



# CODE OF CONDUCTS OF CRC ARC-EN-SOI

## Maria's service point

Regular client

## September 2019

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Welcome,

All the team of the Arc-en-Soi would like to use these lines to welcome you to what will be your living environment for the next few days, weeks or months. We want to use this introduction to tell you of the expectation we have towards you and inform you of all the services we propose.

You are here because you have expressed the desire to improve the quality of your life to either us, your community worker, your probation officer, the CQLC or CLCC.

We thought that your intentions were honest and sincere, but, now, you will need to prove it by making efforts, investing yourself and making decisive actions in your social reintegration. We believe, in order to be effective, you need to take responsibility for all that.

In return, we will give you all the support we can in order to help you, to inform you and to advise you.

This support goes through a control strict but human. For this support to be useful, you will need to keep an open mind et be open to change.

The intervention plan, that we will propose to you in the first month of your stay, consists of objectives, tools, strengths and weaknesses, all that to try and improve your actual situation.

Our expectations towards you are linked to theses attitudes and behaviours:

- You challenge certain of your past's behaviour and are active in your social reintegration
- You respect the living quarter, all the people who are a part of it and the code of conduct.

HELP	Is voluntary
CONTROL AND SURVEILLANCE	Conditions, rules, lifestyle, state of mind

## 1. **ORIENTATION PROCEDURE**

The orientations procedures are made by an employee. That includes, among other things, the visit of the house, the assignation of a room, the reading of the code of conduct and the signature of the commitment agreement.

If you arrive from anywhere else than a detention center, note that your bags will be searched, in order to make sure that no forbidden objects enter the house.

## 2. **EVALUATION PERIOD**

### **-For regular clients**

The firsts two weeks are the evaluation period. Meanwhile, we will evaluate you towards your actions and observe your sense of responsibility on the following points:

- Your self-care capacity
- Your respect of the Code of conduct
- Your sense of initiative
- Your seriousness concerning your stay
- Your integration within the group
- Your general progress

Your outings will then be restricted to these official outings:

- Local employment center
- Service Canada
- Medical reasons
- AA meetings
- Participate to a therapy
- Meeting with a lawyer
- Planned activities, subject to the team's approval

It is possible to go out for one hour a day for personal reasons. The hour maximum hour that you must return is determined by your progress schedule.

Furthermore, a resource person will be assigned to you to help you, with your collaboration, identify and progress towards your objectives.

Your adviser is your reference point for all those aspects:

- Familial system
- Social, educational or working system
- Psycho-medical system
- Institutional system

In order to assist you in the accomplishment of the objectives of your stay, one meeting per week is scheduled with your adviser. For all the federal cases, you will take part in meetings with your parole officer to a frequency pre-determined by the latter.

Please note that the content of the meetings with all employees and the resident is subject to be disclosed to the clinical team, in order to improve your stay. Moreover, all other information, remark, attitude or behaviour will likely be mentioned in the daily reports. You must be aware that all relevant information can be relayed, with your verbal or written authorisation, to external resources implicated in your progress.

### 3. **MANDATORY PRESENCE**

In the evenings your presence is mandatory on Wednesdays and Fridays for the first month, except when specified in your intervention plan.

From the second month forward, your presence is required and mandatory on Wednesdays and when there are mandatory activities (see Table 1: it is the possible progress during your stay).

If a stay is longer than four months, a resident who is employed, volunteering or studying is allowed to go out on Wednesday evenings.

Some outings can be allowed on Wednesday night, even during the first months, to go to AA meetings or do volunteer work. All other projects must be presented, in writing, at the clinical meeting for approval. The following criteria will be verified in the clinical meeting: the outings must be verifiable, organized, collective or coming from a commitment.

### 4. **LIFE IN THE CENTER**

You must understand that, for the proper functioning of the house and for your well-being, certain rules must be followed.

#### a) **Daily life**

On weekdays, you will be awakened at 7h30 AM by an employee and you cannot leave your room before 6h AM. The breakfast and the medication service finish at 8h AM.

The morning, you will have until 9h AM to prepare yourself. Specifically, we ask that you make your bed and that room is in order before leaving.

You can leave the house at 9h AM to carry on the necessary steps to your social reintegration (work, job search, studies, appointment, etc.). or according to your arrangement with your advisor.

The bulletin board is available to let you know when there are late hours wake up. You can also obtain an alarm clock.

You can work on a variable schedule with your adviser.

b) Meals: in the week

- Breakfast: Must be over by 9h AM
- Lunch: the lunch is prepared and served by the cook between 11h30 AM and 12h30 PM.
- Dinner: the dinner is prepared by an employee and served between 5h PM and 6h PM.
- On weekends, brunch is from 11h AM to 1h PM.

*If you expect to be late or absent, please notify the cook and the person in charge, according to the established rules, obviously.*

On week days, all meals are mandatory. For work reasons or genuine obligations, this can be negotiated.

c) Weekends:

After your first 15 days, not all meals are mandatory on the weekend days, but you must be present to at least one of the meals for at least one hour between 11 AM and 1h PM or 5h PM and 6h PM. You must notify of your presence to those meals.

You must be awake by 11h AM. We ask you to be careful and be conscious of the noises in these times. Music, TV, radio and conversation must be at an acceptable level of noise in order to take into account the needs of the group and of the staff.

On any statutory holiday, the weekend schedule applies.

On the weekend (Friday and Saturday), the maximum hour you must return to the center is 12h AM. (Please refer yourself to the progression calendar).

It is possible, one month after you arrived, to only come back at 2h AM. In order to do that, you must submit a written request no later than Tuesday evening. The decision will be made at the clinical meeting and will take into account the characteristics of your project (to be reachable all the time, verifiable and organized).

d) Mobility:

The residents must sign the mobility register before leaving the center and upon his return. In the latter, the following information must be included:

- Nature of the outing (reason of the outing)
- Departure time
- Return time
- The resident's and an employee's initial

Each resident must identify the names and contact details of the persons they spend time with outside the center. Moreover, we reserve the right to verify your whereabouts and ask for mobility call while out of the center. Entry times must be rigorously respected. Sanctions will be applied if not. Outings with other residents are strictly forbidden. It is also forbidden to spend time with persons implicated in criminal activities or unraveled with justice.

We offer the possibility to inscribe, in our databank, personal information. If you believe you will be late, because of a setback, you must call us beforehand.

The center must inform the user service of any resident that is not back before the curfew.

If you go out to take a walk, you will only have an hour. The same thing applies if you go out to a place where you are not joinable. **WARNING: Some places are prohibited, like the Lapointe road at all time and the beach of the municipality of Maria (except when you are accompanied by a staff member).**

We would like to point out that a certain radius of distance of the center is permitted according to your release conditions. As soon as you leave the city, you must have the permission of your advisor and have planned it beforehand.

e) Weekend furlough

The number of weekend furlough you are admissible depend varies according to the number of months spent at the center. For **provincial** resident, a leave of absence is 48 hours excluding travel time. The leave is subject to a maximum of three nights, according with the **reason** of the leave and the **pertinence** of the leave. For **federal** clients, leave of maximum three night can be granted, including travel time, following these restrictions:

**Federal:**

- One pass in the first month
- Two passes in the second month
- Three passes in the third month
- Weekly passes the fourth month and subsequent months

The director of the center, the Area Director and the person in charge of the CSC parole officer can apply furloughs privileges within the release project approved by the CLCC or CQLC and the progress made by the resident.

On weeks that contain a holiday, the furlough can be extended by one day.

**Provincial:**

After:

- Three weeks: one weekend
- One month: two weekends
- Two months: three weekends
- Three months and every weekend thereafter: all the weekends

Eligibility for those furlough is calculated from the date of arrival.

Weekend furlough are a privilege. They must be requested in writing and delivered to a staff member no later than Tuesday evening. After that, the request is automatically declined. The form is available in the office, just ask a staff member. It is the responsibility of the client to make sure his demand respects the timeline and the requirements. The decision to give a weekend furlough is based on the attitude of the resident, his collaboration regarding his intervention plan, the positive verification of the address and the contact information of where he is going, his implication level, his respect of the rules of the code of conduct, etc. The decision will be a team decision and the advisor will inform the resident of it.

While the resident is on a weekend leave, the center reserves the right to verify your whereabouts and you must inform the center of your every move outside your residence. The resident must respect curfew hours. In the event you do not respect the curfew, sanctions will be applied or the procedure for an illegal liberty will be set in motion. Moreover, depending of the situation, you might have the instruction to come back immediately to the center.

For the resident to be authorized to leave the center for a weekend furlough, we need certain information on the place you are going to stay. We, among other things, need to know the name of the person with whom you will be traveling, his or her birthdate, the car's brand, color, year of fabrication and the registration. You can NEVER hitchhike.

The center expect that you stay at the authorized address. If you want to go to any other places/address to visit family member or friends, you need to plan in advance with your advisor and obtain prior approval.

For **federal** clients, some resources and persons have already been evaluated by a community assessment and are known by our services. It is possible that your outings will be limited to those places until other ones are evaluated. Concerning weekend furlough where you sleepover, **they can only be at a place that has been evaluated and the result is positive.**

We want to specify that verification concerning your weekend furlough can be made at anytime with the resources.

All weekend furlough must be approved jointly by the center and the user service.

The resident must accept that staff members can communicate with some family members, as they play a major support role and help prevent the recidivism and relapse at his return in society. Finally, meetings can be done at the resident's place with either a partner, parents, extended family, etc.

### PROCEDURE TO FOLLOW IN ORDER TO OBTAIN A WEEKEND FURLOUGH

Give a written demand to a staff member by Tuesday evening. You will receive an answer Wednesday night.

Curfew is normally from 12h AM to 8h AM. You must be at the address written on your authorisation. Checks can be made anytime during that time.

## 5. ADDITIONAL DETAILS

### a) Visitor:

From 9h AM to 11h AM and from 1h PM and 4h PM the weekend as scheduled.

Visitor access is limited to the visitation room and the staff bathroom. The rooms are strictly forbidden to any visitor.

All the guests (*except the ones carpooling for work, school or volunteering*) must notify an employee of their presence, inform them of their name, address and telephone number and write it in our databank. An identity card can be required. Besides, all visitors under 18 years old must have proof, signed by a parent, that he is allowed to visit. We also verify that proof by a call to the parent. This rule also applies to all contacts outside of the center.

The CRC Arc-en-Soi reserve the right to decline the entry of a visitor if it could go against the values or the smooth operating of the center. The number of guests must be reasonable.

*Moreover, we ask that each guest stays on their chair.*

### b) Maintenance of the common space and your room

You have the responsibility to take note of the daily task assigned and complete it. You may have more than one task to accomplish.

You must also keep up your room. Each resident must keep his room clean and tidy, So, you must:

- Make your bed adequately each morning;
- Put away your clothes in an appropriate place every day;
- Empty your trashcan every day;
- Clean the floor one time a week;

- Clean your sheets one time a week;
- A complete cleanup every month.

It is possible to decorate your room. However, you must use a billboard to avoid damaging the walls. We wish that all the decorations you might put up are respectful (no pornography, sexism, violence, that could promote using drugs or alcohol or anything that could offend anybody).

Please note that a daily round is done by a member of the staff to be sure you abide by all the rules and your living quarters are tidy and clean. Sanctions will be applied if not. The center considers that in order to instill responsibility, the respect of your living environment is essential.

c) Locked door

When a resident is in his room, **he can NEVER lock his door**. However, we recommend that you lock your door as soon as you leave it. The key of the room is given to the resident upon his arrival at the center.

Since it is not allowed to lock your door when you are in your room, we inform you that verification rounds can occur day and night. We are knocking on the door before proceeding to our verification to make sure that the intimacy of the residents is respected. For security reasons, we are doing security rounds at night too. However, we will not knock on the door in the night, after the curfew.

d) Usage of the kitchen

The smooth sailing of the kitchen is an important factor in the stay of a resident. That is why you need to follow the directives and rules of the cook or an employee. Some of the rules are displayed in the kitchen. Note that you might be asked to help out in the kitchen from time to time.

The meals are to be eaten in the dining room only. It's not authorised for a resident to leave the dining room with his meal.

e) Use of a telephone or any other electronic device

You will have access to a device to make your phone calls. We take messages, except for an emergency, an appointment with the user services or references. Phone calls are tolerated depending on the curfew.

You can have a cellphone, a tablet or a portable computer. At curfew, you must give your cellphone to the employee on staff. We ask that you turn off your cellphone before giving it to us, so we can put it in your locker in the principal office. We ask of you that you use your cellphone with respect for the other residents. When some of them are asleep, please refrain from having a conversation in your room as a mark of respect for all.

Cellphones are not allowed when you are in a workshop, it must stay in your room.

You cannot use the camera to take a picture of any of the staff members or any other residents. We demand that in order to maintain confidentiality as best as we can.

You cannot use your cellphone to have contact with the other residents via various platforms (Facebook, text message, Snapchat, etc.).

f) Tattoo and piercing

Discretion is the line of order.

g) Use of the television, DVD or video games

Curfew is at 11h PM the week and 1h AM in the weekend. At curfew, all electronic devices must be turned off, no usage will be tolerated.

We ask that you be respectful while using the television. The volume must not make it difficult for the other residents to sleep. The location or streaming of pornographic movies or movies containing sexual content is prohibited. In addition, the TV is off between 9h AM and 4h PM in order to avoid the inactivity it might cause. You can, however, open at lunchtime (12h PM to 1hPM).

That rule also applies to every person who possesses a television in their room or might have video games.

h) Sound system

The usage of the sound system is allowed during the fay until the curfew. It is important to act with respect, civility and understanding of the others.

i) Dinner room

Everyone is responsible to wash and store their dishes. It is important for the quality of life of everybody to keep the dining room clear.

j) Dress code and body cleanliness

Keeping your body clean is very important. It helps the others to have a good perception of you.

We want you to be properly dressed at all time. Wearing clothes that conveys messages that are not appropriate or go against the values of the center is prohibited. It is also forbidden to walk shirtless inside, to wear an undershirt at mealtimes, to be barefoot or to walk with a towel around your waist.

k) Shower and washing machine

Showering and washing your clothes must be done before curfew.

l) Visitation

You cannot go visit another resident in his room. The entry in a room other than yours is prohibited. The occupant of the room is responsible for everything we

might find and everything that happen. Rooms are allocated according to availability.

m) Personals effects

The center will be forced to dispose of any object left by the resident upon departure, if there is no claim, within two months. Either you or a designated person can retrieve any personal belongings left behind.

You can NEVER have in your possession any kind of weapon.

n) Cigarette

Smoking is not allowed inside the center. There are designated smoking areas outside (9 meters from the building) and designated times.

o) Training products

An employee must be informed of the presence of products related to training. These products (creatine, ...) may be kept in your locker in the office.

p) Transaction between residents

No financial transaction is permitted between residents.

This also includes the exchange of clothing, goods for money, cigarettes or even donations. You will be subject to sanctions if you deviate from this rule.

q) Pairing

We ask you to do all the things you need to do alone. You can never be in the presence of residents or former residents when you are outside the center, except for exceptional circumstances (for therapy, AA meetings, accompanied by a staff member on outings). Disciplinary action could be taken if this condition were to be breached.

r) Verification and seizure of prohibited objects

The center's goal is to provide a safe and secure environment for every residents or employee.

Verifications and checks are conducted when staff members have reasonable ground to suspect that a resident might have violated a condition of his release or a rule of the center. This verification can be necessary to prove the violation of a condition. It can also be possible to make checks when assets (owned by the resident or the center) are missing.

The employee can proceed to the verification of any personal effects and any room. That includes anything that might be in those. The staff member may seize any prohibited item or evidence of breach found during the verifications. The objects shall be handed over to competent authorities.

s) Living quarter

The resident is expected to behave respectfully and discreetly during their stay. This may seem trivial to some people, but it is critical in order to keep a smooth operation and to maintain the very existence of the center.

While at the center, the resident is considered a full member of the community. It is therefore very important that everyone contributes to maintaining the good reputation of the residence in the neighbourhood.

t) Incense and candles

It is strictly forbidden to burn incense or use incense-scented paper. It is also prohibited to light a candle in the rooms.

u) Gambling

All gambling is prohibited. Furthermore, the purchase or possession of lottery ticket is not allowed.

v) Motor vehicle

Each resident must inform his adviser before purchasing and/or driving a motor vehicle. He will have to provide documents certifying he has a valid driver's license, liability insurance and valid registration. In order for a resident to have his vehicle at the center, the latter must be essential to meet the objectives of his intervention plan. Since the vehicle is the propriety of the resident, if there is a suspicion of any kind against the resident, the center reserves the right to search the vehicle and the resident will be required to cooperate.

Residents who have a car must park it at the east end of the parking lot.

w) Medication

All medication, prescribed or not, must be given to staff members. There is a designated place to store it in the office. A medical record is kept and remember that you must take your medication in front of an employee. The medicines are prepared (in individual doses) at the pharmacy. The resident must respect the prescribed dosage, it is a matter of his health. The discovery of drugs in a resident's personal effect will be considered a breach of the regulations.

Emergency medication (EpiPen, nitro, ...) may be kept by the resident. At the time of the admission, the center must inform the resident that it is his responsibility to make sure to carry his medication on him and to use it, if necessary.

Please note that in case of a weekend furlough, all the necessary medication will be given to you.

x) Use of your time

The resident must occupy his time in a constructive and rational manner by doing one of the following activities:

- Having a paid job and providing evidence of it;

- Actively seeking employment and providing evidence of it;
- Academic training or return to school or any program available in the community;
- Volunteering
- Participation in employability programs;
- Participation in therapeutic programs.
- Activities linked to your social reintegration must be of a minimum of 20 hours per week.

The resident must, of course, actively and assiduously participate in the various objectives of his intervention plan.

y) Housing

Before renting an apartment, residents must have discussed it first with their advisor and have received authorisation.

z) Others

- All residents must have the Medicare card and social security card in their possession. When they arrive, they will be asked for that. If these cards are not in their possession, residents must take actions to obtain them as soon as possible.
- All residents must provide evidence of their occupation. The advisor reserves the right to verify those.
- Sexual intercourses are prohibited inside and on the grounds of the center.
- It is the responsibility of each resident to clean the bathroom and the laundry room upon utilisation; leaving the area clean and usable for the next person.
- Residents are not allowed to change the temperature of the thermostats. This is the staff responsibility.
- If there is any damage to the building, furniture or any other equipment of the center is broken, the center will be paid in full by the resident(s) responsible for breaking it.
- Once a month (check the schedule), a major indoor and outdoor cleaning chore are scheduled and each resident must participate (timetable with a to-do list is provided).
- No motor vehicle maintenance, repair or mechanical work is permitted on the ground or in the parking lot of the center.
- You will never hitchhike.

6. **RESIDENT'S BEHAVIOR**

Residents will be expected to be respectful and calm in their dealings with the staff and the other residents in order to stay at the center. No manifestation of violence is accepted. A resident who does not respect this will be disciplined.

Moreover, consequences for breaches, either of the code of conducts or the conditions linked to your status, may be imposed. These consequences are likely to reduce your freedom, increase your occupation... The consequence will be determined by the fault committed.

Example:

- Increase control and supervision on outings, money, etc.
- Limited time out of the house
- Additional household chores
- Mandatory attendance on evenings
- Weekend furlough suspended
- Return to the conditions at the beginning of your stay
- Return to jail

When several observations of the same type of behaviour are noted in the file without significant improvement, the user service will be notified of the lack of involvement of the resident. It is, of course, understood that the resident will be informed at that point.

#### 7. **POSSESSION AND/OR USE OF DRUG AND ALCOHOL**

The possession and/or the consumption of any psychotropic substance as well as any so-called non-alcoholic beverage (0.5) are prohibited inside the center and on all the grounds belonging at the center. An immediate expulsion is expected in this situation. Please note that although the consumption of energetic beverage is not a motive for expulsion, it is still prohibited.

As you know, each room or common space can be checked at any time. The presence of alcohol or drug in a shared room will result in consequences for every resident using this room. That will be considered a breach of the code of conduct. Also, depending on the nature of the object found the police might be called to investigate. In the event you arrive to the center under the influence if alcohol or drugs, that may lead to a suspension of some of your privileges and/or return to prison. This decision will be taken by the clinical team at the center in collaboration with the user service.

#### 8. **RECONSIDERING A STAY**

A stay might be called into question for the following reasons:

- Non-involvement in your intervention plan
- Unmotivated lateness
- Unauthorised sleepover
- Non-involvement in the therapy or social reintegration program
- Breach of condition
- Manifestation of violence
- Failure to comply with the code of conduct
- If he is having a bad influence on other residents
- If there is no improvement regarding some behaviour despite numerous warnings

## 9. FINANCIAL ACTIVITY

### Pension cost and resident's fund

A procedure is established to determine the amount to be paid as a pension cost. The calculation is as follows: salary-basic amount \* 25% of any income received daily, weekly or monthly up to 50\$ per week. Of this amount 5\$ is collected for the Resident's fund. For federal residents the same procedure applies, but only regarding the Resident's fund.

For residents receiving the basic amount of Income Security or those receiving a federal allowance, only the amount for the Resident's funds will have to be paid.

### BUDGET

It is important that the center helps you live within your means. In that order, your advisor can establish with you a realist budget that will take into account your needs and your income.

Should you show us you are not capable to handle your finances adequately, strict control of your finance might be necessary.

### RESIDENT'S FUND POLICY

(Please verify with the person in charge)

### GENERAL INFORMATION

- The Resident's fund is funded by you. An amount of 5\$ per week is deducted from your pension or 5\$ a month if your only income is the basic amount from Income Security.
- The Resident's fund, following the values conveyed by the center, can finance part or all projects presented by all residents (including the purchase, repair of assets and loans).
- Any resident, upon request, may have access to the accounting book of the Resident's fund.

### ACTIVITIES

- You present your activity on paper with all the information and steps you have planned, such as price, transportation, probable date, etc.
- You must allow two weeks to make the project feasible if it requires budgeting
- You must pay the cost, if any, at the time of the registration
- Also, if you sign up for an activity and withdraw, without a good reason, you must pay your share as if you were participating. You must give a week's notice if you want to withdraw.

### LOANS

- A loan is granted to a resident in need while waiting for any other income. The basic needs considered while lending money are: personal effects, hygiene products, tobacco, etc. The amount lent will depend on the amount of the pending income.

- We reserve the right to refuse a loan if we consider that the resident received enough money already or if there are no funds available.
- You must reimburse your loan as quickly as possible.
- If you leave the center, for any reason (return to detention, leaving permanently, etc.), you are still responsible for what you owe.

10. **FOR YOUR SAFETY**

- Collaborate to any fire drills;
- Do not accumulate paper and clothes in your room;
- Do not touch any of the fire extinguishers;
- Check the evacuation plans posted on the billboard;
- Report any damaged equipment or object that need repair to the responsible person;
- Do not smoke in your room or any other room in the center;
- Avoid any behaviour that could cause a fire;
- Act responsibly;
- All flammable products must be stored in a safe place.