



**Guest Handbook
Revised August, 2022**

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WELCOME/ INTRODUCTION

Welcome to Taylor Made Retreat. Our primary mission is to provide alcoholic and drug dependent people a safe and dignified learning environment in which to study and practice the principles of recovery as outlined in the *Alcoholics Anonymous* text. Taylor Made Retreat provides no clinical or counseling services (e.g. psychological assessment, individual or group counseling) and is not a replacement for a clinical or therapeutic treatment experience. This handbook provides a detailed description of Taylor Made Retreat goals, expectations, schedule, and staff & volunteer composition.

We believe that it is through abstinence from alcohol and mood-altering chemicals, implementation of the Twelve Steps as a daily design for living, active participation in 12 step support group meetings, sponsorship, and service that one develops the tools necessary to maintain long-term, contented sobriety. Taylor Made Retreat is committed to providing its guests with a safe, respectful environment in which to

begin to discover a new quality life in sobriety. Although our program is self-directed in nature, the average length of a guest's stay is eight weeks and we hope to get you up to and working step nine.

The Taylor Made Retreat Staff

Lowell MacGregor: Executive Director

Laura Richie: Assistant Director

Claudia Kyle: Lead House Manager

Brennan Tigner: Executive Chef

Britt Speakman: House Manager

Chaz Contreraz: House Manager

Johnny Dutra: House Manager

Brandon Finch: House Manager

Shannon Willingham: House Manager

Amanda Luff: Landscape Manager

Liisa Heard: Clinical Consultant

Tim and Gina O'Donnel: Outreach and Admissions

TMR GOALS & RULES

Retreat Goals: Each guest will

1. Study the basic teachings of AA as outlined in the first 164 pages of the Big Book of Alcoholics Anonymous
2. Begin to practice the principles of Alcoholics Anonymous in daily life
3. Positively engage in the peer driven activities of Taylor Made Retreat
4. Develop a relationship with a sponsor and a fellowship of support in recovery
5. Improve their personal relationships
6. Be immersed in an atmosphere that fosters the opportunity for experiencing a spiritual awakening
7. Learn to find joy and a sense of well-being in sobriety
8. Implement the practice of the 12 steps as a new “design for living”.

Program Rules

1. Possession and/or use of mood-altering chemicals is strictly prohibited.
2. Possession and/or consumption of alcohol is strictly prohibited.
3. Physical violence, threats of violence, and abusive speech will not be tolerated.
4. No sexual, romantic or exclusive relationships are allowed.
5. Smoking and smokeless tobacco use are allowed only in the designated smoking areas.
6. Vaping is strictly prohibited.
7. No exiting the grounds.
8. Full participation in all TMR activities is required.
9. No sleeping during the day
10. No going into other guests' rooms for any reason.
11. The main kitchen is off limits to guests.
12. Do not take food out of anyone else's personal supply.
13. Clean up after yourself.
14. Do not change settings on the HVAC
15. Do not touch the computer or any associated equipment without permission from staff.
16. Be willing to wear the day like a loose garment

You may be asked to leave if you break any of these rules.

TMR CHORES

TMR Guests will be assigned chores 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 change.

Each Guest will be given a detailed check-list of the components of their assigned chore and will be held accountable to complete their chore as described.

If, for any reason, you are unable to complete your chore on any given day, it is **your responsibility to arrange for another guest to do the work for you**. Cleaning supplies are stocked in designated closets and cupboards in each area of the house. Please do not keep cleaning supplies in your room.

EXPECTATIONS & RESPONSIBILITIES

1. You are expected to become acquainted with the TMR schedule, expectations, and responsibilities outlined in this Handbook.
2. You are expected to respect each other's right to anonymity. Who you see here, what you hear here, when you leave here, let it stay here.
3. You are expected to work on your own personal recovery through **attendance and participation in ALL Taylor Made Retreat** scheduled activities. A new detailed schedule is generated and distributed each week, usually on Monday.
4. You are expected to notify staff of **any off-site appointments** you may have or need to schedule by filling out an **Appointment Request Form**. If approved, staff will work with you to schedule your appointment and a staff member or TMR volunteer will accompany you to and from the off-site location. Our concern is that you manage these appointments in a safe and sober manner and are protecting the house from COVID.
5. All prescriptions and over-the-counter medications (including vitamins and supplements) will be stored in the med room. All prescription medications must be in their original containers with a label from the pharmacy where they were obtained, and you are expected to take them as directed by the prescriber. Meds are routinely distributed twice daily, usually around 8:30am and 8:30pm.
6. You are expected to dress appropriately at all times. Street clothes pants and shirts, or similar garments must be worn at all times in the building. Pajamas or pajama-like clothing are not allowed in the community space, including the hallways and coffee/eating area.
7. ***Gambling and loaning of money is prohibited.***

8. No personal vehicles will be allowed at or near Taylor Made Retreat. Guests must leave their cars at home.
9. It is your responsibility to report strangers or unusual activity on the grounds or in the building to the staff on duty. Our goal is to keep this household safe, secure, and free of COVID.
10. If you notice something in disrepair anywhere in the building, fill out a **Maintenance Request Form** and turn it in to a staff member.
11. Consumption of food and beverages is restricted to the dining area, the foyer, and outdoors. **No eating or food is allowed upstairs or in the meeting rooms.**
12. Guests are not allowed to order take-out food to be delivered in to TMR.
13. It is each Guest's responsibility to do their part to keep the TMR household in order. **You are expected to keep your room neat and clean at all times** - to make your bed and tidy your area upstairs **by 8:55am every day**. All personal items must properly put away in your desk or closet.
14. Guests are expected to be present in the dining room on time for lunch and dinner.
15. Each Guest will be assigned dish duty one day each week. The components of the dish duty chore are posted above the sink in the dish/laundry room. You may, of course, pitch in to help at any time.
16. The New York Times is delivered to TMR each day. Please read the newspaper in the common areas and return it to the table in the foyer when you are done so others can read it.
17. Personal listening devices are to be used for music or recovery related audio only, and strictly during non-program time. No self-contained radios are allowed in the common areas at any time. Wireless speakers are provided for Guests' use, but sound cannot travel outside the room you are in.
18. You are expected to remain on Taylor Made Retreat property at all times unless you are going to an approved appointment, accompanied by a staff member or TMR volunteer.
19. Please keep your feet off the furniture.
20. You must be in your room by curfew each night – 11pm at the latest, or earlier at the discretion of staff. However, you may go to bed anytime after Nighty Review.
21. You must stay in your room from the time the alarm is set each night until 6:15 in the morning. Opening any bedroom door will set the alarm off.
22. Place personal food items requiring refrigeration in the guest refrigerator. Label them with your name and the date purchased. Unlabeled items will be thrown out.

23. Cell phones, laptops, smart watches, video players and car keys will be placed in safekeeping upon check-in. Guests will have access to their devices in accordance with TMR rules. See the **TMR Phone Policy** attached at the end of this handbook.
24. No energy drinks are to be purchased or consumed during your stay at Taylor Made Retreat. These include, but are not limited to Red Bull, Rock Star, Monster, etc....

GUEST PROPERTY MANAGEMENT

Guest Property Management

You may retain control of the personal belongings you bring to TMR that do not present a danger to you or others, except that the facility has established policies regarding the use of personal property to insure 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.

Locked storage is provided for oversize items that do not fit in your room (bikes, skis, luggage, etc.)

You may store valuables such as passports, wallets, credit cards, cash, and jewelry in safe-keeping. A TMR staff member will retrieve these items for you if you need them.

Abandoned Property

Any personal property left at TMR after your departure will be retained by the facility for a minimum of 60 days.

Any property held in safe-keeping during your stay at TMR will be returned upon discharge, regardless of discharge status, with the following exceptions:

1. Drug paraphernalia and drug containers that are forfeited and, 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.
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.

TMR AMENITIES

Towels and bed linen are provided by TMR and you are responsible for what's been issued to you. You should wash your sheets and towels weekly, on your designated laundry day. Please do not wash the pillows.

TMR supplies body wash and shampoo in each shower/bath area. Each client must supply their own additional toiletry items.

Our **Fitness Room** is located in the garage. You may use the Fitness Room during free time outside of programming hours.

Our **Swimming Pool** is located behind the mansion. Please rinse off in the shower before entering the pool, and wear a covering over your swimsuit on your way to and from the pool. The pool cover must be drawn over the pool when not in use.

THE BUDDY SYSTEM

The Buddy System was developed to help provide you a safe, smooth transition into Taylor Made Retreat. Every new Guest will be assigned a seasoned TMR Guest as their Buddy. The Buddy is responsible for helping you get oriented to life at TMR as outlined in the **Buddy Guidelines** attached at the end of this handbook.

VISITATION & MAIL

VISITATION is open to your friends and family members **every Sunday from 1pm-3:30pm**. During COVID, all visiting is to be done strictly socially distanced and outside.

Unvaccinated visitors must call the House Phone at (971) 808-9718 upon their arrival so a staff member can meet them in the parking lot to administer a rapid COVID test. Any visitor who tests positive will not be allowed on the TMR grounds.

Visitors are welcome to stay for the 4pm Goldhammer Hall AA Meeting on Sunday, and the barbeque afterward if one is being served.

Outgoing **MAIL** is picked up once per day (around 9:30am), Monday through Saturday, from the basket in the foyer. There is no mail service on Sunday.

All incoming mail and packages guests receive must be opened in the presence of a staff member. Any disallowed items will be held in safe-keeping until the guest's departure from TMR.

PET POLICY

Guests may be allowed to bring their pets with them to TMR – with prior approval and at the discretion of staff. All dogs must be fully vaccinated. Dogs displaying aggressive behavior will not be allowed to stay at TMR. No cats are allowed.

Pet owners will be responsible to ensure the following guidelines are adhered to:

- Dogs must be manageable and kept off leash in the house.
- Dogs are not allowed in the dining room or kitchen.
- Prior to scheduled start times, each owner must situate their dog so it will not be disruptive of program activities – especially meditation and yoga.
- Each owner must provide food and water for their dog.
- Each owner must pick up and dispose of their dog's waste promptly.

SECURITY

All exterior doors and common area windows of TMR will be locked from 11pm to 6:15am every day.

Night staff is on the property from 11:00pm to 6:15am to monitor Taylor Made Retreat security and address any emergencies or security problems that may occur.

Clients should always report strangers or unusual activity on the grounds IMMEDIATELY to the staff on duty so appropriate measures can be taken.

Do not enter other Guests' rooms.

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

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 in the parking area.

Fire safety rules

1. **NO SMOKING ANYWHERE IN THE TMR BUILDINGS.**
2. No open flames are allowed in any TMR building (candles, etc.)
3. All flammable materials must be stored properly.
4. Trash containers must be emptied daily.
5. No portable heating devices or unauthorized electrical appliances are allowed.
6. Unplug curling irons, hair dryers, etc. when not in use.
7. Keep all aerosol cans away from lights and radiators. Heat can cause cans to blow up and possibly cause a fire.
8. Keep all dirty cleaning rags in laundry bags in the laundry room.
9. Coffee maker burners must be turned off if the pot is less than 1/3 full.
10. Ironing clothes is permitted only in the laundry room.
11. Clothes dryer lint traps must be cleaned out before each use.