

CROSSROADS AFTERCARE PROGRAM, INC.

MISSION

Crossroads Aftercare Program is “a residence for addiction recovery” designed to support men and women who have historically struggled with chemical dependency and/or compulsive gambling addiction. Our focus is to help residents re-create their lives by providing a low intensity program consisting of individual, family, and group counseling in a home-like, community atmosphere based on safety and mutual respect.

INVITATION

We all know that recovery from addiction can be a difficult journey and that it is a lifelong process. At the Crossroads Aftercare Program we believe that early and ongoing engagement in a recovery community is an essential component of the ultimate desired outcome of maintaining a lifestyle free from addiction. We believe Crossroads to be just such a community, and we invite you to join us as you continue on your new journey.

Sincerely,

Crossroads Aftercare Program Staff and Current Residents

2823 WAYZATA BLVD • MINNEAPOLIS, MN 55405 • (612) 374-0504 • Fax (612) 374-0480

www.crossroadsaftercare.org

CROSSROADS AFTERCARE PROGRAM, INC.

GENERAL PROGRAM INFORMATION

1. USE OF MOOD-ALTERING CHEMICALS AND GAMBLING

Crossroads Aftercare Program has a zero-tolerance policy on a return to active addiction. Therefore, any resident that uses a mood-altering substance or gambles in any way (i.e.: scratch offs, raffle tickets, casino, lottery, etc.) will be immediately discharged from the program. If you suspect another resident of returning to active addiction, it is your responsibility to inform a staff member or a resident manager. Failure to do so may result in your own dismissal.

Any resident suspected of using any mood-altering chemical will be required to submit to a urine drug screen and/or a breathalyzer test. A positive test result will result in immediate discharge. Refusal to submit a urine sample or take a breathalyzer when requested by staff or a resident manager will be treated the same as a positive test and will result in immediate discharge. Urine samples must be produced within three hours or it will be considered a refusal and you will be discharged.

2. PAYMENT

Program fees are \$710.00 per month and are due upon admission. The second month will be prorated to the first day of the following month, and program fees will be due on the first day of each following month thereafter. A 10% service charge will be added to your account if your payment fails to reach our office by the first of each month. Failure to be prompt with your program fee obligation could result in dismissal from Crossroads.

Any special arrangements for a payment schedule must be approved by the Program Director.

A refundable deposit of \$160.00 is also due upon admission (totaling \$870.00). This deposit is returned to all residents who give a thirty (30) day notice and leave on good terms.

All deposits will be mailed within ten (10) days, and will be returned to the party who paid it.

Residents who fail to give 30-day notice or are discharged because of rules or behavioral infractions, forfeit any fees and/or deposit. **Note: this applies regardless of who pays the fee.**

3. ONE-TO-ONE COUNSELING

Each resident will be assigned a counselor to work with on a one-to-one basis. Sessions will be scheduled by appointment during business hours, 7:00am to 3:30pm. This is an extremely important part of your program and **failure to keep an appointment may be considered an unexcused absence.**

4. GROUP MEETINGS

Groups are held Monday-Friday morning at 8:30 a.m. and Tuesday and Thursday evenings at 6:00 p.m. These groups begin **promptly** and being late will result in an unexcused absence.

Proper street attire is required for all groups (no pajamas, robes, etc.).

No eating in group.

Excused Absences: It is your responsibility to contact your counselor one day in advance of your absence. You may not send a message with someone else, or contact a counselor after your absence for it to be excused. However, if a counselor is not available, you may leave a written message. If you are going to miss a group due to illness, contact a counselor prior to the scheduled group time.

Unexcused Absences: If you do not follow the above procedure, your absence is considered unexcused. **Five unexcused absences will result in dismissal from the program.** For those of you who are working or going to school, your schedule must be submitted to your counselor. If the staff is not notified of your schedule in advance, your absence from any meetings will be considered unexcused.

5. STRUCTURED ACTIVITY

One of Crossroad's expectations is that every resident is involved with structured, meaningful activity within 30 days of their admission. Therefore, each resident is expected to have at least 20 to 25 hours per week of employment, volunteer work, school, or a combination thereof. Termination of work, school, volunteer work, or dropping below 20 hours per week of involvement with structured activity will result in a return to Phase One of the program, which will mean that you **MUST** attend **ALL** group sessions weekly. In such cases you will be allowed a maximum of two weeks to add structured activity to your schedule. Failure to comply or repeated job changes (due to quitting or dismissal) will involve active participation by staff for development of a *Structured Activity Contract* or possible dismissal from the program.

6. CURFEW

Weeknight curfew is 12:00am Sunday through Thursday night, and 1:30am on Friday and Saturday night. *Curfew* does not mean "on the property" or "in the building"; Curfew means that you are **in your room** by the designated curfew time and remain there until 4:00am. This curfew applies to all residents in Phases I and II. The only exceptions to this rule are residents in Phase III who are entering the building and are en route to their room or for residents whose work schedules conflict with our curfew. **Three curfew violations will result in your dismissal from Crossroads.**

7. OVERNIGHT PASSES

An overnight pass means staying out after curfew and not returning to your room before 4:00 a.m. All residents in Phase I and Phase II must obtain permission from one of the counselors for an overnight pass at least one day in advance. You **MUST** sign the "Sign Out Sheet" on the bulletin board, including your anticipated return date. If, for any reason, your anticipated return date changes, you must contact a staff member for an extension to your pass approval prior to the original anticipated return date. You must also notify your roommate that you will not be sleeping at Crossroads during the approved dates.

No overnight passes will be issued during the first thirty days.

NOTE: You must make verbal contact with your counselor when requesting a pass. In the event that a staff member is unavailable, you may check with a resident manager for approval if there is an emergency after business hours. Failure to obtain verbal permission is grounds for dismissal from the program.

8. MENTAL HEALTH CONCERNS

The mental health concerns of each resident will be evaluated on a case-by-case basis. Because the professional staff at Crossroads is limited to normal business hours Monday through Friday and because Crossroads does not have any nurses, doctors, psychologists, or psychiatrists on staff, it is important that all residents be appropriate for this level of care. Any resident with a diagnosed mental health disorder may be required to maintain a therapeutic relationship with an outside provider, and any resident who is currently prescribed any psychotropic medication will be required to continue taking medications as prescribed and to establish a relationship with a psychiatrist for the purpose of medication management. Residents may not discontinue taking any prescribed medication without the knowledge of their prescribing physician. Any threats of harm to self or others will require an evaluation by staff, which may result in a psychiatric intervention.

9. STAFF EVALUATIONS

The progress of every resident will be continuously evaluated by the staff. During this evaluation, long term goals will be discussed, as well as possible restructuring of your short term goals. If it is determined by the staff and director that Crossroads is not an appropriate setting for your recovery, you will be discharged and given a list of other referrals. Such action is at the sole discretion of the Executive Director.

10. MEDICATION GUIDELINES

People in recovery must be especially careful when taking any kind of over-the-counter (OTC) or prescription (Rx) medications. Many OTC meds contain alcohol or other ingredients that could endanger your sobriety by triggering a relapse. People in recovery must be vigilant in protecting their sobriety by reading ingredients, asking questions, and exercising caution in using any kind of medications. If in doubt about a medication, contact your counselor.

The following is a partial list of dangerous OTC and Rx medications that are not allowed at Crossroads:

Cold & Allergy Medications

Sudafed	Theraflu	Benadryl (or anything containing Diphenhydramine)
Dayquil	Alavert-D	Brokaid Primaten (or anything containing Ephedrine)
Claritin-D		Tavist (or anything containing Clemastine)
Advil Cold and Sinus		Chlor-Trimeton (or anything containing Chlorpheniramine)
Tylenol Cold and Sinus		Dimetapp Elixir (or anything containing Brompheriramine)
Robitussin DM (Dextromethorphan or any cough syrup with DM)		
Nyquil (or any other nighttime preparations containing alcohol)		

Pain Medications

Any Rx med categorized as a narcotic and/or a controlled substance. This includes, but is not limited to:

Demerol	Morphine	Methadone	Codeine (Tylenol #3)
Fentanyl	Opium	Soma	Ultram
Fiorinal, Fioricet	Propoxyphene (Darvon, Darvocet)		Hydromorphone (Dilaudid)
Oxycodone (Percodan, Percocet, Oxycontin)		Hydrocodone (Vicodin, Vicoprofen, Lortab)	

Sleep aids / Sedatives

Nytol	Zolpidem (Ambien)	Sleep-Eze	Carisoprodol (Soma)
Chloral hydrate	Zaleplon (Sonata)	Lunesta	Sominex, Unisom
Temezepam	Ethchlorvynol	Kava	Meprobamate (Equanil, Miltown)

ADD, ADHD & Diet Medications

Amphetamine	Ephedra	Ma Haung	Sibutramine (Meridia)
Ephedrine	Phentermine	Phendimetrazine	Benzphetamine
Methylphenidate (Ritalin, Concerta)		Dextroamphetamine (Adderal, Dexedrine)	
Lisdexamfetamine dimesylate (Vyvanse)			

All Benzodiazepenes

Diazepam (Valium)	Midazolam (Versed)	Lorazepam (Ativan)
Oxazepam (Serax)	Clonazepam (Klonopin)	Apralozam (Xanax)
Prazepam (Centrax)	Quazepam (Doral)	Triazolam (Halcion)
Clorazepate (Tranxene)	Chlordiazepoxide (Librium/Librax)	

Mouthwash

Many OTC mouthwashes contain anywhere from 9% to 21% alcohol. All brands of mouthwash that contain alcohol *should not* be used. Some examples of brands that contain alcohol are: Listerine, Plax, Cepacol, and Scope.

11. RESIDENT ROOM RULES

Keep your room locked when not occupied.

No cooking, no pets, no pornographic materials of any kind in resident rooms!

The use of tobacco is prohibited in resident rooms.

Roommates are expected to share in the cleaning duties of their room. If there is a problem with this, a staff member will help to establish a plan. Monthly inspections will take place. A room that is consistently messy could result in dismissal of the residents.

Unexpected circumstances may require a resident to be moved to another room.

You are required to keep all noise (TV, musical instruments, stereos, talking, etc.) to a level that will not disturb your neighbors. This will be strictly enforced.

Note: 10:30 p.m. to 9:00 a.m. will be viewed as the time to keep noise levels to a minimum.

No interpersonal sexual activity is allowed in any area of the Crossroads facility. **Such behavior can result in dismissal.**

You must see the Executive Director to get authorization for hanging **anything** on resident room walls or doors. *Under no circumstances is tape or any sticky substance allowed on the walls or the ceiling.*

12. PERSONAL BELONGINGS

Because the room you will be living in is already furnished, Crossroads cannot accommodate any of your own personal furniture. However, you will need to bring your own bed linens, shower curtain, cleaning supplies for your room, cooking utensils, dishes, food and padlock for secured food storage. Larger items such as portable TV's, small stereos, desktop computers, or plants may be acceptable. We ask that you check this out with the Crossroads Program Director.

Crossroads does not assume liability for personal belongings nor do we assume liability for the packing, mailing, storage, or safety of personal belongings that are left behind. Any and all personal items left behind after discharge will be packed up and kept in locked, secured storage for a period of thirty (30) days. Any items left beyond thirty days will be donated to charity.

NOTE: Furniture, lamps, etc. in rooms cannot be exchanged with items from lounges or other resident rooms.

13. PHONE CALLS

We provide each room with telephone service. Residents are allowed to place long distance calls on a collect or credit card basis ONLY. You **cannot** have an operator place a call, accept any collect calls, or charge a collect call to a third party.

For credit card calls:

Dial 9 - pause 5 seconds - dial your long distance company's 800 number (e.g. with AT&T 1-800-CALL-ATT) - you will hear instructions on how to proceed.

14. PARKING

Crossroads provides off-street parking in both an underground garage and a surface lot attached to the rear of the building. Crossroads is not responsible for any damage or theft. Please avoid parking on residential streets.

There is **ABSOLUTELY no parking in the lots of neighboring businesses** (unless directed to do so). All motorcycles and bicycles must park in the underground garage.

Residents are required to register the make, year, color, and license number of your automobile, motorcycle and bicycle with the Administrative Assistant.

15. VISITORS

Guests are welcome during non-program hours, but must leave the building by 12:00am. No guest may remain overnight. (This includes children and other family members.) The Program Director may impose limitations on guest visits as necessary for the welfare of the resident.

16. INDIVIDUAL CONDUCT

Crossroads is located in a residential community and therefore all residents must exhibit the proper respect for our neighbors and surroundings. Please be reasonably quiet when traveling in and out of the building. No loud motorcycles or cars in the parking lot or down residential streets are permitted. No music blaring out of windows or outside. Appropriate dress and mature behavior is required at all times. Remember that your actions outside of Crossroads reflect on us all.

To ensure the welfare of the residents in this community, Crossroads staff will evaluate any mental health issues, sleep disturbances (i.e.: snoring, night terrors, talking, etc.), or conduct that may infringe upon another resident's rights. Following this evaluation, the staff may be obligated to either refer this resident to another facility or discharge him/her.

Sexual harassment or physical intimidation will not be tolerated. Any reports presented to the staff of such conduct will be investigated subject to appropriate disciplinary action up to and including dismissal.

Visiting establishments that promote unhealthy behavior or pose a risk for people in recovery (such as gambling casinos and strip clubs) is not permitted.

Crossroads is a tobacco-free environment and the use of any tobacco product is restricted to designated areas.

Weapons are not allowed on Crossroads premises.

17. PERSONAL RELATIONSHIPS

While Crossroads does not prohibit being in a relationship, we believe that it is in your best interest to keep the focus of your recovery on yourself and not on another person. Therefore, we discourage romantic/sexual relationships while residing at Crossroads. If it is determined that you have female/male dependency issues, your involvements may be restricted.

18. COMMON AREA RULES

The kitchen is open from 7am – 10pm Sunday through Thursday and 7am – 11pm Friday and Saturday for food preparation. Eating is allowed **ONLY** in the dining area and kitchen, **not on upholstered furniture**. You are expected to clean up after yourself. Any dirty dishes left in the dining area or kitchen will be confiscated or discarded.

Taking anyone else's food is considered theft and is grounds for dismissal.

The lobby is reserved for guests and interviewees only. Residents are not permitted to sit in the lobby area, unless waiting for a group or individual counseling session. In addition, you must remove dirty boots and shoes as you enter the building.

19. EXERCISE ROOM

Exercise room hours are from 5am to 10pm.

Music is allowed between 8am and 10pm only, as the sound travels to the rooms above. During group times, please be respectful of a group in progress and keep the music volume down.

The following rules must be adhered to when using this facility:

Absolutely **no** hanging from exposed ceiling pipes;

Use of a spotter is required when using free weights;

Return all free weights and equipment to proper place insuring that weights are locked onto bar;

be aware of your own capabilities **and** limitations;

NO WRESTLING.

This equipment is for your individual use. Crossroads is not responsible for any injuries.

20. LAUNDRY ROOM

Clothes washers and dryers are provided for your use free of charge. Your clothing, however, is your responsibility. The laundry room hours are 8:00 AM to 11:00 PM seven days per week. The following rules must be adhered to when using this facility:

Do **not** remove clothing from a washer if the cycle is incomplete.

Do **not** remove someone else's clothing from a dryer if they are not dry.

Clothing left in the laundry room after closing will be put into locked storage.

21. RULES GOVERNING FORMER RESIDENTS

Former residents in good standing are always welcome as visitors, as long as they do not interfere with scheduled groups.

People who have been asked to leave the program for violations of any rules do not have the privilege of returning as visitors to Crossroads.

Any person who has graduated from the Crossroads program with staff approval and has then returned to using is not allowed on Crossroads property until he/she has maintained three months of sobriety. The only exception to this would be if that person is scheduled to meet with one of the staff.

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PHASES

PHASE I Residents in Phase I are required to:

1. Attend Crossroads morning group meetings, Monday through Friday and both in-house evening groups.
2. Have a one-to-one session with assigned counselor at least once a week.
3. Be actively involved in securing a temporary or permanent sponsor.
4. Attend an outside AA/NA/CA or other support group whenever possible.
5. Need to be employed, in school, or doing volunteer services after 30 days.

PHASE II Residents in Phase II are required to:

1. Attend two groups weekly – you may select from Monday through Friday morning or Tuesday and Thursday evening.
2. Have a one-to-one session two to three times per month
3. Have a permanent sponsor
4. Be employed, attend school or do regular volunteer work (minimum of 20 hours per week)
5. Attend an outside support group

PHASE III Residents in Phase III are required to:

1. Attend one group per week until directed otherwise by your counselor
2. Have a one-to-one with your counselor once per month
3. Have a permanent sponsor
4. Be employed, attend school or do regular volunteer work (minimum of 20 hours per week)
5. Attend an outside support group

Phases I and II include adherence to a curfew of 12:00 am Sunday through Thursday and 1:30 am Friday and Saturday.

Phase III residents have no curfew but must adhere to rules governing curfew after entering the building. Permission is not required for overnight passes for Phase III residents but you must SIGN OUT. Crossroads staff will decide on an individual basis which phase of the program a resident is in.

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Group Meeting Schedule

Monday	8:30 a.m.	
Tuesday	8:30 a.m.	6:00 p.m. In-house (2 nd Tuesday of each month is a required meeting with staff at 6:00 p.m.)
Wednesday	8:30 a.m.	
Thursday	8:30 a.m. Breakfast Group	6:00 p.m. Women's Group 6:00 p.m. Men's Group
Friday	8:30 a.m.	

The 2nd Tuesday of the month meeting with the staff is **REQUIRED** for all residents.

Crossroads alumni meet after the Tuesday staff meeting.

All groups are to be attended in their entirety.

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RESIDENT'S BILL OF RIGHTS

Residents shall have the right to:

1. Expect that each of the counseling staff meets the minimum qualifications of training and experience required by state law
2. Examine public records maintained by the Board of Behavioral Health and Therapy that contain the credentials of the provider
3. Report complaints to the Board of Behavioral Health and Therapy
4. To be informed, prior to admission, the program fees and given proper notice to any increases to those fees during the course of their stay
5. Privacy and confidentiality as outlined in the Crossroads Notice of Privacy Practices
6. Be free from being the object of unlawful discrimination while receiving counseling services
7. Have access to their records except as otherwise provided by law
8. Be free from exploitation for the benefit or advantage of Crossroads and/or its staff
9. Terminate services at any time, except as otherwise provided by law or court order
10. Courteous treatment that is free from emotional, physical, or sexual maltreatment
11. Appropriate care based on individual needs
12. Complete and current information concerning the counselor's assessment, prognosis, and recommended course of treatment presented in a way that is easily understood
13. Participate in the planning of their care
14. Be cared for with reasonable regularity and continuity of counselor assignment as far as Crossroads policy allows
15. Prompt and reasonable response to questions and requests
16. File a grievance as outlined in the Crossroads Resident Grievance Procedure Policy

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Resident Grievance Procedure Policy

When problems develop in the relationships between residents or between residents and the Crossroads staff it is Crossroads' policy to resolve these problems or complaints in an appropriate manner and time frame. The staff will assist any resident through the grievance policy outlined below.

Procedure

Step 1:

The resident will explain in writing the grievance, offer a suggested solution, and present it to the resident's counselor. The counselor will investigate the complaint and will work with the resident to determine a way to resolve the problem. Any solution will be documented by the staff and a copy will be given directly to the resident. If the resident does not believe the grievance was appropriately addressed or if the resident's grievance is directly associated with the resident's counselor, he/she can move on to Step 2.

Step 2:

If the grievance was not resolved through the Step 1 process, the resident may then present the grievance in writing to the Program Director. The Program Director will have three days to investigate and work on the problem. At the end of the three day period the Program Director will meet again with the resident and outline a solution to the grievance. The solution will be documented and the resident will be given a copy. If the Program Director does not respond to the grievance within the allotted time, or the grievance remains unresolved, or the grievance has to do directly with the Program Director, the resident can move on to Step 3.

Step 3:

If the resident has completed Steps 1 of the grievance process and still believes that the grievance has not been appropriately addressed, the resident can contact Gordon Sprenger, the Chairman of the Board of Directors of the Crossroads Program, at gsprenger@crossroadsaftercare.org. The Chairman will be provided a copy of all documentation regarding the grievance process to this point in addition to the resident's written grievance. The Chairman will have seven days to investigate the grievance and provide a solution in writing to the resident.

Step 4:

The resident can contact the Board of Behavioral Health and Therapy at 612-617-2178 if all the above steps have been taken and the resident still believes that the grievance has not been appropriately addressed.