

# L'ABRI D'ESPOIR

## RESIDENT'S GUIDE

### Short term program



*The Staff wishes you a warm welcome to l'Abri d'Espoir. We hope that your stay with us will be enriching and that you will be able to find a solution to your present difficulties.*

This guide will help you to better understand how this house is run. We ask you to read it and sign it.

### HOUSE CODE

- Respect for yourself and for the other residents, as well as for Staff members is required at all times.
- No act or gesture of violence will be tolerated during your stay; this behavior will result in dismissal.
- Smoking is prohibited in the building except for the smoking room.**
- No consumption or possession of alcohol or drugs is permitted inside or outside of l'Abri. The possession of weapons (knives, etc.) is also forbidden. These could be reasons for dismissal.
- For security reasons we ask that at the admission you deposit all medication (prescribed or over the counter) for you with the counselors. The medication will be given out as prescribed. It is strictly prohibited to sell, give or share medication.
- All sexual contact is prohibited at l'Abri.
- It is strictly forbidden to borrow or loan money between residents.

### MEALS – FOOD -- NEWSPAPERS

- All food must be eaten in the dining room. We ask you not to take food or beverage to your rooms. No food purchased outside of l'Abri is allowed during your stay with us.
- The meal schedule is posted in the hallway. You must advise us if you are going to be late or if you need a lunch (24 hours in advance). We received newspapers everyday. Please ready them and leave them in the dining room.



### CLEANLINESS – DRESS CODE

- You must shower upon arrival.
- Each resident is responsible to make the beds in the morning and to clean their room. The sheets are changed on Wednesday mornings. Residents are expected to bring their soiled sheets to the laundry room before breakfast.
- Each resident is responsible for her own laundry. A washer and dryer are available to you. We will ask for a \$5.00 deposit for laundry card, which will be given back to you when you return the card. The laundry cards may be 'recharged' on Monday to Friday – between 9:30 and 11:00.
- All residents must be dressed for all meals in the dining room. After supper, you can put on your nightclothes.
- Slippers or shoes must be worn at anytime in the building.
- If you were given a facecloth and towel at the admission, we ask that you return them when you leave.



## WAKE-UP -- CURFEW

- ❑ Wake-up, meal and curfew times are to be respected.
- ❑ Wake-up is at 7:00 am Monday to Friday, and 10:30 am on weekends.
- ❑ Curfew is at 11:00 pm. Please turn out the lights no later than midnight.
- ❑ An afternoon nap is permitted from 1:00 pm to 2:00 pm, every day.

## PERSONAL EFFECTS

- ❑ The centre is not responsible for your personal effects during your stay. All personal effects left behind will only be kept **for two days (48 hours)**. After this time, we will dispose of them without notice. We are in no way responsible for items left at l'Abri.

## OUTINGS – DEPARTURE – VISITS – LENGTH OF STAY

- ❑ You are free to come in and out of the center; however you can only use the entrance door.
- ❑ Each resident must be back by 11:00 pm.  
*Because of the great demand received for shelter, a resident who has not returned will be considered as gone.*
- ❑ When a resident is in an 'emergency bed', we expect her to respect the deadline. This is to ensure that we may fulfill as many requests for shelter as possible.
- ❑ When a resident does not return for the night, it will be assumed that she has left our shelter. This will allow us to comply with the numerous requests that we receive.
- ❑ **No visitors are allowed in the house.**
- ❑ The evaluation of a resident's level of cooperation and attitude will determine the length of the stay. The MAXIMUM length of stay is three (3) months.
- ❑ A financial contribution will be requested, according to the circumstances of each person.



## TELEPHONE

- ❑ A public phone is at your disposal. Please limit your calls to 10 minutes and don't make any calls after 11:00 pm.
- ❑ For calls relating to your intervention plan, the telephone outside the office is available.
- ❑ We do not accept collect calls.
- ❑ There is a bulletin board near the counselor's office – your phone messages will be 'pinned' beside your room number.
- ❑ We ask that you refrain from using your cellular phone after 11:00 pm.

## SECURITY

- ❑ Please keep your bedroom door closed at all time.
  - ❑ Make sure that you know all the exit doors in case of an emergency.
  - ❑ Residents must not visit other resident's rooms.
- Residents are not permitted to open the main entrance doors – and let anyone inside.

## ACTIVITIES

- A chaplain is here twice a week. Please see the poster.
- The activities for the week will be posted on the bulletin board.
- The counselors have passes for the swimming pool: use them!
- The television is in the lounge with the T.V. schedule which allows residents to participate in program choices.
- Knitting needles, puzzles, books, games, etc., are available.  
Ask a counselor.
- We offer 'post-hébergement'-which is a follow-up service when you leave.

## FACILITIES

- The living room, the smoking room and the dining room are common areas. They are for everyone to enjoy. Please respect these spaces.
- All other floors of the Centre are out of bounds, unless you are accompanied by a Staff member.  
Anyone found wandering in the building will be asked to leave l'Abri immediately.

### Cooperation:

I promise to cooperate with the intervention plan prepared by the counselors. If needed, I authorize l'Abri d'espoir to contact other resources (welfare, social worker, doctor, etc.) to ensure that the plan prepared for me applies to my situation. I agree to submit written proof to all my appointments and steps taken.

In the case of physical or psychological health issues, I must cooperate by consulting a medical professional.

**I understand that not respecting the house code could bring a sanction against me or a dismissal.**

- I release l'Abri d'Espoir of any responsibility regarding lost, stolen or forgotten items..

Signature (mandatory): \_\_\_\_\_

Date: \_\_\_\_\_

***If you need help or if you have questions that bother you, please speak to the counselors.  
They are available 24 hours a day.***