



Client Expectations

In order to facilitate personal growth, the recovering person must be willing to learn certain responsible behaviors for their recovery journey. The staff at Pathways to a Better Life, LLC (aka Pathways) do our best to mentor our residents toward this healthy lifestyle. These expectations are a guideline to help keep Pathways a place of safety, support, and learning for all. Failure to comply with these expectations may result in discharge or a referral to another level of care.

1. Use of mood-altering chemicals, including alcohol, is not allowed on or off the premises. Violation of either of these may result in immediate removal from the premises and suspension from the program until your treatment team can meet and develop the most appropriate intervention, up to immediate discharge.
2. Random observed alcohol and drug screenings are standard practice and compliance is necessary for any resident. If you are suspected of using or drinking, you will be subject to further Breathalyzer or drug testing. Refusal will be considered a positive result and will lead to discharge from the program.
3. Sleeping is only allowed at bedtime. Napping during scheduled programming could result in discharge from the program. ABSOLUTLEY NO NAPPING IN COMMON AREAS! If you are feeling ill, you will need to see your counselor to receive a pass to excuse you from any programming. The exception to this is Saturday and Sunday, during visitation time from 2PM to 5PM, if you have no visitors – and if PW3 (Waldo) residents are not visiting PW1.
4. Violence or threats of violence to other clients or to staff members may result in discharge. Your right to confidentiality, by Federal and State law, will not protect you when you commit or threaten to commit crimes on Pathways premises or against Pathways personnel. Verbal abuse or threats towards staff will not be tolerated and will result in the issuance of a warning and may result in immediate discharge in severe and serious cases.
5. Weapons of any kind will not be allowed. This includes but not limited to; knives, bow and arrow, guns of any kind (paint ball, bb/pellet, bullet, blowguns, etc.), and any other instrument that could be used to harm another. You will also be expected to sign a

specific acknowledgment based on an understanding that this policy supersedes the Wisconsin Conceal and Carry law.

6. Romantic relationships between clients are found to result in poor treatment outcomes and are strongly discouraged and will result in discharge.
7. Sexual relationships with staff members will not be tolerated due to the potential for abuse. Romantic relationships between clients and staff are unethical and will result in disciplinary action for both.
8. Coffee is available in each house from 6am- 9am. (Max of three pots) Instant Coffee is not allowed at Pathways to Better Life as it is easily abused. If a resident supplies the coffee it does not change the fact that residents are still only allowed a total of 3 pots of coffee per day.
9. Harassment of any kind (emotional, behavioral, verbal, and sexual) will not be tolerated either towards other clients or towards staff. This also includes attempts to undermine professional and paraprofessional staff by displaying disrespectful behaviors.
10. Gambling of any kind is strongly discouraged and may result in disciplinary action.
11. It is expected that clients honor the confidentiality and privacy of the other clients. This means of not disclosing the identity of fellow clients to others outside of the facility. This includes disclosing names and/or information regarding fellow clients to friends, family, or to peers within the recovery communities and other personal or social networks.
12. Be considerate and respectful of the rights of fellow clients and staff.
13. It is expected that everyone be treated with dignity and respect, regardless of any actual or perceived differences.
14. Clients are strongly encouraged to sign the necessary Releases of Information (ROI) forms to promote continuing care. Best practice service delivery includes outside persons including sponsors, recovery coaches, parole and probation agents, child service workers, family members, friends, and anyone else you and your treatment team deems appropriate.
15. Each client is expected to follow the program schedule of Pathways. Scheduled programming generally begins at 7:45 a.m. and runs through 5:00 p.m. This includes clients being up by 6am Monday thru Friday and by 7:30 am on Saturday and Sunday. Programming also includes Family Programing on Saturday, evening 12-step meetings, and select recovery events. Exceptions to group attendance can be made by your counselor in rare cases and must be preapproved and is limited.
16. Each new resident will be introduced to a senior peer (a Buddy) to help them get acclimated to these expectations and house procedures. During the first 10 days, the new resident must be accompanied by their buddy whenever leaving the building or be personally monitored by a PSS.
17. The counselors and staff of Pathways are aware of the struggles faced by individuals in early recovery. As such, our counselors and/or paraprofessional staff are available 24

hours a day for counseling if you need support. Clients are encouraged to use the staff at Pathways for support for ongoing recovery. WE ARE HERE FOR YOU! USE US!

18. Smoking is allowed outside in the designated areas only. Cigarette butts are to be disposed in the container provided. Staff must be notified before leaving the building to smoke. Violation of any smoking rules may lead to loss of smoking privileges. Vapes and dip are not allowed in the residents' program. There is no smoking allowed between houses nor on the dock.
19. All medications must be accompanied by the physician's prescription. This includes but is not limited to all over the counter medications, vitamins, cough drops, and pain relievers. All of these are kept in a locked area that is assigned specifically to you. Staff will grant you access to your medications as you need them. We are not responsible to remind you to take your medications. We do e-sign an acknowledgement when we witness you taking your medications. Medications of any kind are not allowed to be kept with you, in your room, or anywhere on the site. This is pertaining to our license type and taken very seriously. Exceptions are medications used for life-threatening allergic reactions and asthma attacks.
20. All visitors are encouraged to visit during visitation hours. Visiting hours are Saturdays and Sundays 2:00pm-5:00pm. In respect for the privacy and confidentiality of the other residents, visitation is limited to the designated areas. Bedrooms, vehicles, and areas that are not supervised by staff are not allowed.
21. You must sign the In and Out sheet whenever you leave or return to the facility so that the staff is aware of your whereabouts. You should be specific in noting your location, and to inform staff verbally when you leave and return.
22. All residents are expected to be ready for programming and in the group room at PW1 and living room at PW2 and PW3 at 7:45am for Morning Exercise. Part of being ready for your programming includes being out of your pajamas and in day attire.
23. All residents are expected to maintain their personal appearance and hygiene. Personal hygiene includes bathing or showering, using deodorant, shaving, brushing teeth, brushing/combing/styling hair, nail care, and dressing in clean and appropriate attire.
24. It is appreciated if beds are made daily and your room remains tidy. Doors should remain open from 7:45am until bedtime, whenever not in room.
25. Dinner is between 5:00pm-5:30pm. We serve a family style dinner for all residents. If you cannot be here for evening meal, please let the staff and resident responsible for cooking know that you will be absent. Breakfast is self-served.
26. It is expected that you clean up after yourself in both the kitchen and the dining areas.
27. You will be involved in cooking groups with other peers during your treatment at Pathways. Learning to plan for and prepare meals is an important living skill and considered part of our programming. In order to meet state regulation, you will be required to wear closed-toe shoes when in the kitchen and to log temperatures at various times through the cooking process. You will need to go through a food service training program with our staff in order to learn state regulations that our licensure

requires we meet. Part of this expectation is that all food and beverages be kept in an airtight container labeled with name of item, the date it was opened, and the initials of the person labeling the item. Full name must be on personal food. All food not labeled or stored correctly will be disposed of.

28. We prefer all eating and drinking take place in the dining area, with the exception of water bottles filled with water.
29. Personal belongings and rooms may be checked at any time by the staff at Pathways if there is suspicion of contraband or problematic materials. We make every effort to be respectful of your personal belongings during these checks.
30. Staff, in order to provide safety and security and ensure no contraband inadvertently enters the premises, will check luggage or packages. Staff will make every effort to do this with respect and with the resident present.
31. Residents acknowledge that Metro Drug Canine Unit may do a house search, including assigned areas, at any time, even if you are not present at the time of search.
32. If you need transportation for an appointment make arrangements with a taxi service, family member, or a volunteer. All appointments need to be approved by a counselor with at least 24 hours in advance. If Pathways Transport is the ONLY option, we will need 48 hours to determine if transportation is available. The exception to giving Pathways Transportation 48 hours' notice is a medical condition.
33. A phone is available for resident's private use. Phone calls are limited to three (3) five-minute calls daily so that other residents have equal opportunity to utilize the phone. Residents within their first 10 days are limited in phone access and must check with staff prior to placing a call. This is for the safety of residents and program integrity due to the potential of engaging in negative behaviors with people who may not support your recovery.
34. Personal cell phones are not allowed in this program.
35. Personal laptops and electronic devices are not allowed as part of this program. Should a resident need the use of a computer for a job search or recovery related research, a request can be made to a counselor. A time may be arranged on a staff computer with supervision as staff time allows.
36. Residents are not allowed to use or look at content on cell phones belonging to guests or others attending Pathway's functions.
37. Pathways is not responsible for resident's money and valuables. We will supply a lock box placed in the office for those items upon request.
38. Residents and staff of Pathways may not purchase goods or services for another client or the facility in general. This includes but is not limited to cigarettes, soda, laundry items, and or personal gifts. Clients and staff may not lend or give money to other residents.
39. Part of programming at Pathways is to learn healthy living skills, and part of that includes keeping your living space clean. There is a chore list completed each week and as a client, you are assigned specific areas of responsibilities throughout the facility

during your stay. If you are not aware of the proper cleaning methods for your assigned area, staff is available to assist and instruct you. It is also your responsibility to clean your own bedroom area.

40. Weekdays, residents may watch TV in the morning until you start programming at 9am. Please turn it off during morning meditation and goals. The TV remains off between 9AM and until after dinner is cleaned up and everyone's chores are completed. Once completed, TV and smoking are allowed. On weekends radio and TV can be used any time you are not in programming.
41. No TV, videos, or radio during activity time unless they are a part of or instructions for the activity.
42. Clients are expected to demonstrate respect for Pathways and its furnishings. This includes, but not limited to; changing bedrooms in any way (for example; nailing into the walls), cleaning up after yourself, and keeping your shoes off the furniture.
43. Clients are expected to carry the Pathways office phone number when away from the facility in case of an emergency, to contact staff. The phone number can be found on Pathways water bottles, backpacks, and pens.
44. At discharge, all items given to the client at admission; bedding, towels, pillows, baskets, clock, etc.; must be returned in good condition.
45. There is limited storage space available for residents. When you are discharged or asked to leave, you will have 30 days to claim any personal belongings unless other arrangements have been made through your Counselor or the General Manager. After 30 days belongings will be donated to a non-profit organization. We will not be responsible for lost or stolen items that have been left behind. Medications must be taken with you. Unless arrangements have been made differently, any medications left behind will be properly disposed.
46. During the first 10 days, client telephone usage and visitation access may be limited while becoming familiar with our treatment program. Family members attending Family Programming on Saturday are permitted to stay for the visitation period.
47. As per state regulations, you must always wear shoes when not in your room.
48. Please be in your room at 11:00pm weeknights and Midnight on Friday and Saturdays. You may stay up reading or doing something quietly in your room. This allows staff to account for you and reduces any disturbance to other residents.
49. When exploring the surrounding grounds, utilizing the weight room, and group room after programming it is asked that residents remain in groups of three to avoid opposite sex pairs. This is also true for swimming, fishing, sitting on the dock, or spending time by the campfire. This is for your safety and reduces the likelihood of accusations between residents.
50. Residents are allowed to walk between houses only after permission has been granted from the PSS on duty. During the first 10 days, a new resident must be accompanied by their assigned buddy or personally monitored by a PSS.

51. Please remember to keep the laundry room available for staff between the hours of 2:00pm and 4:00pm to maintain items for Pathways.
52. Please refrain from having visitors and peers in your room. If you require privacy with a family member, please notify your counselor prior to the visit so arrangements can be made.
53. Pathways provides a Family Program for a portion of the day each Saturday. You are required to be present even if your family is not there. It is an opportunity for you to understand the family dynamics of addiction and enhance your recovery.
54. Please have all chores completed during the scheduled chore times. On weekends, chores will be completed earlier in the day, so residents are ready for visitors.
55. Residents of legal age to purchase Tobacco products, may request assistance in purchasing Tobacco products for their own personal consumption. Resident should place CASH in an envelope, with their first name only, amount enclosed, and a detailed description of the item desired. Envelopes should be brought to the PW1 office by 9AM Monday and Friday.
56. Only movies that are PG-13 or lower are allowed at Pathways. No R-rated movies. Period.
57. Please respect others' personal space and boundaries by not touching them. Unwanted touch can be a trigger for people; therefore, it is discouraged. (example: neck massage)
58. We encourage you to take advantage of the lake with your family, however we do not allow couples alone on the boats or canoes. Also, young children must wear flotation devices. Approval must be granted to ice fish or walk on ice for your safety. Please refer to the Lake Rules for more information.

Print Name: _____

Signature: _____ Date: _____

I accept the forfeiture of my right to possess or carry a concealed weapon on the premises of Pathways to a Better Life, LLC.

Print Name: _____

Signature: _____ Date: _____