



# Client Handbook

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# TABLE OF CONTENTS

## Today We Begin .....

- I. ----- Weekly Requirements
- II. ----- Admission
- III. ----- Mail
- IV. ----- Basic Rules
- V. ----- Building Cleanliness
- VI. ----- Bedrooms
- VII. ----- What to Expect
- VIII. ----- Client Groceries
- IX. ----- Passes/Free Time
- X. ----- Work Policy
- XI. ----- Sign Out Sheets
- XII. ----- Transportation
- XIII. ----- Medications
- XIV. ----- Dress Code
- XV. ----- Grievance Procedures
- XVI. ----- Contraband
- XVII. ----- Client Phone
- XVIII. ----- Cell Phones and Other Electronic Devices
- XIX. ----- Gambling
- XX. ----- Financial Dealings
- XXII. ----- Emergency Procedures

## Basic Principles at One Twelve

1. The focus is on recovery. We either recover or we die. Millions of people have recovered from addiction, so it is reasonable to be hopeful!
2. If you keep doing what you've always done, you'll keep getting what you've always got. The 12 Step Program is not the only way to recover but has been the most successful way for the past 80 years. Please, for your own sake, do your step work, help others, use the recovery network for help getting a job, save your money for rent and food after discharge.....or just stay the way you are.
3. This community heals from within. The peer group heals itself; healing is not provided by counselors or loved ones. The treatment facility provides a safe place and environment for the healing to happen.
4. The community holds itself accountable. If someone is always late for group, the peers remind the latecomer to be punctual. If the kitchen trash is always overflowing, the peers remind whoever has that chore to be more aware of the trash. One recovery habit to learn early is: do your chores, do them well, do them on time!!! If you can't be responsible for keeping your home clean, you won't be able to keep your thoughts clean.
5. One Twelve breathalyzes clients upon return from trips off site, but as a general rule, we will not spend staff time or energy trying to protect you from being tempted by bars, liquor stores and dope dealers. Temptation is everywhere, and we all have to build a recovery program that is stronger than temptation. (Read P. 84 – 85 in the AA text) If you want to get sneaky, you might get away with drinking/using for a day or two, but your peers always figure it out when someone in their community is acting differently, and you might be asked to leave. Then you'll have to go through the whole process AGAIN and end up in treatment somewhere AGAIN. It's always your choice whether or not to be teachable.
6. Please remember to sign in and out when you leave One Twelve. Please let the Tech know if you need meds, keys, your computer, or other help. Tell staff 3 or 4 days ahead of time about an appointment you made for yourself off site (medical, legal, etc.) and arrange transportation.
7. A top priority of early recovery is learning how to "get out of the decider's chair". In other words, "just follow suggestions from experts for the next year, even when you know they're wrong." One Twelve is the place to practice being teachable, so you'll have the habits of recovery firmly in place when you leave.
8. We're all in this together. No one recovers alone, even though we've all tried (many times) to recover in isolation and it DOES NOT WORK. This is not the time to play games on your phone or keep up with your Facebook contacts. This is a time to force yourself to share your story with peers.
9. While you live at One Twelve, learn to pay attention. Watch for the "coincidences" in your everyday life. Whenever you feel your emotions rising, pay attention because those are the times the Universe is sending you important messages. Also, do your private conversations sound like your talk in Group?
10. It doesn't work to think our way into healthy actions; we must act our way into healthy thinking. So, arrive 5 minutes early for groups, do your chores, be a good listener and, in every situation, ask yourself, "What would a person of integrity do?"

## I. WEEKLY REQUIREMENTS

- Attend all scheduled groups
- Any missed sessions must be made up the same week.
- Attend all 1:1 session with your counselor
- Make at least 4 Twelve Step meetings
- Complete house duties daily
- Complete assignments on time and with effort
- Work with your sponsor

## II. ADMISSION

1. One Twelve accepts males, age 18 and up.
2. One Twelve is 12-step based program. Prospective clients come from treatment centers, detox centers, jail or home and are required to attend 12 step recovery meetings held in-house and in the community.
3. Prior to admission, a prospective client must provide a doctor's statement showing the client is free of communicable diseases.
4. Prior to admission, a prospective client must show that funding is in place. Some clients receive funding assistance from their county of residence. Self-pay clients pay each month in advance, and any unused money paid in advance will be refunded at time of discharge.
5. One Twelve works with county caseworkers and insurance companies to ensure funding is in place. However, it is ultimately the client's responsibility to make sure their funding is maintained.
6. At time of intake, each client will meet with staff to review all forms, releases, and rules.
7. All clients will be on a 72-hr. pass hold upon intake, however, if you have less than 30 days of sobriety it will be 7 days.

## III. MAIL

Clients will not likely receive their mail if they have it sent to the physical property address. The PO Box below is for all client mail which is collected throughout the week. It is the client's responsibility to change their address after discharge. All mail received after discharged is returned to sender no exceptions.

CLIENT NAME c/o One Twelve  
PO BOX 4077  
Hopkins, MN 55343

**\*\*Do NOT change your permanent address at the post office to this address\*\*  
The post office will NOT allow you to change it when you discharge from One Twelve**

#### IV. BASIC RULES

Any violation of basic rules could result in restrictions and/or other consequences.  
Continued violations will result in dismissal from the program.

##### Clients must:

- A staff member must be on site when client is in facility
- Treat other clients and staff members with respect.
- Abstain from all mood-altering substances except for caffeine and nicotine. (This includes mouthwash with alcohol, hand sanitizers, vanilla extract, etc....)
- Submit to random drug and alcohol testing by One Twelve staff
- Arrive 5 minutes early for everything
- Get a 12 Step Program Sponsor by the end of your third week
- H.O.W: Be honest, be willing, and keep an open mind to change
- Use down time productively (i.e., service work, meet with your sponsor, volunteer, part time job, read a recovery book, etc....)
- Help keep buildings and grounds clean, especially picking up cigarette butts
- Smoke and/or chew in designated areas – this includes E-Cigarettes
- If you brought your car, provide us a valid driver's license, proof of current insurance and the vehicle registration. The keys will be kept in the tech office and signed out by you for each use
- Visiting hours are permitted Friday 6pm-9pm, Saturday and Sunday Noon-6pm. Visitors will be permitted to spend a reasonable amount of time in designated common areas only.
- Curfew is 9:30 PM, 7 days a week. Lights out at 11:00 PM Sunday - Thursday and Midnight on Friday & Saturday.
- Clients only allowed in their own bedroom
- One Twelve reserves the right to search you or your belongings at any time. This includes vehicles.
- One Twelve has a **ZERO TOLERANCE POLICY FOR PHYSICAL OR VERBAL VIOLENCE**. Any client involved in a physical altercation with another client or staff will be discharged. Law Enforcement may also be notified.
- No fraternization between clients or between a staff member and a client
- Staff reserves the right to prohibit potentially offensive clothing
- Absolutely no vulgar, verbally abusive, or disrespectful talk.
- There is to be no moving or rearranging of house furniture.

#### V. BUILDING CLEANLINESS

One Twelve is community living, therefore it is everyone's responsibility to help keep One Twelve's buildings and grounds clean and tidy. Clients will be assigned a house duty that will rotate each week and must be completed every day. This helps us learn how to take part responsibly in community living. **If you make a mess, if you use a dish, if you toss a cigarette butt; it is your responsibility to clean it up.** Practice being cognizant of other people's living space.

## **VI. BEDROOMS**

- Do not go into another client's bedroom, even if invited.
- No use of tobacco, e-cigarettes, or smokeless tobacco inside the building.
- No eating and no open drink containers. Bottles with screw tops are OK.
- No storing of extra opened food in the rooms.
- Keep your room vacuumed/swept/mopped and tidy.
- Make your bed every day before 8 AM.
- Extension cords and power strips prohibited.
- Empty your own trash container and hide your valuables.
- Use headphones for all portable electronic devices.
- No wall hangings.
- Keep windows closed.
- There will be no rearranging or moving of the bedroom furniture.

## **VII. WHAT TO EXPECT**

During the first 72 hours of your stay at One Twelve you will be expected to remain at the facility. This gives you the opportunity to learn the house expectations and get to know your house mates. During that first 72 hours you will be allowed to attend outside 12-step meetings in the community with a current client that has been in the One Twelve Treatment Program for at least 30 days. You will also meet with your counselor and complete a comprehensive assessment and treatment plan. Your counselor will work with you to develop assignments that will be beneficial to your recovery. Groups will run Monday - Friday from 8am-12pm unless there is a planned activity, in which case programming will end at 2pm. These groups will include various topics including 12-step education, relapse prevention, therapeutic recreation, life skills and more.

## **VIII. CLIENT GROCERIES**

We do not cook for our clients. However, upon intake, clients will be taken to the grocery store, and provided with a \$50 grocery budget to purchase food items. After that, clients are brought to the store weekly. Clients may purchase meat, dairy, vegetables, fruits, etc....With that budget clients are not allowed to purchase candy, cookies, soda, chips, ice cream, bottled water, Gatorade, etc.... We encourage clients to make healthier choices. Coffee is provided. Client may also not use their budget to purchase cigarettes, personal hygiene items, cleaning supplies or any non-food items. Those may be purchased with your personal money, however, there is limited cupboard and fridge space, so we asked that clients purchase a limited supply of those items.

## **IX. SIGN OUT SHEETS**

Each time a client leaves One Twelve, the client must sign out in the office, indicating the departure time, destination(s), and expected time of return. Upon return, the client must sign back in with their name and current time and submit to a breathalyzer and/or drug test as directed by One Twelve staff.

## **X. PASSES/FREE TIME**

Each week you will develop a “weekly planner” that will need to be approved by your counselor. This will inform One Twelve staff of your appointments and approved time away from One Twelve. The following is a pass outline which clients adhere to while attending treatment at One Twelve:

CURFEW: 9:30PM - 7 DAYS/WEEK  
LIGHTS OUT SUNDAY – THURSDAY: 11:00PM  
LIGHTS OUT FRIDAY – SATURDAY: 12 AM

### **MONDAY-FRIDAY**

AFTER PROGRAMMING IS COMPLETE, CLIENTS ARE PERMITTED TO BE AWAY FROM THE FACILITY FOR A MAXIMUM OF 3 HOURS FROM THE TIME HE SIGNS OUT. HE MUST THEN RETURN BEFORE THE 3 HOURS TO BE BREATHALYSED AND OBSERVED BY STAFF. HE IS THEN PERMITTED TO LEAVE THE FACILITY AGAIN FOR UP TO ANOTHER 3 HOURS BEFORE RETURNING.

### **CLIENTS FIRST 30 DAYS WEEKEND PASSES**

CLIENTS ARE ONLY PERMITTED TO LEAVE FOR 6 HOURS BEFORE RETURNING TO THE FACILITY. AFTER HE HAS RETURNED FROM THE 6 HOUR PASS, AND CHECKED IN, HE IS PERMITTED TO LEAVE AGAIN FOR UP TO 3 HOURS.

### **AFTER 30 DAYS WEEKEND PASSES**

IF A CLIENT HAS BEEN HERE FOR 30 DAYS, HE IS PERMITTED TO LEAVE THE FACILITY FOR A MAXIMUM OF 8 HOURS BEFORE RETURNING TO THE FACILITY TO BE BREATHALYSED AND OBSERVED BY STAFF. AFTER HE HAS RETURNED FROM THE 8 HOUR PASS, HE IS PERMITTED TO LEAVE AGAIN FOR UP TO 3 HOURS.

### **FOR ALL CLIENTS TO BE PASS ELIGIBLE AT ANY TIME**

ALL CHORES MUST BE COMPLETED EVERYDAY. IF CHORES ARE NOT BEING DONE THE CLIENT WILL BE RESTRICTED FROM LEAVING THE FACILITY.

CLIENTS WILL BE CURRENT ON ASSIGNMENTS AND COMPLIANT TO ONE TWELVE’S POLICIES.

These times may be reduced depending on things such as:

- How well are you doing at building a recovery program?
- Are all assignments done thoroughly and on time?
- Are you attending enough 12 Step meetings and working with a sponsor?
- How your attitude and behavior is, including house duties and bedroom cleanliness?

**If a client misses group because they feel ill, they will be required to stay on site for the remainder of the day.**

**Clients will also be required to make up the missed time during the same week.**

**Overnight passes are NOT allowed.**

## **XI. WORK POLICY**

Clients are permitted to work. One Twelve strongly encourages clients to work as a part of their recovery program. However, we want clients’ main focus to be on personal recovery. You can work 2nd shift/evenings and weekends. NO 3rd shift/overnights or “on call” positions. NO 1st shift/days during the week because you will be in programming.

We require clients to attend 4 – 12step meetings per week so a full-time job may be difficult for some individuals. Part time jobs (20-30 hours per week) works best. While enrolled in One Twelve, clients are not permitted to work or spend time in facilities that predominately serve alcohol. Clients who have questions regarding this policy may speak with the Executive Director.

## **XII. TRANSPORTATION**

Many insurance plans will provide transportation to medical appointments, please check with your plan for benefits. We also suggest checking bus schedules. Many clients find it extremely beneficial to utilize the 12-step recovery community for transportation. This obviously has the larger benefit of encouraging clients to start building a broad recovery network. After you have made every attempt to obtain transportation and all of those options have been exhausted, One Twelve will provide transportation with a 48-hour notice to medical appointments within reasonable distance. As an option to alleviate potential transportation difficulties, it may be beneficial to obtain a local healthcare provider while enrolled at One Twelve. For medical emergencies that do not require 911 intervention, One Twelve will do it's best to provide transportation.

## **XIII. MEDICATIONS**

One Twelve does not dispense medications. One Twelve operates as a staff assisted self-administration program. What this means is it is the client's responsibility to maintain their prescribed medication schedule. One Twelve staff will observe and both staff and client will collectively document self-administered medications. All medications prescribed/authorized by a physician for a client must be kept under lock and key in the office. Certain medications (i.e., inhalers) will be allowed in the client's possession. Check with your counselor regarding any medications you need to keep with you. All medications must be taken according to the prescription unless you obtain a different prescription from the prescribing doctor. It is your responsibility to take your medications as directed. Clients must take along a Physician's Check List to all medical/psychiatric appointments and return it, signed, to One Twelve. One Twelve is an abstinence-based program. For questions regarding our medication policy, please contact our Executive Director. Scheduled Narcotics are given to the client as scheduled. Any scheduled medication will be distributed to client by staff.

**Packed Medication:** Once a client signs off on a medication packet, client is responsible for the medication in the packet. Staff and client are to sign off, on packet, to verify medications within packet.

**Over the Counter Medicine/Vitamins/Supplements:** Clients are required to obtain a written order or prescription from a physician if they plan to use over the counter medication, vitamins, and supplements. One Twelve has house medications (Ibuprofen and Tums) available to clients. A physician's order must be on file with One Twelve staff that allows the use of house medications.

### **Medication Distribution Times:**

**Mon-Fri:** A.M. Meds: 5:00 A.M. – 7:30 A.M. and after Check in. No med distribution during group.

P.M. Meds: no later than lights out.

**Sat-Sun:** A.M. meds not before 5:00 am and pm medication no later than one hour before lights out.



#### **IV. DRESS CODE (applies to clients, staff and visitors):**

Shoes and shirts must be worn at all times on the property, except in your bedroom. Apparel must not display messages about drugs, alcohol, sex, violence, gang symbols, religion, or sexual orientation. Your appearance must be respectable. Client must wear clothes to bed.

The following are not allowed at One Twelve:

- Tank tops – sleeveless shirts
- Shorts – above the knee
- Frayed, dirty, torn, or tattered clothing of any kind
- Pants worn so that underwear is visible
- Clothing that portrays alcohol, drugs, sex, gambling, or religion
- Pajama pants
- Open toed shoes
- Slippers

#### **XV. GRIEVANCE PROCEDURE**

Every client has a right to appeal disciplinary action taken by One Twelve staff. The procedure for internal grievances is as follows:

1. Discuss the matter with the person with whom the dispute exists
2. If the matter is not resolved, discuss it with your counselor
3. If the matter is still not resolved, discuss it with the Executive Director
4. If the matter is still not resolved, it can be appealed to the Owner of One Twelve, as follows:
  - a. prepare a written statement containing the following:
    - The exact nature of the grievance
    - All facts regarding and surrounding the issue
    - What exactly you feel should be done to resolve the situation
  - b. present this statement to the Executive Director and he will forward it to the owner
  - c. you will receive a decision by the Board within 3 days
  - d. if you request help, One Twelve staff will assist you in any or all of the above steps

## **XVI. CONTRABAND**

The following items are considered contraband and are not allowed:

- Intoxicants, alcoholic beverages or products containing alcohol (this may include colognes, mouthwashes, and other products that contain alcohol)
- Mood altering drugs or drug paraphernalia, including synthetic or designer drugs
- Explosives, ammunition, fireworks, or knives
- Cameras - Photographing/video recording of other clients is prohibited outside of 245G15, subd. 3.
- Electronic devices such as laptops, tablets, e-readers, or gaming devices... ALLOWED DURING ALLOTTED TIMES
- Pornography and/or sexual devices
- Medications not prescribed by your physician
- Extension cords, infused outlet adapters or "six-strips"
- Candles, incense or incense burners, air fresheners
- Small appliances like fry pans, toasters, coffee makers, microwaves, etc.
- Aerosol cans containing deodorant, hair spray, or paint
- Containers of flammables, such as lighter fluid
- Wizzinators, or any device or chemical used to alter or fake a urine sample
- Weight loss aids
- Excessive consumption of energy drinks.
- Supplements or over-the-counter medications not prescribed by a physician
- E-CIGARETTES ARE ALLOWED but only in designated smoking areas. They are NOT allowed in the building.
- Chewing Tobacco is allowed but only in designated areas. Chewing indoors is not allowed.

## **XVII. CLIENT PHONE**

One Twelve has a client phone available to use in each facility.

Note: if someone calls the main office for you, we will answer the call by saying, "I can neither confirm nor deny that the person you're seeking is here at this facility."

## **XVIII. CELL PHONES AND OTHER ELECTRONIC DEVICES**

During group hours of 8 AM and 12 PM Monday thru Friday, phones will be stored in the tech office. They can be checked and returned during breaks. Clients must use headphones, while listening to music or using other electronic devices with sound, at all other times.

## **XIX. GAMBLING**

No gambling of any kind is allowed while you are a client of One Twelve. This includes the time you are signed out or gone on a pass.

## **XX. FINANCIAL DEALINGS**

Clients are prohibited from borrowing or loaning money with other clients or with staff. Clients and staff are also prohibited from the sale of goods/services between each other.

## **XXI. EMERGENCY PROCEDURES**

### **FIRE**

**In case of fire, the gathering place will be:**

- **At the Minnetonka Blvd house it will be at the far end of the parking lot away from the building.**

Staff will also be there to take roll call and direct you to where you should go. Fire drills are held randomly and periodically. By regulation of the State Fire Marshall, there is to be no smoking, extension cords or cardboard boxes in bedrooms.

### **TORNADO**

In the event of a tornado warning, staff will make the announcement to clients. Everyone should stay in the building and proceed to innermost rooms as directed by staff. Windows and doors should be closed. Clients will be directed to sit on the floor along a wall and cover their heads, until the "all clear" is sounded and staff gives the OK to move.