



Emmanuel House Guidelines/House Rules

We are a 16-bed mental health service located in St. John's, NL providing help to adults with various illnesses and issues related to addiction, depression, anxiety, as well as psychiatric disorders such as schizophrenia and bi-polar illness. We also offer help to adults who have experienced trauma such as child abuse or sexual assault, and to people with an eating disorder. As a result you can expect to meet people of all ages, from all backgrounds and at various levels of recovery.

Emmanuel House operates from a multi-disciplinary approach. Our team of care providers is a mix of professional and trained support staff, led by experienced Social Workers who will coordinate your care.

We are also committed to providing education to Memorial University students enrolled in various professional schools (such as Social Work, Nursing and Psychology) as well as other college and diploma programs. As a result, various educational and placement opportunities are provided to staff and students of these educational institutions.

You can expect clean accommodations, healthy and nutritious meals, and concern for the best care possible.

RIGHTS AND RESPONSIBILITIES

We have a number of policies and procedures in place, which affect your care. There are also provincial laws that may apply to aspects of your stay with us. Quality of care standards, safety, privacy, and consent to treatment are just a few of the considerations taken into account during your stay in Emmanuel House.

You have the right to:

- Be treated with respect and dignity;
- Receive information concerning your illness and/or issues of concern;
- Participate in the assessment of your needs and treatment;
- Receive appropriate guidance, support and supervision from staff;
- Refuse treatment to the extent permitted by law and to be informed of the consequences of your actions;
- Know the House rules and regulations that apply to your conduct as a resident;
- Expect that all communications and records pertaining to your care will be treated as confidential (See Confidentiality section for more details);
- Expect that Emmanuel House will respond to reasonable requests for service that are

within its ability to provide;

- Request to examine your own participant file;
- Participate in the planning of your departure from Emmanuel House;
- Contact your lawyer, family doctor, clergy etc.

As a resident of Emmanuel House, you are expected to:

- Participate and cooperate with Emmanuel House staff in your treatment and care plan. You will share with us an “*Action Plan*” that outlines what you want to achieve while here, and what you will do to achieve those things within the first 2 weeks of moving in;
- Respect the rules and guidelines of Emmanuel House;
- Cooperate by providing information on past illnesses, medications, or other matters related to your physical and mental health;
- Respect the rights of other residents, participants and staff of Emmanuel House and all others offering services through Stella’s Circle;
- Respect the property of other residents, staff and Stella’s Circle - you will be held responsible for any loss and/or damages incurred by your actions;
- Be responsible for your own cleanliness, including your own laundry. You will also be responsible for your own personal belongings;
- Keep scheduled appointments or notify staff when you are unable to do so.

ANTI-VIOLENCE-RESPECTFUL LIVING STATEMENT

It is the policy of Emmanuel House to promote an abuse-free, trusting setting where respect for one another and our physical environment is ensured. We do not tolerate violence. Any threatening, hostile, and/or related disrespectful behavior to self or others will result in immediate action. It could lead to criminal charges, internal sanctions (such as disciplinary action for staff, discharge for a resident), and where applicable, invoice for property damage.

HOUSE RULES AND EXPECTATIONS

To ensure safe and beneficial use of the Emmanuel House programs and services the following house rules and expectations will apply to all residents.

CELL PHONES AND RELATED TECHNOLOGY

- Residents are permitted to have cell phones and personal laptops while staying at Emmanuel House.
- All cell-phones and laptops must be turned off during all groups, individual counseling sessions and during meals.
- When making or receiving calls on your cell phone, please respect the privacy of others

and move to an unoccupied place in the house to deal with your call.

- To help ensure healthy sleeping patterns and respect for roommates, we ask that all cell phones be turned in to the office by 12:00 AM on weekdays and at 1:00 AM on weekends. If you are expecting an important call during this time please leave the main number for Emmanuel House and staff will alert you when your call comes.
- Due to confidentiality and privacy, you must ask permission before taking any photographs. Permission from other residents and staff will need to be provided before taking any photographs at Emmanuel House. The same applies to participants and staff throughout Stella's Circle.
- You are not permitted to post any photos depicting Emmanuel House or other Stella's Circle participants on Facebook, Twitter or other forms of social media. This can seriously compromise the confidentiality of others and potentially create an unsafe situation.
- Accessing pornographic, extremely violent or gambling web sites are not permitted at Emmanuel House.
- If a resident consistently breaks these guidelines, you may be required to turn in your cell phone or laptop to the main office during the times when use is not permitted.
- In some cases, breaching confidentiality or failure to following these guidelines can lead to termination from the program.

CHORES

All residents have responsibility for household chores.

- You are expected to make your own beds each morning, and clean your own bed linens weekly. A schedule for weekly room cleaning is provided.
- You are expected to share in keeping the home clean and tidy. A weekly chore list is prepared by Life Skills Staff to ensure the tasks area shared amongst all residents.

CURFEW

Curfew is 12:00 am Sunday to Thursday and Friday and Saturday it is 1:00 am. The same times apply to parolees UNLESS PAROLE IMPOSES A DIFFERENT CURFEW. If a person on parole fails to return by the above times, we are required to notify parole.

CONFIDENTIALITY

Emmanuel House takes Confidentiality very seriously. Information in your file will not be shared with outside agencies without your consent, with the following exceptions, as dictated by law:

- Information shared that suggests the possibility of a child being at risk of sexual, physical and/or emotional abuse or neglect will be reported to the appropriate authorities.
- Information shared that suggests serious harm to oneself or a third person will be reported.

- Information can be subpoenaed by the courts.
- Information has to be shared with your probation and/or parole officers; for anyone released on Parole, the Parole Officer has a right to any and all information related to your progress and stay here.

Every individual has a file which is kept in a secure location. It is designed for the sharing of information amongst staff members to ensure you receive maximum benefit from the program. Residents have the right to view their files. They may do so with a Stella's Circle employee as decided by the Program Manager. The file is not to leave the program area where it is housed. No changes are to be made to the file.

Residents are expected to keep all personal information shared by others confidential, including what is talked about in group sessions. This is to ensure that everyone's privacy and safety are protected. It is a breach of confidentiality for you to discuss group proceedings outside the boundaries of the group (ie. to tell a friend or family member about something another group member talked about in group). Breaching confidentiality is grounds for dismissal from Emmanuel House.

BEDTIME

Residents will be encouraged to go to bed before 1:00 am weekdays and before 2:00 am weekends. Staff will do room checks throughout the night to ensure the safety and security of the house. Staff will knock before entering your room; if they think you are asleep they will knock very softly to help avoid waking you. They will check with a flashlight to ensure that you are in your room, and look for signs of normal breathing. These room checks are documented by staff.

DAMAGE

Building surfaces must not be defaced or altered without permission of staff. (ie. hanging pictures, posters, rearranging room furniture.) Damage to premises will not be tolerated.

DRESS CODE

All residents are asked to dress modestly. Pyjamas are to be worn while sleeping, and day time clothes are to be worn downstairs and in the public areas of the house. Logos and slogans that advertise alcohol or other mood altering substances, gambling, are sexually explicit or suggestive, derogatory, or aggressive are not appropriate. Clothes should be clean. Casual, loose fitting clothes or athletic gear and sneakers should be worn for recreation activities.

Residents are expected to follow a scent-free policy. No heavy perfumes, body sprays. Etc.

DRUGS AND ALCOHOL

Alcohol and illicit drugs are not allowed on the premises. If you use a prohibited substance then you may be asked to leave Emmanuel House. Staff can assist you with finding a safe place to stay (if possible) however emergency shelter is not always available. The Program Manager, in consultation with your social worker, will decide if you can continue to participate in this program.

FINANCIAL

If you are receiving Income Support from a provincial government department, you are required to report to them any change in your living arrangements and income. That means you are required to let them know you are residing at Emmanuel House. Staff can assist you with contacting them and discussing any changes to your income.

Since we are funded by the provincial government we are required to report to them on a bi-weekly basis, the names of anyone eligible for financial supports while living here.

FIRE SAFETY

All residents must know where all fire exits are and what to do in case of a fire alarm. Staff will show you where they are when you arrive, and how to leave the building in an emergency. Fire Drills will be practiced by staff every three months.

All residents must exit the building upon hearing the smoke detector or fire alarm, and gather on the opposite side of the street. When staff give the “all clear” message, they may then re-enter the building.

HANDLING OF FUNDS

You are responsible for handling and safe keeping of your own money. Staff will encourage you to use a bank account to safely keep your money.

LAUNDRY

A washer and dryer is available on each floor. Residents are asked to use the machines before midnight. Please do not leave your belongings in the machines as others may be waiting to use them as well.

LEAVE PASSES

Overnight and weekend passes may be requested after you have been here for 2 weeks. They may be granted for either a Friday and/or Saturday. A full weekend pass may be available every second weekend, and will depend on your progress and needs. Overnight passes are not given

during the week.

Supper passes must be requested from the Life Skills Staff prior to 2:00 pm and are available on the weekends. Requests for supper passes during the week will be granted for special occasions or situations only. If you are scheduled for a chore, you are responsible for finding someone to take care of the chore in your absence.

MEDICATIONS

All medications both prescription and over the counter must be stored in the locked cabinet provided in the main office. You are responsible for coming to staff to get them as prescribed; any change in dosage must be supported by a physician. Attempting to take your medication other than prescribed (e.g. taking more than prescribed) may result in your dismissal from this program.

If you have a medical condition that requires you to have immediate or urgent access to a medication then you are advised to carry that on your person. (ie. epi-pens, and “rescue puffers”). Please inform staff if this is necessary for you.

PRIVACY

Your privacy and that of your fellow residents is very important to us. In order to support residents’ privacy, unauthorized recordings/pictures of any kind are prohibited.

There are no visiting hours for friends and family. You may use your program free time to visit your support people outside of the house.

For privacy, safety and security reasons residents are not permitted to enter other residents’ bedrooms.

QUIET TIMES

In order to allow for the peace and quiet enjoyment of the home by everyone, the following guidelines are set:

- The Resident’s phone upstairs is turned off at 12:00 midnight every night and at 1:00 am on weekends.
- The washers and dryers must be turned off by 12:00 midnight.
- Games, card, watching TV, listening to music will end at 12:00 am weekdays and 1:00 am on weekends.

RELATIONSHIPS

Exclusive and/or romantic relationships between residents or between staff and residents are

strictly prohibited. Failure to follow this rule will likely result in one or both parties involved being asked to leave. Residents are encouraged to discuss this with their staff team if they are getting into difficulty.

SAFETY

In order to ensure the safety of all residents, we reserve the right to search bags and other belongings of any new resident upon admission to Emmanuel House. We also have the right to search the rooms and belongings of people if there are reasonable grounds for concern about unsafe objects in peoples rooms (ie. pills, potential weapons, alcohol), or if there are grounds to believe a resident on Parole may be or has violated a condition of their parole and a search is necessary to confirm the suspected violation.

SMOKING

Smoking is not permitted anywhere in the house. The designated smoke area is outside on the back deck.

FOR MORE INFORMATION

Emmanuel House

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