunday of every month from 3:30 to 4:30pm. Please advise your counselor of expected visitors by the first Sunday of the month.

General

- ❖ Residents are not allowed to bring nor be in possession of while in the program any of the following: alcohol in any form, illicit drugs, photos glamorizing alcohol / drug use / sexual or implied sexual content and violent/assaultive behavior or verbal threats made toward other clients or staff members.
- ❖ *The Arbor* utilizes therapeutic intervention techniques to maintain a therapeutic milieu in the community and the facility.



- ❖ *The Arbor* expects residents to honor each other and not gossip about one another or staff. If you feel the need to discuss another's behavior please do so in the 'Accountability Group' and with staff.
- ❖ Residents are to notify the RST on-duty before leaving their house and/or surrounding areas. Also, residents are to be accompanied by a same sex buddy when not with staff.

Groups

- ❖ All residents are to attend every group/educational session/therapy appointment and to be on time for same, unless excused by the Clinical Director or the Medical Director. Residents are expected to be at scheduled activities five (5) minutes beforehand.

Gym

- ❖ The gym is open to residents during the scheduled workout days and times. An optional one hour is allotted for on Saturday during personal time, as approved by staff.

Hygiene

- ❖ Personal hygiene products are to be provided by family members or friends. All feminine hygiene products and other non-flushable items are to be disposed of in the provided containers.

Kitchen / Meals / Snacks

- ❖ The kitchen is the work space of the Chef-on-Duty. Please respect this by allowing them the space needed to prepare and serve the meals. Snacks will be set out for you by staff. Otherwise, the kitchen is off limits to residents. Residents are not expected or allowed to cook their own meals.
- ❖ Food and/or drink are not allowed in the bedrooms, in the living area or in the group rooms at *The Arbor*.
- ❖ Residents are expected to attend lunch and dinner, as a group, every day for at least twenty (20) minutes, whether eating or not.
- ❖ Residents may miss a meal if previously approved by the Clinical Director, Nurse or Medical Director.
- ❖ Residents are responsible for clearing the tables after each meal and ensuring that the dining area is neat and orderly.
- ❖ Special dietary needs must be provided in writing to *The Arbor* staff upon admission.
- ❖ Meals will be prepared and served by the Chef-on-Duty, at specified times. Meal times are:
Breakfast: 7:30 – 8:30 am
Lunch: 12:30 am – 1:30 pm
Dinner: 5:00 – 6:00 pm



- ❖ Healthy snacks will be available at specified times throughout the day.
Snack Times are: 10:00 – 10:30 am, 3:15 – 4:00 pm and 9:15 – 9:45 pm.

Laundry

- ❖ Clothes will be washed on a regular basis. Residents are assigned a day and time for doing his or her laundry. Shoes must be worn when outside of your room, at all times.

Mail

- ❖ Sealed, stamped and return addressed mail can be sent to family and friends. It will be sent out that day if placed in the proper slot prior to 10:30 am Monday-Friday.
Incoming mail will be handed out at 4:30 pm Monday-Friday. To receive mail, we ask you to provide your friends and/or family members the following information and have them address your mail as follows:

The Arbor
(Your Resident Mail Number)
1443 CR 103
Georgetown, Texas 78626

Please note that we request you use your resident mail number instead of your name to protect your privacy.

Maintenance

- ❖ In the event that you discover something is in need of repair or is failing to operate, please complete a 'Request Form'. **DO NOT** attempt to repair anything in the facility.

Medical

- ❖ All prescribed medications and supplements must be submitted to staff for monitoring and/or administration.
- ❖ *The Arbor* uses the Monitored Self-Administration of Medication method. Residents need to complete a Non-Emergency Medical Request Form, three days prior to being out of medications, in order to receive refills. All residents taking medications must be in line at the designated medication time. Medication times are as follows: 8:00am, 1:00pm, 5:30pm, 9:15pm.
- ❖ Residents experiencing non-emergency medical situations, i.e. headache, upset stomach, etc. need to notify the RST staff member on-duty.

Mentor

- ❖ Each resident is assigned a resident mentor when admitted. Your mentor will assist you in getting accustomed to the schedule, be someone to talk with about issues as they arise, be the go to person for questions that you may have about any aspect of the Code of Conduct and generally guide you through the early part of your stay here. Your mentor will be your first point of contact for any issue that you have while in the program.

Off-Property / Outside Meetings

- ❖ When off property *The Arbor* requires residents to act with dignity and respect. We also ask that you show the same to everyone around you.
- ❖ All Twelve Step meetings are to be attended by every resident, unless excused by the Clinical Director or the Medical Director. Please show respect by remaining in your seat during the meeting. Restroom needs should be handled prior to the meeting. Introduce yourself to at least two new people at each meeting. Residents should spread out in the meeting, no bunching together. When sharing do not mention *The Arbor* by name.

Personal Items

- ❖ *The Arbor* requests that residents post personal items in approved areas.
- ❖ No personal items are to be left in the common areas of the facility. This includes program related materials.
- ❖ Resident families are expected to purchase and send items that are needed, i.e. stamps, cigarettes, stationary, personal hygiene items and clothing.

Pool

- ❖ Swimming Pool hours are seasonal and are limited to scheduled times.

Rooms

- ❖ Lights are to be turned off when the room is empty.
- ❖ Bedrooms are to be kept neat and orderly. Windows, doors and screens are to remain on and closed.
- ❖ Shoes must be worn when outside of your bedroom, at all times.

Searches

- ❖ Searches are used to maintain the safety and security of all residents and staff members. These searches may be performed at any time, on the authority of the RST Supervisor, the Clinical Director or the Medical Director.

Telephone Use

- ❖ For the first two weeks of your stay, telephone calls are assigned by your primary counselor. Afterwards calls to family / friends can be made during 'Personal Time' on Sunday. Please respect your peers and limit your call to ten (10) minutes. All calls must be approved by your primary counselor and the phone call sheets must be turned in no later than Thursday, 12:00 noon. There will be no "in the moment" changes made to the approved list.

Television

- ❖ Television times are Friday evening for movie time, Saturday during personal time, unless otherwise directed by staff and from 1:00 to 5:00 pm on Sunday.

Tobacco

- ❖ Tobacco products must be furnished by friends or family and are to be used in the designated smoking areas. *The Arbor* offers assistance to residents who would like to become nicotine free while in residence.

Van Behavior

- ❖ Food or drinks are not allowed on the van at any time. Please dispose of your beverages and food products properly prior to leaving the property.
- ❖ Seatbelts must be worn at all times while in the van.