



Guest Handbook
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WELCOME/ INTRODUCTION

The purpose of this handbook is to acquaint you with The Taylor Made Retreat. Our primary mission is to provide alcoholic and drug dependent men and women with a safe and dignified, self-directed, learning environment in which to study the principles of recovery as outlined in the *Alcoholics Anonymous* text. The Retreat provides no clinical and/or counseling services, e.g. assessment, individual or group counseling, and is not a replacement for a clinical or therapeutic treatment experience. This handbook provides a detailed description of The Retreat goals, expectations, schedule, and staff and volunteer composition.

We believe that it is through abstinence from alcohol and mood-altering chemicals, active participation in Alcoholics Anonymous, implementation of the Twelve Steps in day to day living, sponsorship and service that one develops the tools necessary to maintain long-term, contented sobriety. We encourage our guests to participate in this mutual-help, educational environment. The Retreat is committed to provide its guests with a safe, respectful environment in which to begin a quality life of sobriety. Although our program is self-directed in nature, the average length of a guest's stay is four weeks to 12 weeks.

RETREAT GOALS & RULES

Retreat Goals

1. Begin to study & practice the principles of Alcoholics Anonymous (AA)
2. Learn the basic teachings of AA as outlined in the first 164 pages of the Big Book
3. Positively engage in the mutual-help activities of The Retreat
4. Develop a relationship with a sponsor
5. Improve relationships
6. Provide an atmosphere and opportunity for a spiritual awakening
7. Learn to find enjoyment in sobriety

Program Rules

1. No use of mood-altering chemicals.
2. No physical violence or threats of violence.
3. No sexual, romantic or exclusive relationships.
4. No smoking or vaping within 50' of the retreat buildings (smoking for women in the women's area, men in the men's area).
5. No exiting the grounds.
6. No animals

You may be asked to leave if any of the above rules are broken.

BUSINESS OFFICE

- Paying Taylor Made Retreat charges, purchasing stamps, books, duplicating, safekeeping, faxing, etc.
- Safekeeping can be accessed during business hours unless there is an emergency; in that case, contact Retreat Assistant. Store all valuables in safekeeping or be responsible for them.
- Upon check-out, it is imperative that you close out your account and leave a forwarding address with the business office.

RETREAT CHORES

Retreat housekeeping chores are assigned to each guest to ensure that the house is kept neat and clean at all times.

These assignments are usually the same for your entire stay, but may change from time to time as circumstances arise. A chore checker will be assigned to monitor the completion of these assignments and to make note of those not done, house managers will confirm. All chores are described in the chore sign-up folder.

It is your responsibility to know what your detail is and to complete it. If, for any reason, you are unable to complete your detail, it is **your responsibility to get a replacement**. Cleaning supplies must be kept in the janitors' closet. Please do not keep cleaning supplies in your room.

EXPECTATIONS & RESPONSIBILITIES

1. You are expected to become acquainted with The Retreat schedule, expectations and rules. ***The schedule can be found on the back cover of this handbook. There are ONLY 2 elements of programming that are 'optional'; Pillates on Saturday (11-12pm) and Yoga During the week***
2. You are expected to respect each other's right to anonymity. Who you see here, what you hear here, let it stay here.
3. You are expected to work on your own personal recovery through **attendance and participation** in **all** Retreat scheduled activities.
4. You are expected to notify staff of **ANY** appointments you may have off-site for approval to leave. Furthermore, please notify staff when you leave the grounds and when you return. Our concern is that you manage these appointments in a safe and sober manner.
5. All prescription and over-the-counter medication must be kept in the office. **You are expected to follow all doctors' orders for self-care and medication**. All prescribed medications must have a label from the pharmacy where they were obtained.
6. Store all valuables including cash, jewelry etc. in safekeeping or be responsible for them.
7. You are expected to dress appropriately at all times. Shirts must be worn at all times in the building. Pajamas or pajama-like clothing is not allowed in the community space, including the hallways and coffee area. Because we have hardwood floor there are no shoes allowed in the house, please bring slippers. There will be yard work as part of the activities here, please bring boots if you would like to wear them while working.
8. ***Gambling and loaning of money is prohibited.***

9. Guests are encouraged to leave their cars at home. If a guest absolutely has to transport themselves here- they are to surrender their keys in the office. Loaning your car to other guests is prohibited.
10. It is your responsibility to report strangers or unusual situations in the building to the staff on duty. Our goal is to keep the facility safe and secure while allowing outside member to spend time with guests as is appropriate.
11. If you notice something in disrepair anywhere in the building, please add it to the fix-it list in the office, or fix it if you can.
12. All food and beverages are restricted to the kitchen, dining and areas. **THERE IS NO EATING OR FOOD allowed in the bedrooms, hallways or meeting rooms on the main floor. TAKE-OUT FOODS ARE NOT ALLOWED IN THE RETREAT.** (Sunday visitors are NOT ALLOWED TO BRING TAKE-OUT FOODS into the Retreat.)
13. **You are expected to keep your room neat and clean at all times.** Please make your bed by **8am on weekdays and by 8:15am on Sundays** It is each Guest's responsibility to keep The Retreat neat and in order. All personal items must be off the floor and properly stored.
14. Guests are encouraged to be present in the dining room and help with clean-up for all meals.
15. Newspapers are to be kept in the front room at all times then used to start fires when reading is complete.
16. TV and the stereo equipment are to be used for recovery related videos only, except for the Friday/Saturday night movie. No self-contained radios in public areas or TV at any time.
17. You are expected to remain on The Retreat property at all times. Please alert staff of any/all medical/dental appointments so we can discuss how you will safely transport to/from.
18. Please keep your feet off the furniture.
19. There is a curfew of being in your room by **11 pm**. There is no use of phones, kitchen area or any other area after 11:00pm. If listening to recovery audio tapes after midnight please use headphones. No TV is allowed.
20. You are also expected to clean up after yourself. You may not cook between 11 PM and 8 AM unless approved by the staff person and there is no access to the kitchen from 9:00am to 5:00pm.
21. All food in the guest refrigerator (downstairs fridge only) must be labeled with name and date – or it will be thrown out.
22. Cell phones, beepers, laptops, video IPOD's, DVD players and car keys are not allowed and are to be turned into safekeeping upon check-in.
23. **No energy drinks are to be purchased or consumed during your stay at The Retreat.** These include, but are not limited to Red Bull, Rock Star, Monster, etc....

LIVING ARRANGEMENTS

Communications

Please respect the **10 minute limit** on all telephone calls.

Please use the dry-erase board in the phone hallway to communicate with other guests as to who has called (not installed yet).

Mail is picked up once per day (around 9:30am), Monday through Friday, from the basket on the front table. There is no mail delivery on Sunday.

Guest Property Management

A written record of any personal property item(s) held in trust by the program will be maintained and signed by a staff member and you. You may retain control of all possessions that do not present a danger to you or others, or are not medically contraindicated, except that the facility has established policies regarding the use of personal property to assure that program activities and the rights of other guests are not infringed. The facility may take temporary custody of property, as a consequence of a violation of those policies.

Abandoned Property

Any personal property left with the program following your departure will be retained by the facility for a minimum of 60 days. Any property held in trust by the program will be returned upon discharge, regardless of discharge status, with the following exceptions:

1. Drug paraphernalia and drug containers that are forfeited, shall be destroyed by staff or given over to the custody of a local law enforcement agency, in accordance with the Code of Federal, Title 42, Sections 2.1 to 2.67-1, as amended through August 10, 1987.
2. Weapons, explosives and other property which may cause serious harm to self and others shall be given over to custody of a local law enforcement agency and you shall be notified of the transfer and of the right to reclaim any illicit property transferred.
3. Legal chemicals which have been determined harmful, after examination by a physician, except when approved for continued use by a physician.

Smoking/Chewing Tobacco/vaping

SMOKING/CHEWING/VAPING IS NOT PERMITTED IN ANY AREA OF THE TAYLOR MADE RETREAT BUILDING.

- Smoking is permitted by guests only in the driveway on the far side for men and at the end of the patio for females..

- There is no chewing of tobacco in the Retreat. If you choose to use smokeless tobacco, you must chew outside in the smoking areas listed above. There are no tobacco juice receptacles allowed.

Rooms

You may have self-contained, portable radio units in rooms or when walking in the woods. No stereos or TVs. With regard to music and room lights, please be sensitive to the needs of others.

No food or beverages, except water, allowed in your rooms.

No electrical appliances except grooming items and clock-radios are permitted. All appliances need to be approved by a Retreat staff member.

You are expected to keep your room neat and clean at all times.

No guests are allowed in other guests room at any time.

Meals

All food and beverages are restricted to the coffee and dining rooms. THERE IS NO EATING OR FOOD allowed in bedrooms, hallways or meeting rooms.

Dinner begins with the ringing of a bell followed by the reading of the “*prayer for the day.*”

Linen and Laundry

Towels and bed linen are provided by The Retreat. All sheets and towels are to be washed on laundry day and replaced. It is your responsibility to strip and remake your bed.

Guests must supply their own bath soap. Laundry Room is available to our guests based on the bed number you are assigned. See your weekly schedule for all the details:

Fitness Room

Our Fitness Room is located in the garage.

You may use the Fitness Room between the hours of 6am-11pm.

Visiting

Visiting is open to all friends and family members **every Sunday from 12pm-5pm.** They are welcome to join you for lunch if you wish. An AL-ANON meeting is held from 1-2pm on Sundays (when requested) with expected participation for all Retreat Guests and their visitors. Open visiting is from 2-5pm, and should only take place in the common areas of the Retreat. No visitors are allowed in a Retreat Guest’s room at any time. Visitors are not allowed to bring TAKE-OUT FOOD into the Retreat.

VISITING ALUMNI & VOLUNTEER OPPORTUNITIES

Visiting Alumni

1. Alumni may visit guests in all areas except Guest rooms, and at times not to interfere with The Retreat schedule. Therefore, the best time for an alumni visit is 3-5:30pm Alumni must be off the premises by 10:30 PM.
2. Visitation by alumni is a privilege and may be terminated or modified at any time by Retreat staff. We reserve the right to ask any alumni to leave the premises at any time.
3. Alumni are invited to eat lunches and dinners at The Retreat when they are here in a service capacity.

Volunteer Opportunities

We have many opportunities for those wishing to volunteer their time at The Retreat. Please contact the main office for more details.

THE BUDDY SYSTEM

The buddy system was developed to help provide a safe and easier transition into The Retreat. Every new Guest will be assigned a buddy. The buddy is responsible for completing the following with the new Guest:

1. Complete tour of The Retreat facility.
2. Introduce the new Guest at dinner.
3. Read through the Guest Handbook.
4. Explain bulletin boards (Chores, etc.)
5. Show new Guest to their room, bathrooms, and showers
6. Review telephone answering procedures as well as the importance of anonymity. Go over the ten minute rule.
7. Review program schedule.
8. Point out smoking area.
9. Laundry, Vending, Meditation, and Workout Room are available on **Sundays, Mondays, Wednesdays and Fridays for the Men's Center and Tuesdays, Thursdays and Saturdays for the Women's Center.**
10. Pick-up after ourselves, coffee only in dining room, always help others.
11. If you need something please ask any staff member or Guest.
12. Make yourself reach out and ask for help.

SECURITY AND MEDICAL EMERGENCIES

Security

The door to the entrance of The Retreat will be open from 7:00 AM to 11:00 PM, Monday through Sunday.

Night Security staff is on the property from 11:00pm to 7:00am to monitor Retreat security and address any emergencies or security problems that may occur.

Locked storage is provided for selected other items not kept in room (e.g., bikes, skis, stereos, etc.).

You may store passports, wallets, credit cards, and cash in safekeeping in the medication closet during regular office hours. A Retreat assistant will help you store items during off hours.

Do not enter other Guests' rooms without permission or when no one is there.

Guests are not permitted to be in the bedroom of someone of the opposite sex.

Emergencies (after 11:00 PM)

Notify the evening staff person immediately!!!

FIRE SAFETY AND PREVENTION

In the event of fire or smoke

1. Be calm.
2. Notify staff on duty of location and nature of fire.
3. Close doors and windows in the area and disconnect electrical equipment.
4. Alert Guests to assemble outside the building near the side door.

Fire safety rules

1. **NO SMOKING ANYWHERE IN BUILDING.**
2. All flammable materials must be kept in their proper place.
3. Ironing can only be done in the laundry room.
4. Trash containers must be emptied daily.
5. No extension cords.
6. No portable heating devices or unauthorized electrical appliances.
7. Unplug curling irons, hair dryers, etc. when not in use.
8. Keep all aerosol cans away from lights and radiators. Heat can cause cans to blow up and possibly cause a fire.
9. Keep matches away from lights and radiators.
10. Keep all dirty cleaning rags in laundry bags in the laundry room.