

L'ABRI D'ESPOIR

RESIDENT'S GUIDE

FAMILY 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.

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 "demarche".

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

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

- 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).



CLEANLINESS – DRESS CODE

- You must shower upon arrival.
- Each resident is responsible to make her bed (and her child's) in the morning and to clean their room. The sheets are changed on Wednesday mornings.

- ❑ Each resident is responsible for her own laundry. A washer and dryer are available at 50¢ a load.
- ❑ 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.
- ❑ Bath time is from 6:30 pm to 8:00 pm for the children and from 8:30 pm to 11:00 pm for the adults.
- ❑ All residents must help with the daily chores, according to the posted schedule.



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. The curfew for children is at 8:00 pm.

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 can dispose of them without notice. We are in no way responsible for items left at l'Abri.

OUTINGS – DEPARTURE -- VISITS

- ❑ You are free to come in and out of the center; however you can only use the front 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.
- ❑ You are always responsible for your child's comings and goings inside and outside of the house. You may leave with your child at any time, but please advise the counselor on duty or the program director.
- ❑ You cannot leave your child in the care of another resident. The counselor can assume your child's care during your appointments. Please advise her the day before, to make sure that she is available.
- ❑ During the evening, the night or on weekends, we cannot take care of your child.
- ❑ Please advise us if you are going to be late.
- ❑ **No visitors are allowed in the house.**



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.

SECURITY

- ❑ Please keep the door of your room closed at all time.
- ❑ Make sure that you know all the exit doors in case of an emergency.

It is strictly prohibited to lend your keys to other residents. If you loose a key, you will have to pay for a replacement.



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.
- ❑ Knitting needles, puzzles, books, games, etc., are available.
Ask a counselor.
- ❑ We offer a follow-up service when you leave. Ask about it.

FACILITIES

- ❑ The living room, smoking room, play room and 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

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

Signature (mandatory): _____

Date: _____