



2823 Wayzata Blvd · Minneapolis, MN 55405 · (612) 374-0504 · Fax (651) 323-2051
www.crossroadsaftercare.org

General Program Information

1. Use of Mood-Altering Chemicals and/or 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, bingo, raffle tickets, casino, lottery, etc.) will be immediately discharged from the program. Any resident being asked to leave Crossroads will have the opportunity to discuss options with staff for a safe place to go or further treatment if needed. If you suspect another resident of returning to active addiction or violating other program rules, it is your responsibility to inform staff or a resident manager. Not doing so may result in your own dismissal from Crossroads.

Residents will be required to submit a urinalysis based on a randomized schedule and/or suspicion of use. A positive screen or a refusal to take a urine test within three hours of request will result in immediate discharge. If you are given a UA and the results are positive and you deny use, you will be asked to temporarily leave Crossroads until further testing can be done to ensure your results were false. Staff will work with you to find a safe place to stay until you are able to return.

Please note: Labs are unable to differentiate between the ingestion of poppy seeds and morphine use. **Please do not ingest poppy seeds during your stay** to avoid a positive UA result.

2. Payment

Program fees are **\$800** for double rooms and **\$1,000** for single rooms per month. There is an additional one time admission fee of **\$200**. Full payment is due upon admission. Failure to pay on time could result in dismissal from Crossroads.

If you are struggling to pay your program fees, it is your responsibility to discuss this with staff as soon as possible. Financial coaching and payment arrangements at Crossroads are available to you at any time and are included in your program fee. Any special arrangements for a payment schedule must be approved by the Executive Director.

3. Individual Therapy and Financial Coaching

Each resident will be assigned a therapist to work with on a one-to-one basis. Sessions will be scheduled by appointment during business hours. These sessions will typically last between 30 minutes to an hour.

Financial coaching is available to all residents as part of their program fee. Residents may also be required to meet with financial coach based on individual circumstances. These individual sessions with staff are a vital part of your programming at Crossroads. If for any reason you are unable to make your scheduled appointments it is your responsibility to notify staff as soon as possible and reschedule.

Repeated missed appointments without approval from staff may result in dismissal from Crossroads.

4. Group Therapy

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

No eating in group.

No use of cell phones while group is in session.

Absences: If you need to miss group for any reason, it is your responsibility to contact your therapist or group facilitator 24 hours in advance. Your therapist will then determine whether or not your absence is excused. You may not send a message with someone else, or contact your therapist after your absence for it to be excused.

If you do not follow the above procedure, your absence is considered unexcused.

Five unexcused absences will result in dismissal from the program.

5. Structured Activity

Residents are expected to have at least 20 to 25 hours per week of employment, outpatient treatment, volunteer work, school, or a combination thereof within the first 30 days. Dropping below 20 hours per week of structured activity will result in increased programming until new structured activity is obtained. It is expected that structured activity is regained within 30 days. Working overnight hours is not permitted at Crossroads.

To better ensure the health and well-being of all Crossroads residents we do not allow individuals to work overnight hours. There are no exceptions to this.

6. Curfew

Curfew is midnight Sunday through Thursday, and 1:30 am Friday and Saturday. Curfew means that you are **in your room** by the designated curfew time and remain there until at least 4:00am. Although residents on phase III do not have a curfew, they are expected to remain in their room during these hours once they return home. **Three curfew violations will result in your dismissal from Crossroads.**

7. Overnight Passes

No overnight passes will be issued during your first thirty days. All residents in Phase I and Phase II must obtain permission from their primary therapist 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.

You must make verbal contact with your therapist 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.

Residents in phase III do not need to obtain permission before taking an overnight pass **however, they must still sign out and inform staff if they will be gone more than 2 nights.**

8. Mental Health

While all residents will be working individually with a therapist on-site, some residents may require additional outside support. If additional support is needed, your therapist will assist you with resources. You will be required to adhere to the recommendations of your outside mental health provider including taking all medications as prescribed and updating your Crossroads therapist. If staff has concerns that you are a threat to yourself or others, further intervention may be utilized.

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, staff may be obligated to either refer this resident to another facility or discharge the individual.

To better ensure the health and well-being of all Crossroads residents we do not allow individuals to work overnight hours. There are no exceptions to this.

9. Medication Guidelines

Individuals in recovery must be careful when taking any kind of over-the-counter (OTC) or prescription (Rx) medications. Many OTC medications contain alcohol or other ingredients that could hinder your recovery. Individuals in recovery must be vigilant in protecting themselves by reading ingredients, asking questions, and exercising caution in using *any kind* of medications.

There is a list of prohibited medications listed within your intake folder. Please beware that there may be other medications not listed which can also be harmful to your recovery. If in doubt about a medication, contact your therapist.

10. Resident Room Guidelines

Please keep noise (TV, musical instruments, stereos, talking, etc.) to a level that will not disturb your neighbors. Quiet hours are from **10:30pm to 9:00am**. Ongoing violation of this rule will result in dismissal from Crossroads.

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 from the program.**

We do not allow the following in resident rooms:

- A. Cooking (including microwaves, toasters, and hot plates)
- B. Rugs placed outside resident doors
- C. Pets
- D. Overnight guests (including children)
- E. Use of pornography of any kind
- F. Stickers or sign on the outside of your door.
- G. The use of nails and other damaging materials to hang things. Please use only removable 3M Command strips or similar.

Air Conditioning is managed electronically based on the temperature inside the building. Please keep your door and windows closed when using your air conditioner. When you leave your room

for more than 10 minutes, please turn off the air conditioner as rooms cool quickly.

11. Personal Belongings

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. **Also, no furniture may be added to your room.**

12. Parking/Transportation

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). Underground parking spots are offered as available based on date requested.

Residents are required to register the make, year, color, and license number of your automobile, motorcycle and bicycle with Crossroads staff. Failing to follow the law (i.e. no car insurance, no driving without a license, etc.) may result in discharge.

All motorcycles and bicycles must park in the underground garage. Bicycles are not allowed in the building or in the walkway near the parking ramp.

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 loud music from cars or in the parking lot.

13. 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 Executive Director may impose limitations on guest visits as necessary for the welfare of the resident and the community.

14. Individual Conduct

For the safety of all residents, Crossroads does not tolerate the following. Violating these rules are grounds for dismissal.

- A. Interpersonal sexual activity on Crossroads property
- B. Sexual harassment
- C. Physical intimidation
- D. Taking anyone else's food without permission
- E. Weapons on the property
- F. Use of torrents or illegally downloaded content
- G. Visiting strip clubs, casinos, and similar locales
- H. The use of tobacco (cigarettes/e-cigs/vapes/chew etc) in the building, including the garage and balconies.

- I. Burning incense or candles (per the Fire Marshall)
- J. Residents at Crossroads are not to engage in sex work of any kind. This includes but limited to:
 - Prostitution of any kind (exchanging sexual favors for money or other monetary value)
 - Webcamming
 - Seeking arrangements/sugar babies etc.
 - Exotic Dancing
- K. Residents are responsible for guests they bring to Crossroads. Be very mindful of individuals you bring that you meet from online. If other residents are justifiably uncomfortable, certain individuals may not be allowed at Crossroads.

15. Resident Managers

Resident managers are available when staff is not present to answer your questions and concerns and to assist if you are locked out of your room. Their names, room numbers and phone numbers are listed on the bulletin board by the resident entrance and the Crossroads resident room list.

16. Common Area Rules

Please be mindful of noise in the lobby as therapy sessions are taking place.

Sports may only be watched in the basement lounge.

Sleeping is not allowed in common areas. Residents must be in their rooms from 12:00am to 4:00 am Sun-Thurs and 1:30am to 4:00 am Friday and Saturday if in the building.

Please clean up after yourself when using common areas. Any dirty dishes left in common areas will be discarded.

Clothing (including shirts) and shoes must be worn at all times in common areas.

House chores will be assigned once a month. These jobs are checked every Sunday @ 7:30pm. Kitchen and dining room jobs are checked daily @ 7:30pm. If you do not complete your job and did not communicate with staff prior about this, it will count as an unexcused absence.

17. Exercise Room

Music is allowed between 9am 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:

- A. Absolutely no hanging from exposed ceiling pipes
- B. Use of a spotter is required when using free weights
- C. Return all free weights and equipment to proper place ensuring that weights are locked onto bar; be aware of your own capabilities and limitations
- D. NO WRESTLING

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

18. Laundry Room

Clothing washers and dryers are provided for your use free of charge. We do not provide detergent, fabric softeners, etc.

Please adhere to the following:

- A. Do **not** remove clothing from a washer if the cycle is incomplete.
- B. Do **not** remove someone else's clothing from a dryer if they are not dry.
- C. Clothing left in the laundry room will be put into locked storage.
- D. Please leave washer doors open when not in use to prevent mold and mildew.

19. Mail and Packages

Mail will come to the front desk and placed in a alphabetical file system. It is your responsibility to check for your mail on a daily basis. In your intake paperwork please indicate if you would like the staff to sign for your packages. If we can sign for them, your packages will be in the front entry of the building until the end of the day at which time they will be placed in secure storage. To retrieve your package please contact a staff member or resident manager.

20. 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 may not return to the property without staff approval.

Residents who relapse after leaving Crossroads on good terms will need to contact staff prior to visiting Crossroads property to ensure safety and recovery.

21. Discharge Protocol

Residents that return to addiction will be asked to leave the program based on Crossroads' zero-tolerance policy.

All residents that are asked to leave will be provided with a resource packet that obtains information for shelters, detox, medication management, walk-in counseling, sober home list and phone numbers for transportation.

If staff or resident managers believe a resident is currently under the influence, the resident will be given the option to have a sober friend or family member pick them up or take a taxi to the nearest detox with open bed or the ER. If they have a car, they will be asked to leave keys with staff or resident managers until they are sober. If they attempt to drive or refuse to leave Crossroads property within time period given by staff, the police will be called.

To ensure the safety of the community, staff and residents, including Resident Managers, will NOT be permitted to drive a resident that is under the influence anywhere. A taxi will be provided by Crossroads if necessary.

Phases

Crossroads staff will decide on an individual basis which phase of the program a resident in.

Phase I Requirements

- 1) Attend your assigned primary group and all topic groups weekly
- 2) Have a 1:1 session with assigned therapist at least once a week
- 3) Be actively involved in securing a temporary or permanent sponsor/mentor
- 4) Attend an outside support group of your choice weekly
- 5) Need to be employed, in school, or doing volunteer services after 30 days
- 6) Be in your room during curfew. Curfew is from midnight until 4:00 am Sunday through Thursday and from 1:30 am until 4:00 am Friday and Saturday.

Phase II Requirements

- 1) Attend your primary group and at least one topic group at Crossroads weekly
- 2) Have a 1:1 session with your therapist *at least* twice a month.
- 3) Have a temporary or permanent sponsor/mentor
- 4) Be employed, attend school or do regular volunteer work (minimum 25 hours per week).
- 5) Attend an outside support group of your choice weekly.
- 6) Be in your room during curfew. Curfew is from midnight until 4:00 am Sunday through Thursday and from 1:30 am until 4:00 am Friday and Saturday.

Phase III Requirements

- 1) Minimum of 3 months participation in Crossroads programming. (Eligibility is determined by staff. Please see your counselor to request a move to Phase III.)
- 2) Attend your primary group every week.
- 3) Have a 1:1 with your therapist once per month.
- 4) Have a permanent sponsor/mentor
- 5) Be employed, attend school or do regular volunteer work (minimum 25 hours per week)
- 6) Attend an outside support group of your choice weekly.
- 7) There is no curfew to enter Crossroads but must remain in your room during curfew hours of midnight until 4:00 am Sunday through Thursday and 1:30 am until 4:00 am Friday and Saturday.
- 8) Let staff know if you will be gone more than 2 nights in a row.

Resident 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. Participate in the planning of their care.
13. Be cared for with reasonable regularity and continuity of counselor assignment as far as Crossroads policy allows.
14. Prompt and reasonable response to questions and requests.
15. File a grievance as outlined in the Crossroads Resident Grievance Procedure Policy.

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 therapist. The therapist 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 therapist, the resident can move on to Step 2.

Step 2:

If the grievance was not resolved through Step 1, the resident may then present the grievance in writing to the Executive Director. The Executive Director will have three days to investigate and work on the problem. At the end of the three day period the Executive 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 Executive 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 Executive Director, the resident can move on to Step 3.

Step 3:

If the resident has completed Steps 1 and 2 of the grievance process and still believes that the grievance has not been appropriately addressed, the resident can contact Bowman Gray, the Chairman of the Board of Directors of the Crossroads Program, at bgray@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.

FIRE AND SEVERE WEATHER EMERGENCY PROCEDURES

Please make sure that you familiarize yourself with the location of the following: fire extinguishers, fire alarm pull stations and emergency exits. Knowing where they are located could save your life.

FIRE

Any visible smoke, flame and/or excessive heat is a FIRE.

- A. LEAVE the building immediately. Pull the fire alarm, if possible, on your way out
- B. CALL 911.
- C. ACT as directed by the fire department. The Minneapolis Fire Department assumes full responsibility for all fire control and rescue activities upon arrival.
- D. In the event of fire, use the stairwells, not the elevator.

SEVERE WEATHER

In case of threatening weather conditions, remain in the Crossroads building and proceed as follows:

- 1. Close doors and windows.
- 2. Stay away from windows.
- 3. Go to the basement if there is a tornado watch or warning.
- 4. Listen to battery powered radio reports for the ALL CLEAR.

EMERGENCIES

If you believe there is a life threatening emergency, please call 911 then request help from resident managers or staff.