

## Welcome to SASHA!

We're excited to share important information about our services and your role as a valued client. If anything is unclear, please feel free to chat with our staff – we're here to help!

## Introduction and Overview

### **Purpose**

The purpose of SASHA is to provide a supportive environment where adults with severe or persistent mental illness can build the skills and confidence needed to live independently and thrive within their community. By focusing on individual strengths, we aim to empower recovery and enhance overall quality of life.

### **Mission, Vision and Values**

Our mission is to support adults with severe and/or persistent mental illness to achieve individual success through a continuum of supportive living options and individualized services.

Our values include:

- **Safety:** an environment where everyone feels secure and engages in life in a safe way.
- **Collaboration:** building diverse relationships and working together to achieve collective impact and positive outcomes.
- **Capacity Building:** confidence and success through the process of strengthening tools, knowledge and skills.
- **Compassion:** unselfish regard for others without judgement.
- **Celebration:** honor achievements, growth, and successes big and small.

Our vision is that individuals have a safe space, the capabilities to be successful, and recognize their own value and contributions to their communities.

### **Your Service Agreement**

When you join SASHA, you'll sign a service agreement that outlines the details of our program, service fees, and expectations for clients. Please take your time to read it carefully, and don't hesitate to ask staff any questions you may have before signing.

### **Service Fees**

There is a cost to live at SASHA; this is called the service fee and the money you pay includes:

- Rent
- Groceries
- Internet and cable
- Utilities
- Staff support
- Limited transportation for some appointments



Service fees are due at the start of each month. If the fees change, we will notify you at least three months in advance.

If you need help managing your payments, we can set up automatic payments through AISH, Alberta Supports, or a trustee.

**Important Information:**

- If you leave SASHA for behavioral or conduct-related reasons before the end of the month, service fees may not be refunded.
- If you plan to move out, you must provide written notice at least one full month in advance (by the first of the month).
- If there is willful destruction of property, you may be responsible for restitution charges.

We understand that your treatment needs may change. In these cases, we can be flexible. For more details about service fees, please refer to the service agreement.

**Confidentiality**

Your privacy is a top priority at SASHA. We are dedicated to keeping your personal information safe and secure.

How We Protect Your Privacy

All SASHA staff, students, and volunteers sign a confidentiality agreement to ensure that your personal information is kept private. Our team may discuss your situation with other team members to provide you with the best possible care, but this is done with strict respect for your privacy.

We will also ask you to sign a “Consent to Collect, Use, and Disclose Personal Information” form. This form allows us to share necessary information with other healthcare providers or agencies involved in your care, ensuring your services are well-coordinated. You have control over this form and can update your preferences at any time.

When Confidentiality May Need to Be Broken

While we prioritize your privacy, there are situations where we may need to break confidentiality to ensure safety, including:

- If we believe you are at serious risk of harming yourself or others
- If there is suspected abuse or neglect of a minor
- If a court order (subpoena) requires us to release your records

In these situations, we will take steps to protect everyone’s safety while following legal requirements.

Your Information and Privacy Laws

Certain health services may require sharing personal information to provide you with appropriate care. We handle your information in compliance with the Health Information Act (HIA) and the Freedom of Information and Protection of Privacy Act (FOIP), which ensure that your information is shared only when necessary and is always kept secure.

## Questions or Concerns?

If you have questions or concerns about your privacy or how your information is managed, please reach out to our Executive Director, who will be happy to address your concerns.

## **Client Rights and Responsibilities**

At SASHA, we foster a partnership approach to care, where clients and the organization collaborate to create a respectful, supportive environment. During the intake process, you will review the rights and responsibilities form with a staff member and sign to acknowledge your understanding. Below is a brief overview.

### **Client Rights:**

- **Respect and Dignity:** You will be treated with compassion and without discrimination.
- **Confidentiality:** Your personal information is kept private, shared only when necessary for your care or as required by law.
- **Access to Services:** You have the right to quality care and information about your treatment options.
- **Involvement in Care:** You are encouraged to participate in decisions about your care and can involve a trusted person in this process.
- **Safety and Security:** SASHA ensures a safe, abuse-free environment.
- **Culturally Sensitive Support:** Our services respect your cultural background and needs.
- **Appeal Process:** You may appeal any service-related decisions without fear of reprisal.

### **Client Responsibilities:**

- **Active Participation:** Engage in your care, follow your service plan, and attend appointments.
- **Respect for Others:** Treat staff and other clients with respect.
- **Communication:** Inform us of any changes to your health or circumstances and notify us if you cannot attend an appointment.
- **Property Care:** Help maintain a clean and safe living environment.
- **Problem Resolution:** Raise any concerns directly with staff and, if necessary, with a supervisor.

## **Concerns Resolution**

If you have a concern or complaint about the services provided, please bring it to the attention of the Program Supervisor. If your concern is not resolved, you can escalate it to the Executive Director of SASHA. Should you still feel that your concern has not been adequately addressed, you can contact a member of the Board of Directors.

All concerns will be addressed promptly, and you will receive a response within one week. Please ask to see the Client Complaint and Grievance Policy for more information. Resolution timelines are laid out in the same policy.

## **Abuse Prevention and Response**

At SASHA, your right to be treated with respect and dignity is a priority. We are committed to ensuring you are safe from abuse while residing with us. All staff working directly with you receive training in Abuse Prevention, Response, and Reporting, and they are required to sign a Code of Conduct that prohibits any form of abuse.

If you have any concerns regarding abuse, please report them immediately to a member of the supervisory staff. SASHA will promptly investigate the matter, work to resolve the situation, and report to the Protection of Persons in Care and/or the appropriate authorities if necessary. For direct reporting, you can contact the Protection of Persons in Care reporting line at 1-888-357-9339. The Protection of Persons in Care information is also posted in each home. For more information, please see attached Abuse Prevention and Response Policy.

## Your New Home at SASHA

You'll be living in one of our three homes: House A, House C, or House D (which is a duplex). Most of our rooms are shared, so you'll likely have a roommate to share your experience with.

Each room is furnished with a single bed, a dresser, and a secure drawer for any valuables. We ask you to bring your own bedding and if you don't have these, let us know! We often receive donations and may be able to provide these items for you.



## **Program Staff**

SASHA's team is here to support you every step of the way, working together to ensure high-quality, personalized care. Our dedicated staff are available around the clock to support you. They visit each home multiple times a day to check in and offer assistance. In case of emergencies, you'll find important contact numbers posted in each house. The team consists of:

- **Executive Director:** Responsible for guiding SASHA's overall mission, the Executive Director oversees the organization to ensure our programs and services reflect SASHA's commitment to quality and client-centered care. They work closely with staff, funders, and the community to support sustainable operations and innovative programs.
- **Administrative Assistant:** Supports the operational needs of the organization, handling documentation, facility maintenance and repairs, and other administrative tasks. The Administrative Assistant ensures smooth coordination of program activities and assists with client and staff communication.
- **Program Supervisor:** The Program Supervisor manages the daily operations of our programs, making sure client services run smoothly and meet best practice standards. They lead staff, monitor client progress, and help develop and maintain effective programs.
- **Case Manager:** Your Case Manager provides individualized support, helping coordinate your recovery plan, connecting you with the right services, and ensuring you receive continuous care. They work with you to create a plan that aligns with your personal goals and well-being, advocating on your behalf and connecting you with community resources.
- **Client Support Workers:** Our Client Support Workers are here to provide hands-on assistance with daily living, including medication support, meal preparation, home upkeep, and helping you engage in the community. Available 24/7, they focus on building trusting relationships to support you in developing skills for independent living, all while maintaining a safe and supportive environment.



### Daily Documentation

As part of our commitment to your well-being and continuity of care, SASHA staff will document information about your daily activities and support interactions. Staff are required to make a minimum of three (3) entries on each individual living at SASHA every day. This documentation helps us:

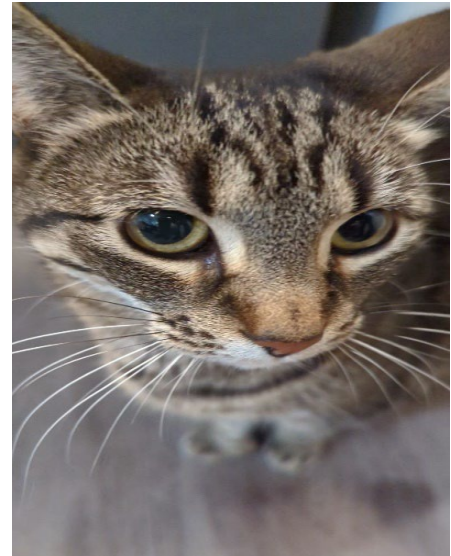
- Confirm the support or services provided
- Track any symptoms or health concerns, both mental and physical
- Monitor progress toward your Individual Service Plan (ISP) goals
- Address any behavioral concerns
- Record effective techniques or interventions
- Manage your appointments and attendance
- Communicate important updates with members of your treatment team

This process allows us to respond to your needs proactively, share relevant information with your healthcare team when needed, and ensure a safe and consistent level of care.

### Meet Our Therapy Cats



We're excited to introduce you to our therapy cats! House A is home to Willy, and House C has Pepper! They're here to bring some extra comfort and companionship to your stay.



If you have any concerns, such as allergies or a fear of cats, please let us know. We have spaces at SASHA that do not have cats, and we can work with you to make sure the cats don't have access to your personal space.

As part of our daily routine, we also check in on the cats' well-being. If you notice any issues with Willy or Pepper, please let a staff member know as soon as possible so we can ensure they stay happy and healthy.

### House Meetings: Your Voice Matters

Every Monday evening, we hold a house meeting, and we encourage you to participate. These meetings are a great opportunity to:

- Share your thoughts, suggestions, or concerns

- Plan activities and events together
- Review and update the weekly chore and cooking schedule
- Let us know if the house temperature is comfortable for you
- Report any maintenance issues or items that need fixing around the house

We also ask at each house meeting if there's any interest in forming a Resident and Family Council. If you're interested, we will reach out to your family member or guardian to involve them. We also discuss this opportunity with families and guardians during the intake process.

Your input is important to us! By sharing your feedback, you help us ensure that the house remains a safe, welcoming, and enjoyable place for everyone.

### **Individual Service Plan (ISP)**

Your journey at SASHA is supported by an Individual Service Plan (ISP), tailored to your unique needs, strengths, and goals. The purpose of the ISP is to promote your health and wellness by providing you with knowledge, resources, and tools that support your autonomy and independence. Through this plan, we aim to help prevent illness and injury, educate you on wellness practices, and foster open communication between you, your family representative or guardian, SASHA staff, and other members of your service team.

Working alongside your Case Manager and treatment team, we'll develop your ISP within the first month of your stay, building on what you already do well and addressing areas where you'd like to focus and grow. Every three months, we'll meet with you and your team to review your progress and make any needed adjustments to ensure you receive the most supportive and effective care possible. For more details, please see the attached ISP form.

### **Program Participation**

SASHA's program includes a variety of activities and supports that are designed to help you meet your goals and enhance your well-being. Some parts of the program are essential to your progress, while others are optional based on your interests.

**Mandatory Program Components:** Certain activities and supports are essential to ensure your safety, health, and progress in the program. These include:

- **Individual Service Plan (ISP) Meetings and Goal Reviews:** Regular check-ins with your Case Manager and treatment team to assess and support your goals.
- **Medication Management:** For clients on prescribed medication, participation in medication management is essential for safety and consistency.
- **Personal and Household Responsibilities:** Tasks such as maintaining a clean personal space and helping with shared household duties are expected to ensure a healthy environment for everyone.
- **Health and Safety Procedures:** Following health and safety protocols, including emergency procedures, is required to keep everyone safe.

**Optional Program Components:** We encourage you to take part in optional activities, which are designed to enrich your experience, build connections, and support your interests:

- **Recreational and Social Activities:** These include outings, social events, and hobby-based activities. While participation is encouraged to foster community and well-being, it's optional based on your preferences.
- **Well-fed Wellbeing Program Activities:** Our optional wellness activities, including nutrition workshops, exercise sessions, and cooking classes, are available for you to join if they align with your interests.

Participation in both the mandatory and optional parts of our program is intended to support you in reaching your goals in a way that feels personalized, balanced, and achievable.

### **Personalizing Your Space**

We encourage you to make your space feel like home! Feel free to bring personal items like artwork, posters, or photos of friends and family to decorate your room. However, please avoid displaying materials that could be considered vulgar or offensive to others.

If you plan to hang anything heavy or use materials that might damage the walls (e.g., nails, tacks, or adhesives), please check with staff first to ensure it's done safely and in a way that preserves the condition of the room.

Clients are responsible for the carrying, lifting, and moving of all their personal items, furniture, appliances and belongings.

### **Managing Your Money**

We encourage you to handle your own finances, as SASHA does not offer financial trusteeship services. Here are a few tips:

- Do not keep large amounts of cash in your room.
- SASHA cannot lend money to clients, and we discourage lending or borrowing between clients.

### **Taking Care of Your Belongings**

Upon arrival, staff will check your belongings to ensure no prohibited items are brought into the house. Any searches will always be done respectfully in your presence or with your knowledge.

You're responsible for your personal items, if you have valuables, you can secure them in the locked drawer in your room.

You can store up to two boxes in your room. Any items in SASHA's storage will be held for 31 days after discharge and it is the client's responsibility to collect.

You may ask staff to store important paperwork (i.e., passport, birth certificate, health care card, etc.) in your permanent file which is always locked. These items will be returned to you upon leaving the program.

### **Managing Medications**

Taking your medications as prescribed is essential for maintaining your health and well-being. Please follow your prescription schedule closely and inform staff immediately if there are any

changes to your medications, such as dosage adjustments or new prescriptions, so we can update your records.

To help manage your medications, you will use blister packs to ensure you are taking the correct doses at the right times. You are free to choose any pharmacy. If you don't have a preferred pharmacy, we can recommend options that offer blister packing services and have historically worked well for other clients.

All medications must be stored securely and cannot be left out in common areas. They will either be locked in the medication cabinet or in a locked drawer in your room. If you have any medications that you no longer need, please hand them to staff for safe disposal at a pharmacy. This helps ensure that old or expired medications are handled properly and do not pose a risk to you or others.

While managing your medications is ultimately your responsibility, we are here to support you. Staff can provide reminders and assist you in monitoring your medication schedule.

If you meet certain criteria and demonstrate the ability to safely self-administer your medications, you may be permitted to do so. Staff will evaluate your situation and ensure the appropriate support is in place to help you succeed.

Staff conduct a weekly medication check for all clients whether medications are monitored with staff assistance or by you independently. Critical information such as missed doses will be shared with your treatment team if necessary.

### **Welcoming Guests**

You're welcome to have guests visit. Guidelines include:

- Guests are allowed in shared spaces (like the living room or outdoors) between 10am and 8pm, with approval from staff.
- Visits can last up to two hours, with flexibility based on the situation.
- Guests are not permitted in bedrooms to respect everyone's privacy.
  - Please see posted "Guest Guidelines" for more information.

For special occasions, guests can join you for meals—just talk to the staff ahead of time. We're happy to make arrangements when possible!



### **Tenant Insurance**

While not mandatory, you may want to consider tenant insurance. It protects your belongings and offers coverage if you accidentally damage the property. You're responsible for setting this up if it interests you.

### **Staying Connected**

SASHA believes that maintaining and building connections with family members, friends, and other supportive individuals is essential to your well-being. We are here to support you in nurturing these



relationships and to help create new, meaningful ones as part of your journey. With your permission, our staff can provide relevant updates to family members or friends who play an active role in your care, ensuring they have the information needed to support you effectively.

### How We Support Your Relationships

- **Choice and Boundaries:** You have the choice to decide which relationships you would like us to support. We'll also discuss any concerns and, if necessary, help you establish healthy boundaries for relationships that may be challenging or potentially harmful to your well-being.
- **Role of Our Staff:** Our staff will work with you to foster these relationships, providing guidance on maintaining connections in a way that aligns with your needs and comfort. They are available to facilitate positive interactions, whether it's through family visits, connecting with friends, or expanding your social network.
- **Supporting Your Loved Ones:** If desired, we will provide your family members or other supporters with resources and information to help them understand and effectively support you through recovery and daily living. This approach acknowledges that your community plays a significant role in your mental health and overall well-being.

### **Cultural and Spiritual and Personal Connections**

At SASHA, we celebrate and respect the diversity of every individual. We understand that cultural, spiritual, and personal connections can play a vital role in your well-being and healing journey. If there are specific practices, rituals, or beliefs that are meaningful to you, please let us know. We are committed to supporting you in maintaining these connections as part of our holistic approach to care.

### Supporting Your Identity and Community Connections

We encourage you to share any cultural, religious, spiritual, or personal affiliations that are important to you, whether that involves connections with faith-based organizations, cultural groups, LGBTQIA+ communities, or other social and advocacy groups.

- **Personalized Support:** Our team will make every effort to support you in honoring these connections, whether it's through accommodating prayer times, facilitating access to group meetings or ceremonies, or helping you engage with community resources.
- **Access to Resources and Groups:** We can help connect you with relevant community groups and resources, both within SASHA and beyond, that align with your values, beliefs, and interests. This includes support in finding local organizations or events that may enhance your experience.
- **A Safe Space for Self-Expression:** We strive to create a welcoming and inclusive environment where you can express your identity without fear of discrimination or judgment. If you ever feel that additional support or accommodation is needed, please feel comfortable discussing this with our staff, who will work with you to ensure a supportive environment that respects your individual needs and preferences.

Your identity is central to who you are, and we are here to honor and celebrate it with you. We are committed to learning from and respecting the diverse cultures, spiritual beliefs, and personal values of all those in our care.

### **Handling Personal Affairs**

At our organization, we prioritize your protection and maintain professional boundaries. If you have a trustee or guardian, we will collaborate with them to ensure that your affairs are managed appropriately.

It is important to note that our personnel are not involved in your personal or financial affairs, including matters relating to power of attorney, wills, and estate planning. Staff do not engage in lending or borrowing money, entering joint financial arrangements, or acting as legal representatives for clients.

To provide you with the best support, please inform us if you have a personal directive or enduring power of attorney. This allows us to work effectively with your appointed representatives, while ensuring all interactions remain within professional and ethical guidelines. If you have any questions about this process or how it may affect your personal affairs, please feel free to reach out.

### **Activities and Daily Routine**

We begin each day with staff conducting wake-up rounds at 9 AM on weekdays and 10 AM on weekends. You are encouraged to participate in daily programs and contribute to planning evening and weekend activities that align with your interests.

The goals you set in your Individual Support Plan (ISP) will guide us in supporting your daily routine and engaging in activities that help you achieve those goals.

Staff will keep you informed about activities and events happening in the community, and we will assist you in accessing community programs based on staff availability. Your involvement in these activities is an important part of your personal growth and well-being.

### **Recreation**

SASHA prepares a monthly calendar of daily recreation activities which are posted in each household. You are encouraged to attend the activities and to provide your input on activities you would like to participate in at the weekly house meetings.

### **Gift Giving**

We appreciate the thoughtfulness behind gifts; however, SASHA staff are unable to accept gifts from clients. If you would like to express your appreciation to staff, non-monetary gifts such as a poem or drawing are welcome.

You are also invited to participate in our annual holiday staff and client gift exchange. In this exchange, participants—both staff and clients—purchase a gift valued at no more than \$20.

### **Appointments and Advocating for You**

Staff are here to support you with your appointments, whether they're medical, dental, optical, auditory, or therapeutic. Let us know when you have appointments, and we'll post them to help you stay on track. We can provide reminders and offer advocacy when needed.

### **Cleaning and Household Responsibilities**

At SASHA, keeping our home clean and welcoming is a shared responsibility. Everyone plays a part! Household chores are assigned during house meetings and rotated weekly, ensuring we all contribute to a comfortable living environment.

You are responsible for keeping your room tidy, which includes washing your bedding and towels at least once a week. You will have a designated day to complete these tasks; if you ever need a hand, don't hesitate to ask—staff are happy to assist you.



To keep our common spaces enjoyable for everyone, we kindly ask that you clean up after yourself, especially after meals. Food should not be left in the common areas, as it can attract pests like bugs or mice. For the same reason, we do not allow food in the bedrooms. Let's work together to keep our home clean, safe, and pest-free!

If your designated day for laundry and tidying up your room does not work with your schedule, please let us know and we will do our best to accommodate you.

### **Water Temperature**

You may notice that staff will take the temperature of the water occasionally. This is a part of keeping homes safe for you. If you notice that the water seems too hot or too cool, please let us know so that we can ensure that the water is at a safe temperature for showering.

### **Meals: Let's Eat Together**

We provide a four-week rotating menu that includes daily breakfast and lunch options, which are available for you to prepare at your convenience. You'll have the freedom to choose from the options on hand each day.

For the evening meal, clients take turns working with staff to help prepare the meal based on the menu. A registered dietitian reviews our menu regularly to ensure it meets nutritional guidelines. We recognize and respect your religious practices and cultural customs, incorporating them into the planning and preparation of meals whenever possible.

Your feedback is important to us. You can share your likes, dislikes, and dietary preferences—such as vegetarian options—during house meetings or by letting staff know at any time. We also make seasonal changes to the menu to add variety and variation to meals. If there's a particular meal you would like that isn't on the menu, you are welcome to request it, and we may be able to accommodate your request.

If you don't like a meal that has been prepared, we maintain open pantries with food available, so you always have an alternative.

For safety reasons, we ask that the oven or stove not be used after 9 PM, and supper is typically served no earlier than 5 PM.

### **Personal Care and Hygiene**

While SASHA staff don't provide personal care, we're here to help with reminders and support good hygiene practices. If you need more assistance, homecare services can be arranged.

### **Contagious Diseases and Health Protection**

Your health and well-being are important to us, and we are committed to maintaining a safe and healthy environment for all clients and staff. If you have or suspect you may have a contagious disease (such as the flu, COVID-19, or any other communicable illness), it is essential that you inform us as soon as possible. This allows us to take the necessary precautions to protect everyone in our care.



We understand the sensitive nature of your personal health information and will keep any details you share with us private and confidential. However, we are also responsible for ensuring the health and safety of other clients and staff. Therefore, we may need to implement specific health measures, such as isolation or additional sanitation protocols, to prevent the spread of illness.

Please know that any actions taken will be done with your dignity and privacy in mind, and we will follow all relevant health and safety guidelines.

Your cooperation helps us maintain a healthy community for everyone.

### **Smoking Policy**

At SASHA, we strive to maintain a clean, healthy, and safe environment for everyone. That's why smoking and vaping are not allowed inside any of our buildings. However, you're welcome to smoke in the designated outdoor areas.

We kindly ask that you help us keep the grounds looking great and reduce fire risks by cleaning up your cigarette butts and any related trash.

SASHA is here to support you if you're thinking about quitting smoking. We can help you find a smoking cessation program that fits your needs, should you be interested.

Please remember, sharing or borrowing cigarettes with other clients is not permitted, as it can lead to unnecessary conflicts. Let's all work together to keep our community positive and respectful!

## Cannabis Use

At SASHA, we recognize harm reduction as an important approach for individuals who choose to use cannabis. To maintain a clean, safe, and respectful environment for everyone, we have the following guidelines:

- **Bongs are strictly prohibited** on SASHA property due to health risks, safety concerns, and maintenance issues.
- Cannabis may be consumed by rolling joints, using edibles, or small, durable metal/plastic pipes. Glass pipes are discouraged as they break easily and can cause safety hazards.
- All cannabis-related items (grinders, pipes, containers, etc.) must be stored in your personal locked drawer and kept **out of all common areas**. Items left in common areas will be confiscated and must be retrieved from staff.
- Please be mindful that not all clients consume cannabis, and the smell, sight, or exposure to cannabis products can negatively impact others' well-being.

SASHA encourages responsible cannabis use and supports clients in managing their consumption. If you would like help connecting with a therapist, outreach worker, or addiction counsellor, please speak with your Case Manager.

## Staying Connected: Phones, Computers, and More

SASHA provides the following devices in all the homes you and your housemates to share and use to stay connected with your friends, family, and the community.

- **Telephones:** You can make free long-distance calls within Canada. Just be mindful of time limits if others are waiting.
- **Computers:** We have shared computers in each house for your use, or you can bring your own with staff approval.
- **Cell Phones:** Feel free to use your cell phone but please respect others' privacy—no recording or photos without consent.
- **Television:** The communal TV can be used after 4 pm on weekdays. Please share the space and choose appropriate programming.

## Screen Time

Staff will not monitor your personal devices (cell phones, laptops, tablets, etc.) but may encourage you to be mindful of your screen time. Reducing screen time can be very beneficial to your sleep hygiene and overall well-being. Having staff assist with decreasing screen time can be part of your ISP goals.

## Security Cameras: Ensuring Safety and Privacy

At SASHA, your safety is a top priority. To help maintain a secure and comfortable environment, we have security cameras installed in the exterior areas and common areas of each house. These cameras allow us to monitor any safety concerns, ensuring that everyone feels safe and protected.

Please note that there are no cameras in private spaces such as bedrooms or washrooms. We





respect your privacy and are committed to creating a space where you can feel both secure and comfortable.

If you have any questions or concerns about the security cameras, please don't hesitate to ask. We're here to make sure you feel at home.

### **Behavior Management at SASHA**

Our approach to behavior management is based on respect, collaboration, and personal growth. We aim to work with you and your treatment team to address any challenging behaviors, with the goal of supporting your success and well-being. We do not use restrictive procedures, except in emergency situations where safety is a concern.

### Positive Interventions and Support Plans

If a behavior becomes troubling, our first step is always to work with you and your treatment team. Together, we will:

- Set achievable goals using your Individual Service Plan (ISP).
- Develop a personalized plan to help address and improve behavior.
- Provide referrals to external resources or supports, if needed, to ensure you have the help you need.

Our priority is to offer you the right tools and support to make positive changes, focusing on your strengths and individual needs.

### Letters of Expectation

If positive interventions aren't effective, SASHA may issue a "Letter of Expectation" to clearly communicate our concerns and support you in making improvements. This letter will:

- Detail the specific behavior(s) that are concerning.
- Outline the positive changes we expect and set clear goals.
- Include timelines for achieving these improvements.
- Explain any consequences if the expectations are not met.

Letters of Expectation are reserved for behaviors that significantly impact the safety and well-being of others, such as verbal or physical aggression or property damage.

### Room Searches

In rare instances, staff may need to conduct a room search to ensure the safety, health, and security of all residents and staff. A room search will only be conducted when there is strong evidence or suspicion of a serious issue that could pose a risk. Examples include:

- Suspicion of weapons or dangerous items
- Presence of large quantities of medications
- Possession of alcohol or drugs

Our goal is to respect your dignity and privacy during any search. To maintain transparency, the following steps are taken:

- **Consent:** While the Service Agreement you signed permits room searches, when necessary, we will always ask for your specific consent before a search unless immediate action is required for safety.
- **Witness presence:** Room searches will always involve at least two staff members, with one serving as a witness. Whenever possible, we encourage you to be present.
- **Seized items:** If any prohibited or dangerous items are found, they will be confiscated, and you will be informed. SASHA will follow all relevant legal and law enforcement requirements.

### Property Breaks

In situations where there are serious safety concerns, a Property Break may be used to help with de-escalation. This means that you may be asked to take some time away from SASHA property until it is safe for you to return. Before a Property Break is considered, staff will:

- Use verbal reminders and de-escalation techniques.
- Encourage you to take a short break in your room or go for a walk.

During a Property Break, if it is safe to do so, you may take your medications with you. Staff will assess the situation and make sure the environment is safe before inviting you back to SASHA property.

### Discharge

There are some instances that would cause you to be discharged from SASHA before completion of the program. The timelines for discharge are situation dependent and can be changed or cancelled based on circumstances and adherence to behaviour management plans.

- **Policy Violations**
  - Depending on which policy is violated, discharge can range from immediate to 90 days.
- **Non-Payment**
  - A warning will be issued after the first instance of non-payment.
  - A repayment plan may be arranged and if payment continues, your placement is not at risk.
  - If two (2) months of non-payment occur, then you will be asked to vacate SASHA within that same calendar month.
- **Health and Safety Risks**
  - Depending on the level of risk to self and/or others, discharge may range from immediate to 90 days.
- **Extended Hospitalization**
  - If you are hospitalized for more than 90 days, SASHA will terminate your service agreement.
- **Voluntary Exit**
  - Clients are asked to provide one month's notice to SASHA management with their decision to leave the program. This notice must be received in writing and dated on the first day of the month.
  - You may provide notice at any time; however, staff may need to verify with your legal representative (if applicable).

### **Absences**

At SASHA, your safety is our top priority and keeping us informed of your whereabouts helps ensure you're always safe and accounted for. When you plan to leave the property, we kindly ask that you let a staff member know when you're leaving and when you expect to return.

If staff are unavailable, please leave a message on the answering machine or text the staff cell phone with details about where you're going and when you'll be back.

For overnight absences, please let us know where you'll be staying, provide a contact number, and share your planned return date. If we don't hear from you for more than 24 hours, we will reach out to your emergency contact or CTO worker (if applicable) to ensure your well-being. In cases where we can't locate you, we may need to notify the police for your safety.

If you're away for two weeks without notice or communication, you'll be considered discharged from the program. We understand that life can be unpredictable, so please don't hesitate to reach out if your plans change or if you need any assistance.

### **Security: Keeping our Homes Safe**

To ensure safety and security, the doors of the houses are always locked unless staff are immediately present. We kindly ask that you always keep your house key with you when leaving the property. For everyone's safety, please avoid propping doors open and never let unknown individuals into the house. If you notice anyone unfamiliar or have concerns, let staff know immediately.



Please make sure you store valuables in your locked drawer in your room. For safety reasons, bedrooms are not equipped with locks as staff may need to access your room quickly in case of an emergency. We understand the importance of privacy, and staff will always respect your personal space unless there's an urgent need.

Staff perform safety and security checks at each house twice each night. They will be coming into your room to make sure you are safe; they will do their best not to disturb you.

If you have any questions or need assistance, feel free to reach out to staff. We're here to help ensure that your home remains a safe and welcoming space for all.

### **Emergency Procedures**

Your safety is paramount at SASHA. In case of emergencies, we have clear procedures to follow. Staff will guide you through emergency drills regularly, including fire evacuation plans and safety protocols for severe weather. Important emergency contact numbers are posted in each house, and we encourage you to familiarize yourself with these procedures. In the event of an emergency, please

stay calm and follow the directions of the staff. Evacuation Plans and maps for each house are posted in a prominent place for all clients, staff, and visitors to review. SASHA also has a Risk Management Plan in place as a contingency for other events, leading to losses for the business.

### **Conflict Resolution**

At SASHA, we strive to maintain a harmonious living environment. If you encounter any issues with fellow residents or staff, we encourage open communication. Start by discussing your concerns directly with the person involved. If you feel uncomfortable doing so, or if the situation doesn't improve, please reach out to a staff member for support. We're here to mediate and help resolve conflicts in a constructive manner.

### **Personal Growth and Development**

We believe in your potential to grow and achieve your goals. Alongside your Individual Service Plan (ISP), we offer various skill-building workshops and activities to enhance your life skills. These may include cooking classes, budgeting workshops, or wellness sessions. Your participation in these programs is encouraged but not mandatory.

### **Transportation and Outings**

Transportation can be arranged for community outings, appointments, or activities. Please communicate your transportation needs with staff in advance, so we can assist you effectively. We also encourage group outings to local attractions, parks, and events, fostering social connections and community involvement.

### **Respecting Each Other's Privacy**

Living in a shared environment requires mutual respect and consideration for each other's personal space. To ensure everyone feels safe and comfortable in their living space, we have set guidelines to support privacy and respect among residents.

- **Roommate Privacy:** In most cases, clients will have a roommate. Only roommates are permitted in each other's rooms. This means that other residents should not enter rooms that are not their own.
- **Privacy in Shared Spaces:** Please be mindful of privacy in common areas as well. Keep conversations respectful and considerate, as shared areas are spaces for everyone to relax and feel at ease.
- **Communicating Respectfully:** Open communication with roommates and other residents can help ensure everyone feels respected. If you have any concerns or if an issue arises, feel free to reach out to a staff member for support in maintaining a positive and respectful living environment.

Maintaining these boundaries helps everyone feel more comfortable and fosters a sense of trust and respect within the community. We appreciate your cooperation in making this a safe and welcoming space for everyone.

### **Feedback and Suggestions**

Your input is vital in making SASHA a better place for everyone. We welcome your feedback at any time, whether it's during house meetings or through direct conversations with staff. If you have suggestions for activities or improvements, please share them!

### **Important Contacts**

If you have any questions or need assistance, here's a list of important contacts:

- Staff Office House A: **403-942-2263**
- Administrative Office: **403-942-6232**
- Staff Cell Phone: **825-431-4148**
- Emergency Services: **9-1-1**

### **Welcome to Your New Home!**

We're excited to have you as part of our SASHA community! Remember, you're not alone on this journey. Our dedicated staff and fellow residents are here to support you every step of the way. Don't hesitate to reach out with any questions, concerns, or just to chat. Welcome home!