



EXPERIENTIAL
HEALING CENTER

The Experiential Healing Center of Memphis

1713 Lockett Place

Memphis, Tennessee 38104

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www.EHCMemphis.com

Client Handbook

Welcome to the Emotional Harmony Program

You are registered to attend Emotional Harmony. Check-in is from 1:00-2:00 pm on Sunday. The program will end around noon on Saturday. Please check in at 1714 Monroe Ave. You may park in the back parking lot adjacent to Monroe House, where you will be staying.

If you have a balance is due or a payment plan to sign, please take care of this during check-in.

The emergency phone number for people to reach you during your stay is:

901-513-0725.

EMOTIONAL HARMONY PROGRAM GUIDELINES

MOOD ALTERING SUBSTANCES AND MEDICATIONS

All programs at Experiential Healing Center are drug, alcohol, nicotine, caffeine, and sugar free. Those participants who will be withdrawing from nicotine may use nicotine cessation aids (Nicorette gum, nicotine patches, etc.) and should discuss their use with staff prior to the program. Participants who use significant amounts of caffeine (more than 2 cups a day) are advised to decrease their caffeine intake gradually, if possible, prior to attending the program. Acupuncture, yoga, relaxation, massage, and meditation will be used to help alleviate withdrawal symptoms during the program. You might consider utilizing some of these practices to manage withdrawal symptoms experienced in preparation to attending a program.

Please let staff know of any medications you are taking. Do not share medications (prescription or non-prescription) or provide health assistance to other participants, unless directed to do so by staff.

CONFIDENTIALITY

Who attends a program and what is shared during a program is strictly confidential. We expect that you will honor and respect the confidentiality of fellow participants.

All licensed counselors and helping professionals are required to report certain information concerning physical or sexual abuse of minors or elders.

EHC may take pictures during the program. Those who do not wish to be photographed will not be photographed. Participants are not allowed to use cameras or camcorders at any time.

ACCOMMODATIONS

The Monroe House is a large, comfortable house with single beds two or three to a room. There are two shared bathrooms, one with a shower and one with a tub. Bedding and towels are provided. You are welcome to bring items from home—such as a favorite pillow—to make your stay more comfortable, but it is not necessary.

ROOMING

This is an intense program. In order to provide safety, privacy, and a sanctuary, assigned sleeping rooms will be off limits to all other participants at all times. Socializing with participants other than your roommates must occur in community areas—i.e. kitchen, living room, porch or patio.

It is important that you understand that EHC cannot anticipate, monitor, or control participants' unique sleeping/ living habits or their sensitivities to others' habits. If you have any unique sensitivities such as lights, snoring, night sounds, etc. or allergies to hair spray, perfume or other chemical products, it is your responsibility to bring to the program items needed to provide for your comfort and safety. Such items might include allergy masks, sleeping masks, ear plugs, headphones, white noise machines, etc.

EHC is not in a position to offer any relief from such sensitivities by making roommate changes, room changes, etc. Please respect your roommates by keeping your living area neat and your bed made. Smoking or burning candles/ incense/smudge sticks is not permitted.

PHONES and COMPUTERS

The use of telephones and computers is prohibited. The rooms at the Monroe House are equipped with alarm clocks for your use. Please leave your cell phone at home or locked in your car. If you find that you are unable to adhere to this requirement on your own, the staff will support you by keeping your phone secured and unavailable to you for the duration of the program. Emergency calls can be arranged through EHC staff.

An emergency number to leave with non-participants is provided on the first page of this packet. Please let family and friends know that you will be unavailable during the program. Incoming emergency messages will be received by a designated staff member and forwarded to you as soon as possible. Non-emergency incoming phone calls will be dissuaded.

RADIOS, IPODS, MP3 Players

Radios, iPods, headphones, etc. are strongly discouraged as these devices can keep us from being with others and ourselves. All such devices should be left at home (or in your car). Anyone who feels they must make use of such a device will need to make arrangements with EHC staff.

MEALS

Programs include all meals and refreshments. Special dietary needs such as allergies should be communicated to the intake coordinator one week prior to arriving at the program, if possible.

All programs are sugar and caffeine free. Participants who use significant amounts of caffeine (more than 2 cups a day) are advised to decrease their caffeine intake gradually, if possible, prior to attending the program. Acupuncture, yoga, relaxation, massage, and meditation will be used to help alleviate withdrawal symptoms during the program. You might consider utilizing some of these practices to manage withdrawal symptoms experienced in preparation to attending a program.

All participants must be present at every meal whether they choose to eat or not.

Please allow EHC staff to go first or to cut in line as they have staff meetings during meals.

All food and drink served at the Monroe House is sugar-free, caffeine-free and **whole grain**. Dinners are planned and prepared for you at the Monroe House, and served family style. Various breakfast and lunch foods are provided for you to prepare on your own or with housemates. Snacks are also provided. We try to accommodate requests for food items you would like to have on hand, but if there is a specific food you require or you are on a food plan that you can not or do not wish to modify during your stay, you may bring with you any foods which comply with the **sugar-free, caffeine-free, white flour-free** guidelines. Please clearly mark any foods you bring that you do not wish to share with the community. Refrigerator and freezer space for client use is available, but limited.

CLIENT INTERACTION

Because it is important in a program that we establish a community setting, it is required that participants stay on the premises at all times. We require that you walk, jog, or gather in groups of three or more. We discourage pairing since many participants are dealing with sexuality and intimacy issues. On the other hand, isolation can diminish your experience here also. If you become aware of a relationship between clients that has developed, or if you currently have a relationship with other clients at this program, report that information to EHC staff as soon as possible.

APPROPRIATE DRESS

Appropriate dress includes comfortable, casual wear: t-shirts, sweats, and jeans are all appropriate. Appropriate length shorts are permitted. *Short skirts, mini skirts, halter tops, low cut tank tops, open shirts, tights, and excessive jewelry would be considered inappropriate attire.* For health reasons, you will need to wear foot coverings in the large meeting room and group rooms.

For certain activities, closed-toe athletic-type shoes will be necessary. Please bring a pair of sneakers or other closed-toed shoes with a flexible rubber sole. Also, comfortable, casual clothes that allow free-movement—such as a T-shirt and sweat pants or yoga pants—will be required.

EXERCISE

Exercise is an important part of self care, and can enhance your experience with getting in touch with your own body. For some people, however, it may be a way of isolating and/or medicating uncomfortable feelings. For these reasons, we encourage light exercise for no more than 30 minutes, in groups of three or more. At Monroe House, you may walk or jog in groups, staying within a few blocks of the house.

SPENDING MONEY

Some programs include recreation outings. The cost of the activity will be covered by EHC. Snacks, beverages, and additional “go-rounds” are at client expense. \$20-\$30 should be sufficient.

INFECTIOUS DISEASES

We believe it is both safe and appropriate that individuals with certain medical and physical conditions be permitted to participate in our programs. Such contagious/ infectious conditions may include but are not limited to: known and unknown cold and flu viruses, hepatitis, HIV, bacterial infections, etc. All participants and staff should exercise reasonable caution in their interactions with each other to minimize their exposure and the exposure of others to infectious diseases. Individuals should avoid sharing personal grooming items such as razors, toothbrushes, etc. If you have forgotten something, let EHC staff know.

GENERAL EXPECTATIONS

1. Be honest about matters that relate to you, and be an active participant in your process, including education and group sessions.
2. Be considerate and respectful of the rights of fellow participants, EHC staff, and others’ property. Help keep your room and community rooms clean.
3. Attend all scheduled meetings, sessions, meals, and events in a timely fashion. All sessions will start on time; participants are expected to be on time.
4. Respect property. Any willful damage of property will be the financial responsibility of the participant.
5. Participants may be asked to assist with certain tasks such as helping set up for presentations to help facilitate the program.
6. If you have concerns for your safety or well being, tell a staff member. Any participant’s inability or unwillingness to follow these guidelines may result in discharge from the program.