

# Holyoke Haven



## A Recovery Residence for Women

## Policies and Procedures Manual

(Draft: June 2020)

Holyoke Haven provides residential recovery support from the Bangor Area Recovery Network and is certified (pending) as a Level II Recovery Residence by the Maine Association of Recovery Residences



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# Policy Overview

Holyoke Haven is a recovery residence for women that is owned by the Bangor Area Recovery Network to address two of the primary barriers to recovery: “safe and affordable” housing.

## Purpose:

The purpose of Holyoke Haven is to provide safe and affordable recovery housing for women in the greater Bangor area.

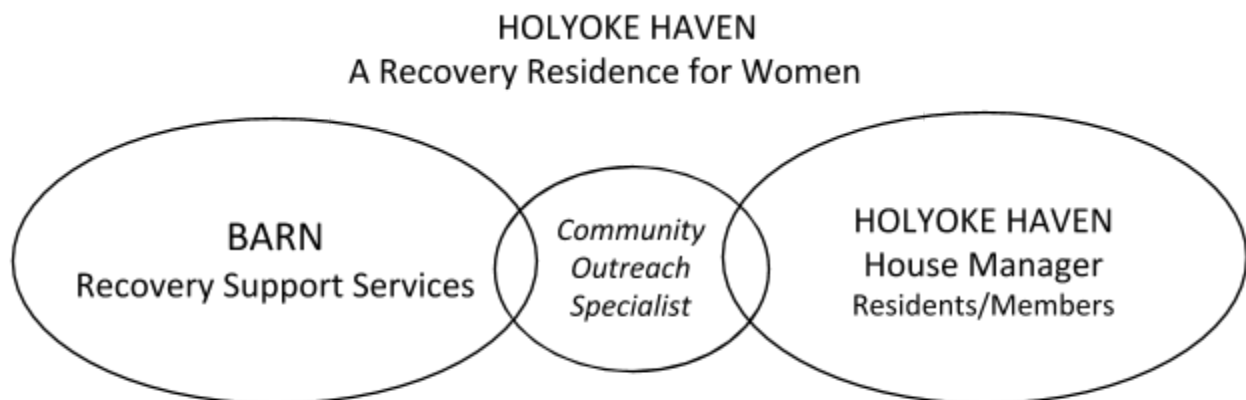
## Goals:

1. To provide a homelike recovery residence for 8-9 women who are committed to a recovery lifestyle, with an average annual residency rate of at least 70%.
2. To provide a residential recovery community based on respect, mutual support, and accountability.
3. To meet the standards of certification for a Level II residential recovery by the Maine Association of Recovery Residences.
4. To generate membership revenues that support the operations of BARN’s recovery community center and its programs.

## Holyoke Haven’s Relationship to the BARN

There are two primary relationships that Holyoke Haven has to the BARN. While circumstances often dictate variations of these roles, the role that BARN plays with Holyoke Haven is outlined below:

1. As owner of the property, the primary relationship between the BARN and Holyoke Haven is that of landlord. While the BARN is responsible for maintaining the safety and soundness of the building and grounds, residents are responsible for the day-to-day costs and activities to ensure daily activities are maintained.
2. BARN’s Community Outreach Specialist is the primary staff support linkage to Holyoke Haven, providing outreach to referral sources, and other community entities to ensure the housing needs of women seeking to obtain or sustain their recovery are met. The Community Outreach Specialist may also participate in house meetings at Holyoke Haven, and provides support to ensure the BARN is aware of needs requiring attention at the house.



*Holyoke Haven is a residential recovery home where the members of its community support each other in their pathway to recovery by creating self-sufficiency through respect, mutual support, and accountability.*

## Getting into Holyoke Haven: How to Apply

It is necessary to provide prompt and consistent care for residents entering Holyoke Haven. The potential member needs to fill out an application for admission. Applications are on file at the BARN and can be made available by contacting the BARN or the BARN's Community Outreach Specialist. Once the application is completed and submitted to the Community Outreach Specialist, it will be reviewed in consultation with the Holyoke Haven House Manager.

If the applicant is assessed as appropriate for the Holyoke Haven, the potential resident is invited to interview in the residence with Holyoke Haven members. In order to qualify for admission to the community, the applicant must be capable of paying membership fees, have a clean drug screen, and be willing to sign and agree to all the terms and conditions of The Holyoke Haven Covenant. In addition, if the applicant is enrolled in drug court, on probation, or in drug treatment, the applicant must be willing to sign appropriate releases for information that will allow for communication with those providers.

Once these criteria are met, unless there is a reasonable objection raised during or after the house interview, the applicant is cleared for admission upon signature on all required releases, payment of the first week's members fees, and a clean drug screen, regardless of the referral source. The applicant further needs to develop a recovery plan within 72 hours of admission. A sample recovery plan will be supplied upon admission.

During the first 30 days following admission, residents are not allowed to have any "overnight passes" away from the program. This is a policy for ensuring the new residents fully understands how Holyoke Haven operates and allows them to become accustomed to the milieu of the program.

## Life at Holyoke Haven Practicing Recovery Principles by Living Together

Membership in the community at Holyoke Haven is simplest when we consider four basic principles:

1. We don't drink alcohol or use any other drugs, whether legal or illegal, that result in intoxication.
2. We pay our way.
3. We work a recovery program.
4. We dignify our community through respect, mutual support, and accountability.

Given these basic tenets, someone can live at Holyoke Haven for as long as they want. Members of the community are not required to give notice if they choose to leave, nor is Holyoke Haven required to offer notice when someone is asked to leave due to violations of the agreements of Holyoke Haven. But anyone choosing to live at Holyoke Haven agree to live by the following principles and code of ethics:

Our Bottom-Line Guiding Principle: If we may borrow from the 1<sup>st</sup> Tradition from AA that states "*Our common welfare comes first, personal recovery depends upon AA unity.*" In a similar manner, the principle of group unity at Holyoke Haven is the fundamental requirement for personal recovery. If we do not have a safe and sober environment, we do not have a recovery residence, and this places everyone's recovery at risk. In fact, members of a recovery residence are protected by the Americans with Disabilities Act, and as such are entitled to live in a home free of alcohol and other drug use. This then, requires everyone be willing to make a commitment to safety, unity, and recovery.

### **COMMITMENT TO SAFETY AND SOBRIETY**

- Consumption and/or possession of alcohol and other mind-altering drugs, meaning those legal and illegal substances that cause intoxication, prescribed or otherwise obtained, **are strictly prohibited**. Use and/or possession of drugs and/or alcohol **will** result in immediate withdrawal of residency benefits. Residents who have had their membership revoked must leave the premises immediately and not return under any circumstances. They may, however, be eligible to re-apply for admission after 30 days, given evidence of recovery engagement and no alcohol or other drug use.
- No weapons, explosives, or fireworks are allowed in the sober living community at any time.
- Residents are required to submit to a Drug and Alcohol Screen/Test at any time (24/7) it is requested. A refusal and/or failure to provide an adequate sample will be treated the same as a positive test result. Any attempt to Cheat/Circumvent the test will be regarded as failing the test and result in expulsion.
- Smoking inside Holyoke Haven home is strictly prohibited and **can/will** result in expulsion. Note that ashtrays are provided outside and need to be cleaned daily. No littering of cigarette butts on or near the property.

### **COMMITMENT TO COMMON WELFARE AND UNITY**

- Everyone is required to observe a curfew of 9:00pm on weekdays and 11:00pm on weekends.
- Residents are required to maintain a weekly House meeting in which to check-in on their recovery plan and communal living difficulties.
  - Failure to attend meetings can result in expulsion.
  - Absence from a house meeting needs to be approved and signed off by the House Manager using the Special Permission Form.
- Disruptive and discourteous behavior will not be tolerated and **may** result in someone being asked to leave Holyoke Haven. Stealing, cheating, lying and other disrespectful behavior is extraordinarily disruptive and violating in a recovery community.
- Husbands, boyfriends, or significant others may not under any circumstance spend the night. When visiting, they must stay on the first floor in common areas only.
- First and foremost, Holyoke Haven is a recovery women's residence. Guests can stay until curfew in communal areas only. Guests cannot be under the influence or in possession of drugs and/or alcohol. If they come to the residence and are under the influence of alcohol or other drugs, they will be asked to leave immediately. If they refuse to leave, they will be considered as trespassing or disturbing the peace and the police may be called. Under these circumstances, they would not be allowed to come to Holyoke Haven again. The safety of the recovery community living at Holyoke Haven can be compromised by such behavior and will not be tolerated.
- Children under the age of 18 may occasionally visit during the day. They must be closely supervised and must leave by 8:00pm. No overnight stays.
- Everyone is asked to observe house quiet time from 10:00pm to 5:00am. Any activity (i.e., Lights, TV, Telephone conversations, etc.) that disturb another residents ability to sleep/rest is considered disrespectful to the community.

### **COMMITMENT TO RECOVERY AND GROWTH**

- Holyoke Haven maintains the value of structure as being one of the keys to recovery, and work and/or volunteer commitments are one way to make that happen. Thus, it is expected that every resident at Holyoke Haven either be employed, going to school, or engaged in a meaningful volunteer commitment. If, for whatever reason, they are not in the workforce and are receiving disability payments, they are asked to commit to 20 hours of volunteer activity per week. Residents will not seek support from General Assistance.
- Members are required to follow their recovery plan as discussed during their entry interview and orientation. Attending recovery support activities or peer support meetings should be a required part of

everyone's recovery plan. Each member will be required to sign and date their written plan within the first 72 hrs of membership.

- If a member is struggling to meet their recovery plan, she should discuss this at the House Meeting, or with the House Manager. The purpose of a woman's recovery plan is to help them grow in their recovery. We all become challenged at different times, and it is during these times that reaching out for the support of peers is often the wisest and most available resource. Therefore, all the women living at Holyoke Haven are expected to have a recovery plan that they adhere to.
- Residents are expected to be employed and capable of paying their bills. In the event someone may be temporarily unemployed, they must be actively engaged in seeking work, and arrangements for missed resident fees need to be approved by the House Manager.

## **Life at Holyoke Haven: The Role of the House Manager**

The House Manager is a person in recovery who lives on site. She is responsible for ensuring the house remains free of alcohol and other drugs, that membership fees are paid, that its residents are engaged in a recovery program, and that the house operates smoothly in a supportive manner.

The House Manager may be already established member of the Holyoke Haven community, or they may be another member of the recovery community that has been asked by the BARN to serve in that role. Either way, the House Manager is expected to be well versed in house procedures and work in lock step with BARN's Community Outreach Specialist or other designated staff to ensure that Holyoke Haven meets its goals. Therefore, role modeling sound recovery principles, engaging in the practice of mutual accountability, and promoting leadership roles amongst the residents are crucial elements of the House Manager's role.

If the House Manager plans to be away from the house overnight, the BARN requests that two weeks' notice be given when possible, with no more than 1 week at a time. This help us ensure the house is properly supported while the House Manager is away, and that there is a suitable plan in place to maintain support at the house.

## **At Holyoke Haven, We Pay Our Way What's Included in the Membership Fees**

A \$20 key deposit is required upon admission into the house. The house manager will hold the deposit until the safe return of the key upon resident move-out.

Current fees for membership in the Holyoke Haven community is \$130 per week, and generally payable on Sunday unless other arrangements are made with the House Manager. These include a room, either single or double occupancy which is generally available upon seniority unless otherwise required or needed and approved by fellow residents. Water, electricity, cable and other utilities are included. General household cleaning and laundry supplies, as well as basic food items, are also included in membership. A resident at Holyoke Haven is welcome to purchase their own food for additional meals, and meal preparation is on one's own. Sometimes there may be a family dinner or celebrations where everyone can participate.

Membership fees are due and payable on a weekly basis. However, sometimes people get paid bi-weekly, and in that event, she must make arrangements to pay the House Manager in order to keep her membership fees current. At no point should these arrangements exceed two weeks. There are no refunds.

If someone chooses to pay by the month, and leave before the 15<sup>th</sup> of the month, they will be refunded fees for the last two weeks of the month. However, if she happens to leave after the 15<sup>th</sup> of the month, the remainder of the month's fees will be forfeited.

## **Mutual Accountability: At Holyoke Haven, Everyone Gives, Everyone Receives**

Holyoke Haven aims to provide a recovery residence program that helps to provide a sustainable recovery by encouraging active participation in the recovery process. Members are therefore required to create a self-determined recovery plan upon entry into Holyoke Haven that is approved by the House Manager. Weekly attendance of recovery meetings is a required part of each members recovery plan. Members are also required to attend weekly house meetings to discuss and review their recovery plan.

BARN's Community Outreach Specialist provides support through outreach to referral sources, and other community entities to ensure the housing needs of women seeking to obtain or sustain their recovery are met. The BARN also has a cadre of recovery coaches that are available to support the women at Holyoke Haven in their transition to self-sufficiency, as does its Volunteer Program.

**Chores:** All residents are expected to do their share of supporting their community in a safe, clean home. Each resident is assigned weekly communal chores by the House Manager. The House Manager is responsible for chore assignment and completion. House Manager chores are set while resident chores rotate weekly. A good general clean-up of all areas inside and outside the home is always required.

**House Meetings:** Residents are required to maintain a weekly house meeting to check-in on their recovery plan and communal living difficulties. This meeting is facilitated by the House Manager and supported by the BARN Community Outreach Specialist when necessary.

**Drug Testing:** As stated in the Holyoke Haven's Member Agreement, all members are subject to alcohol and drug testing at any time. Any suspicion that another house member is under the influence or has relapsed must be brought to the House Manager's attention. A positive drug or alcohol test will result in immediate removal. A resident who fails to report another resident's drug use may also be asked to leave.

## **Medicated Assistant Treatment (MAT) Policy and Procedures**

Holyoke Haven will accept members on prescribed opioid replacement therapies. Members are required to be under the observation and care of the prescribing licensed health care provider.

Members who are on controlled substances, are required to adhere to prescribed frequency and dosage instruction. Any medication discrepancies could be considered a relapse and will be grounds for removal from the house.

Medication must be stored in a lock box, inside of a safe. Each member will be responsible for their own key to their lock box, which Holyoke Haven will supply. The safe will only be able to be accessed by the House Manager, and Community Outreach Specialist, or other designated administrative staff.

Each member must self-administer all medication in view of the House Manager, and all medication must be taken as prescribed by the member's physician. If a new prescription is provided the member while at Holyoke Haven, it is the member's responsibility to inform either the House Manager or Community Outreach Specialist to update member application.

## **Keeping Our Home Safe from Alcohol and Other Drug Use Alcohol and Drug Testing at Holyoke Haven**

All individuals living at Holyoke Haven are subject to alcohol and drug testing at any time. Any suspicion that another house member is under the influence or has relapsed must be brought to the House Manager's attention. The House Manager reserves the right to further ask to search the belongings of a resident at any time so long as they have a witness present; this may be either the Community Outreach Specialist or another member of the house. A resident who fails to report another resident's drug use will be expelled.

All drug tests are either administered through a urinalysis or breathalyzer and must have a witness to the procedure. This may be performed by the Community Outreach Specialist or another member of the house. It is part of the agreement for living at Holyoke Haven that no alcohol or other drugs may be consumed, and the most reliable method for confirming this is drug testing. It may be uncomfortable to be tested, or to be asked to witness a test being given to another member of the household, but it is an essential element of the mutual accountability required for living at Holyoke Haven. The following procedures are in place for conducting a drug test:

Procedure for urinalysis (UA):

1. Drug testing kits and breathalyzers are provided by the BARN and are purchased from Redwoods laboratories, the same tests that are used for Drug Court, Probation, and other treatment agencies. Members will not be allowed to purchase and provide their drug tests.
2. Drug tests are random and everyone living at Holyoke Haven may be asked to take a drug test at any time.



3. A member has two hours from the time of request to produce a urine sample. Members must stay within supervision of a house manager or Holyoke Haven-BARN Liaison until the urine sample is produced. Members may not leave or have visitors until the UA is completed.
4. All members will be observed while producing a sample.
5. Not producing a urine sample may be considered a refusal. Any refusal to produce a urine sample of at least 45 mL will be counted as a positive UA result.
6. No drinks or liquids are allowed in the bathroom with the UA test cup.
7. Members must use urine specimen collection hat with hands resting on knees or head.
8. Members must stand to wipe, keeping hands visible at all times.
9. Member and Collector must keep visual contact with urine sample at all times.
10. The House Manager or other person conducting the test must then record the results and date of UA on UA Record Sheet.
11. Any attempt to dilute or otherwise adulterate the results of the tests will also be considered as a positive test for illicit substances.
12. If the test is positive for drug or alcohol use, the person will be asked to pack their belongings and leave the premises.

## **Risk of Opioid Overdose and NARCAN**

If someone is opioid dependence, or if they have never used opioids, they are at high risk for potential overdose, and in the worst cases, death. People who are opioid dependent and have not been using, whether living in the community or incarcerated, are at an even higher risk of opioid overdose if they decide to use. It is very important that everyone living at Holyoke Haven know how to recognize the signs and symptoms of opioid overdose, whether they have personally been opioid dependent or not.

Everyone living at Holyoke Haven will be trained how to recognize the signs and symptoms of opioid overdose, and how to administer NARCAN intranasally. BARN will ensure there is a sufficient supply of NARCAN available. Residents of Holyoke Haven will receive NARCAN training within 30 days of admission.

## **Relapse and Readmission**

Unfortunately, relapses can occur. Some members of Holyoke Haven may return to active use. If they do, it is important for the other members of the house to act promptly. The serious mistake any recovery residence can make is to let a slip or relapse by one member slide. This can endanger the recovery of every other member of the house and can quickly lead to an unsafe environment for everyone.

This is clearly explained to every applicant of the Holyoke Haven community before moving in, that the use of alcohol or other drugs will result in getting kicked out. Members of the Holyoke Haven community members have the responsibility to hold each other accountable for their individual safety and the common welfare of the milieu. Experience has proven that in recovery homes such as Holyoke Haven, any slip or relapse results in automatic removal from the community.

Once a member has been expelled from a house because she has returned to drinking or taking drugs, she cannot be readmitted unless there is a clear demonstration that she has returned to solid sobriety.

Holyoke Haven has certain measures for determining a return to solid, re-established recovery. Typically, these measurements may include but are not limited to the following:

- Successful completion of detox and/or additional treatment or professional help;
- At least 14-30 days of abstinence with strong evidence of no drinking or taking of drugs by consistent drug screens and regular attendance at AA, NA and/or engagement with a Recovery Coach.
- Residents may also be polled to determine whether to readmit the applicant, and the woman may be asked to be interviewed by the members or an ad hoc committee to decide on readmission.

## **Emergency Notification and Incident Reports**

Everyone living at Holyoke Haven is required to be a good citizen and neighbor. In the event of an emergency, the House Manager, Community Outreach Specialist, or BARN staff must be notified immediately. Emergency notification procedures and numbers will be posted at the house.

Residents are required to notify the House Manager or BARN staff **immediately** any time the police or emergency personnel are called to the Holyoke Haven residence for any reason. Occasionally, probation or police officers are asked to perform a bail check on someone who may be living there, and even though this may not rise to the level of emergency, the BARN needs to be aware of any such action.

All such contacts with emergency personnel will be regarded as an “incident” and will require an Incident Report to be completed and kept on file for reference. The House Manager is required to ensure an Incident Report is on file within 24 hours of occurrence.

## **Leaving Holyoke Haven**

There are two ways women leave Holyoke Haven: by their own choice, or by being asked to leave. To every extent possible, when someone chooses to leave Holyoke Haven, they will notify the House Manager of their intentions. While there is no requirement to give advance notice, residents should be up to date on any outstanding membership fees. They will be asked to pack their belongings in an orderly manner and ask the House Manager to sign off there is no common property intentionally included in their belongings.

If someone is asked to leave, the same procedures apply. However, should someone be asked to leave immediately, as in the case of alcohol or other drug use or a positive drug screen, their belongings may be stored in the attic or other designated secured area for no longer than 30 days. Any items left longer than 30 days will be taken to Goodwill or otherwise donated.

## Appendix

### THE HOLYOKE HAVEN COVENANT General House Commitments and Rules

Being a member of the Holyoke Haven community is a privilege. All residents of the Holyoke Haven recovery home agree and commit to the standards of safety, group unity, and recovery. As such, acceptance into Holyoke Haven requires its members to conform the following commitments:

- 1) Consumption or possession of alcohol and other drugs, whether legal or illegal, is prohibited. Intoxication from any substance is considered a primary violation of the rules of the house. Anyone failing an alcohol or other drug test or is otherwise violating the basic tenets of these agreements, will be asked to leave immediately.
- 2) No weapons, explosives, or fireworks allowed in the sober living community at any time.
- 3) Lying, cheating and stealing compromise the safety of the home and are strictly prohibited. Borrowing from one another may lead to disruptions in the house.
- 4) Residents are required to submit to a Drug and Alcohol Screen/Test at any time it is requested. A refusal and/or failure to provide an adequate sample within 2 hours will be treated the same as a positive test result. Any attempt to dilute or otherwise adulterate the sample may also result in being asked to leave.
- 5) Members are required to follow their recovery plan as discussed during their entry interview and orientation. If someone is struggling with their recovery plan, she is expected to reach out for help either through the House Meetings, the House Manager, or other recovery supports.
- 6) Residents are required to attend the weekly House Meeting during which she can check-in on her recovery plan and address any communal living difficulties.
- 7) Residents are required to work, go to school, or volunteer in accordance with the policies of the program.
- 8) Smoking inside Holyoke Haven home is strictly prohibited. Ashtrays are provided outside and need to be cleaned daily. No littering of cigarette butts on or near the property.
- 9) Holyoke Haven is NOT responsible for a resident's personal item's/belonging(s). Residents are responsible for the security and safekeeping of their own personal item's/belongings and are to pack and carry their item's/belongings when they depart. If for any reason this does not occur, the resident may contact the House Manager regarding the retrieval/disposition of their personal item's/belongings.
- 10) Disruptive/Discourteous behavior will not be tolerated and may result in someone being asked to leave the residence.
- 11) Husbands, boyfriends, or significant others may not under any circumstance spend the night. When visiting, they must stay on the first floor in common areas only. Guests can stay until curfew in communal areas only. Guests cannot be under the influence or in possession of drugs and/or alcohol.
- 12) Children under the age of 18 may occasionally visit during the day. They must be closely supervised and must leave by 8:00pm. No overnight stays.
- 13) Everyone is required to observe a curfew of 9:00pm on weekdays and 11:00pm on weekends.
- 14) Guests can stay until curfew in communal areas only. Guests cannot be under the influence or in possession of drugs and/or alcohol. If they come to the residence and are under the influence of alcohol or other drugs, they will be asked to leave immediately.

- 15) Respect for your housemates is considered at all times. Quiet time is 10:00pm to 5:00am. Any activity (i.e., Lights, TV, Telephone conversations, etc.) that disturb another residents ability to sleep/rest is considered disrespectful and not allowed.
- 16) Residents are not permitted in any bedroom other than their own without permission from the resident(s) residing in that room; they must also be accompanied by the permitting resident.
- 17) Thermostat is to be adjusted by the House Manager only. Personal air conditioners will cost the

Sample

member \$20.00/month to be paid toward the energy bill. The payment for the air conditioner energy bill must be paid in advance of plug in

- 18) Chores are required to be completed either daily or weekly, with weekly chores being done by Sunday at 4:00pm. The House Manager is responsible for chore assignment and making sure they are completed. Refusal to complete assigned chore can be regarded as disruptive behavior.

- 19) Washer & Dryer -- Be courteous. Clean dryer lint screen before and after every use and do not leave clothes unattended in the washer/dryer.
- 20) Clean up after yourselves. A good general clean-up of all areas inside and outside the home is always required. Leaving items laying around after receiving a warning does not promote a recovery atmosphere.
- 21) Beds should be made daily and bedrooms should be kept neat and clean with clothes put away.
- 22) Turn off lights, TV's, Radio's, Fans, etc., when not in use. Exterior doors are required to be locked when entering/exiting
- 23) Personal items should not be stored in the bathrooms. Leaving personal items in the bathtub is irresponsible and can lead to problems among fellow residents.
- 24) Residents should be mindful of appropriate attire.
- 25) Kitchen—Clean Up After Yourself. Nothing can be more irritating and a sign of disrespect than a sink full of dirty dishes. Appliances, counter-tops, utensils, dishes, pots, pans, and silverware should be cleaned and returned to their respective place (immediately) after each use.
- 26) Refrigerator—Mark food/leftovers with your Name/Date when initially placed in the refrigerator.

**Be Accountable, Responsible and Communicate!**  
**Mutual accountability is where we all hold ourselves to the same standards for recovery!**

**This page can be signed upon acceptance into Holyoke Haven Community**

**By my signature, I agree to uphold the agreements and commitments in the Holyoke Haven Covenant upon my admission to the program and affirm that I have read the Policy and Procedure Manual that was provided to me. I further understand that my failure or refusal to uphold these agreements and commitments is a violation of my responsibilities as a member of the Holyoke Haven recovery residence, and that I may be asked to leave with or without notice.**

\_\_\_\_\_  
**Holyoke Haven Resident**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Witness**

\_\_\_\_\_  
**Date**