

**AGENCE SOCIALE SPÉCIALISÉE
DE L'OUTAOUAIS INC. (ASSO)**
www.crcoutaouais.com

**COMMUNITY RESIDENTIAL
CENTRE OF OUTAOUAIS(CRC)**

575, Boul. Gréber Gatineau (Qc) J8T 8G2
T.819.568.1131 F.819.568.9383



A Community Resource Centre under contract with Correctional Services
Canada and Québec's Ministry of Public Safety

Revised 2019-01-29

Welcome,

The present pamphlet will briefly describe our private, non-profit agency : *L'Agence sociale spécialisée de l'Outaouais Inc. (ASSO)* This brochure will also describe our services, programs, rules, regulations as well as the types of behaviours to be adhered while residing at our facility.

Even though this pamphlet speaks directly to our potential clients, it also serves as an information booklet for our community and governmental partners.

We invite all interested parties to carefully read the following pages and to contact us for any additional information. It would be our pleasure to answer any subsequent question you might have about our agency or our programs and services.

Respectfully,

Richard Gagnon
Executive Director



OUR MISSION

L'Agence sociale spécialisée de l'Outaouais Inc (ASSO) is a community residential facility, best known as a halfway house. Its mission is to promote the social reintegration of an adult criminalized clientele. Our community organization offers accommodation, supervision, support and individualized follow-ups. Our diversified programs provide a transition to achieving independence, respect for the law and a sense of community.

GOALS AND OBJECTIVES:

In full partnership with various governmental and community agencies, we are able to meet the needs of our clients while offering numerous programs that target the resident's needs and risks levels.

Establish an individualized community reintegration plan that will meet the needs and the conditions of the said conditional release.

Offer and deliver programs that are conducive to developing social aptitudes that will make possible a safe community reintegration; therefore help our residents to acquire behaviours, values and attitudes that will make them law abiding citizens while adhering to social norms, rules and the laws of our society.

Involve our community in the realization of our mission statement.



PROGRAM'S PHILOSOPHY:

In order to achieve our goals, objectives and mission, the CRCO program inspires itself on a humanist approach that is centered on the individual while offering him support, help and guidance in a structured and safe environment. While offering the appropriate tools to reintegrate society, our program is also based on the belief that the offender has the potential and the means to change.

Since our philosophy is based on a humanistic approach, we are most respectful of offenders, conscious of the help we can provide and hopefully to encourage them in making appropriate choices during and after their residency at the CRC.

We believe that by encouraging the individual to use all necessary means not to return to problematic situations, it will be possible, for him, to improve his quality of life and the one of his immediate environment. The ultimate goal is the protection of society. Our Mission is based on the following beliefs:

1. The individual can learn from his mistakes.
2. The individual has the potential to change, take charge of his own life, all in a structured setting, with the help and guidance of our trained staff.
3. If it is true that it is impossible to turn back on our actions, facts or behaviours that have caused inherent harm to the perpetrator or to society, it is however possible to avoid re-committing similar acts by sheer consciousness and newly acquired values, which remain one of our main objectives.
4. Having good listening skills, in other words, giving the opportunity to freely express oneself, without judgment, prejudice or preconceived ideas, is one effective tool to societal reintegration.



OUR VOCATION

Based on these convictions, we aim to help our clients become responsible individuals; meaning: to break the patterns of their past behaviours; because he is ultimately responsible for his past criminal behaviour.

Favoring an individualized and contractual approach, our interventions are based on the offender's personal choices with the guidance of our clinical counselors. Our approach with the clients is based on our active, empathetic and non judgmental listening skills. Our intervention philosophy is guided and supported by an ethic's code in conformity with our willingness to help the clients.

However, we are very conscious that our missions' success requires a genuine willingness for the offender to want to succeed. This implication from our qualified staff to achieve this expressed 'success' is explained and justified by the following facts: low self esteem, the conviction that the essential is lost, discouragement and pessimism which are traits often found within our clientele. We are convinced that our help or guidance is only achievable if the offender is willing and is able to demonstrate a genuine willingness to move forward. In other words, **we are asking you, to help us help you!**

In the event of your acceptance at the ASSO, we are asking you to consider this help as a giant leap towards your quest for a better lifestyle.

STAFFING

Our caseworkers who studied in the fields of Criminology, Sociology, Social Work, Psychology or other related fields, have received and continue to receive appropriate training in our mission. For example, they have all been trained in *crisis management*. The combination of the educational expertise and continued in house training, allows the CRC staff to offer our clients counseling services that are geared to the offender's needs. The Executive Director and/or the Assistant Director oversee the supervision of all staff.



APPLICATION PROCESS AND SELECTION:

1. Application process:

Any person who wishes to obtain information about our Community Residential Centres and/or our program can, verbally or in writing, make a request for information. We will forward any relevant information. When possible, we will meet with this person in order to explain all relevant information.

An application request may be made by any person who shows an interest or is able to benefit from our program. After reception of the completed application forms, the Assistant Director or it's delegate will begin a file's analysis and a decision will be rendered in the briefest delay.

Our analysis is comprised of four steps:

1. A review of the person's institutional progress and file.
2. An assessment of the person's potential motivation by conducting one or more visits.
3. Gathering of all pertinent and relevant information (consultation with parole officers, peace officers, probation officers, collateral contacts, community interveners, etc.)
4. A final decision to accept or deny residency.

It should be noted that our admission process can be adjusted based on special circumstances or situations. Certain cases may be accepted by a file review without having an in house assessment. In those cases, the first week of residency will be considered an assessment phase, at which time a final decision will be rendered to accept or deny residency.



Whenever possible, a staff member will meet with the person in order to give him the opportunity to discuss his progress as well as the reasons for admittance or refusal of residency.

2. Admission criteria





Admission criteria are based on the assessed availability of prospective residents to utilize and benefit from the House's resources and services. All persons wishing to reside at our CRC must demonstrate a willingness to make appropriate changes towards social reintegration. The services of our corporation are available to the individuals who are able to meet the following criteria:

- a) An adult offender, serving a term of incarceration, on probation, on conditional sentence order, on full or day parole, on a UTA, on statutory release or as a voluntary client.
- b) An individual who demonstrates a willingness to seek help, guidance and the means to better reintegrate society.
- c) An individual who accepts responsibility for his criminal behaviour(s) and who has begun some soul searching.
- d) An individual who requires and accepts a structured setting offered by the CRC.
- e) An individual who wants to actively participate in programs.
- f) An individual who is willing and able to seek and maintain employment, education or training.
- g) An individual who wishes to live a pro-social lifestyle and who accepts the rules and regulations of the CRC.
- h) An individual who considers his residency or stay at the CRC as a privilege.

It is important to note that the CRC cannot accept all applications. Based not only on our Mission statement, but also due to our professionalism, we must take into account all factors and be cognizant that we are not able to solve certain problem areas.

3. Exclusion criteria



-  Unresolved sexual problem representing an undue risk for the community.
-  Important physical handicap.
-  Health problems requiring specialized and / or constant intervention.
-  Intellectual disability and psychiatric case.

PROGRAM & SERVICES OFFERED:

Your residency should be considered a transitional period in which there are many things to be accomplished, in a very short period of time. It is therefore important to utilize our services and program effectively and appropriately.

Intake process:

Upon your arrival, you will be welcomed by a staff member who will explain the general rules and regulations of the CRC. The caseworker will complete, with your assistance, the admission questionnaire. You will be advised of all the rules and regulations as well as a review of all your release conditions. The caseworker will also show you the physical layout of the facility; introduce you to the staff members and other residents. A bedroom and linen will be assigned to you for the duration of your stay.

In the next few days, you will be assigned a clinical supervisor and in conjuncture with the referent agency, a personalized and individualized case plan will be developed in order to meet your personal goals/objectives. During this meeting, goals will be set in order to meet your employment, educational, personal or emotional needs or risks.

EMPLOYMENT AND EMPLOYMENT SEARCH

All residents must fully declare their income and proof of employment.

Employment confirmation



For all types of employment, the resident must complete and return the 'employment form' to his caseworker. The forms are located in the caseworkers' office.

Loss of Employment

You must notify your caseworker in any event that you lose your employment. You should immediately begin a new employment search or participate in an employment readiness program. *Rest assured that we understand how difficult these situations might be and further count on our continued support.*

All of our caseworkers have set skills in helping you seek and gain employment. We also have an excellent partnership with many resources available in the community. Caseworkers will monitor the resident's employment progress.

EDUCATIONAL ASSISTANCE

We believe that it is necessary and important to encourage furthering your education. The CRF has at its disposal a reference manual that will assist you in securing appropriate educational advancement at local academic institutions.

BUDGETING

Budget managing should be at the forefront of your preoccupations. It can be beneficial for the resident to work with his caseworker to develop a personal budget, thereby, making the transition into the community much easier when it comes time to leave the CRC.

RENT



All *provincial residents* who are gainfully employed or in receipt of income, must pay rent according to the following policy:

The cost for weekly room and board will not surpass thirty percent (30%) of your pay or up to 30% of Québec's minimum wages policies.

The applied fees for all provincial residents will be \$10.00 for each work day, up to a maximum of \$50.00 per week.

Contributions made by residents:

All residents must contribute \$5.00 per week to the resident's fund. This contribution will offset the following expenses:

- Subscription to newspapers,
- Cable TV,
- Movie rentals,
- Organized activities planned by the CRF,
- Bus tickets for emergency situations,
- Contribution to a gift fund,
- Greeting cards for residents,
- Reimbursement for unpaid or bad credit by one or many residents,
- Theft, vandalism or breaches committed by one or many residents,
- Other expenses.

SPECIAL NEEDS

Residents welfare is at the forefront of our agency. Our program is based on their needs and it is driven by our mission statement.

In close partnership with correctional and community agencies, the CRC will offer services and programs to meet the needs of our clientele.

Programs



Caseworkers and counselors have the responsibility to identify services and programs available in our community that will meet the specific needs of our clientele. We have developed a community resource manual for the Outaouais region that identifies the terms or conditions of acceptance in each various program.

Attitudes, Associates and Alternative

This in-house program offers group and individual counseling to reduce the risk of criminal behaviour by identifying and assisting clients to explore their attitudes, values and beliefs. The following themes will be discussed in a group setting.

Here are the workshops provided;







1. How to communicate	8. My social network
2. How to cultivate optimism	9. How to manage anger
3. The functioning thought	10. Increase your esteem
4. How to manage my stress	11. Adopt healthy lifestyle habits
5. Resolving a conflict	12. How to forgive
6. How to assert myself	13. How to be a good father
7. Living with our emotions	14. Healthy relationships

This program is entirely geared towards social reintegration and prepares the resident to better reintegrate society. In order to successfully complete this program, the counselors will assess the following: the resident's level of participation, his commitment, his attitude, his level of comprehension and motivation to change within a group setting and individually. This program is considered quite innovative in nature as it takes into account current events and educational material while encouraging an open mind by all participants.



Recreational/Leisure Program

The ASSO offers various types of recreational/leisure activities. These activities have the following goals:

-  **Widen** your horizons by exploring various tourist attractions of our region;
-  **Developing** healthier habits through physical or sport activities;
-  **Discovering** new cultural diversities and technological progress;
-  **Participating** in special events depicting the characteristics of our region;
-  **Forming** new friendships and a sense of belonging between residents;
-  **Encouraging** exchanges with members of the community;

Confidentiality policy:

All staff members are bounded by a confidentiality contract. The resident's file is confidential and no information about his stay will be shared unless written authorization is provided. The CRC will adhere to the confidentiality policies of each governing referral agency.

Grievance procedure:

We believe that every resident has the same rights as entitled under both the provincial and the federal Charter of Human Rights. However, a situation may arise whereby a resident is dissatisfied with a decision made by a staff member. In such situations, the resident will have the opportunity to grieve the decision through the proper procedural channel for its resolution

Procedure:

Informal procedure:



The resident or the individual, who has received a service from a staff member, must, before lodging a grievance, attempt to resolve the issue with the said staff member or the counselor.

Formal procedure:

The official grievance process begins when the person is unsatisfied with the informal step.

First level:

- a) The person must complete a grievance form.
- b) The form is submitted to the **Assistant Director**, who is considered the first level grievance officer.
- c) The griever will receive a written decision on the original grievance form within a maximum of 5 working days.

Second level:

The person, who remains unsatisfied with the decision stemming from the first level, may submit a subsequent written grievance request.

- a) The person must complete a grievance form.
- b) The form is submitted to the **Executive Director**, who is considered the second level grievance officer.
- c) The griever will receive a written decision on the original grievance form within a maximum of 5 working days.

Third level:

The person, who remains unsatisfied with the decision stemming from the second level, may submit a subsequent written grievance request.

- a) The person must complete a grievance form.
- b) This form must be submitted to the following managers:



If the resident is a provincial offender: to the **Executive Director of Professional Services,**

If the resident is a federal offender: to the **Clinical Supervisor** from the Hull Parole Office

- d) The grievor will receive a written decision on the original grievance form within a maximum of 7 working days.

P.S.: The staff member who first receives the grievance request must counter-sign and date the form, as well as provide a signed copy to the requestor and lastly, forward the grievance form to the grievance officer.

Any action or decision rendered by the Québec's Parole Board, the National Parole Board, Correctional Services of Canada or Québec's Correctional Services, is not subject to a grievance procedure within the confounds of this present policy.

Reasons for termination of residency

Reasons for termination from the program/residency include: the consistent failure to abide by the rules (such as the non-smoking policy), the use of violence within the facility and outside; the use of alcohol and drugs while at the facility; breaches of special conditions imposed by the NPB or QPB; unwillingness to actively participate in your correctional plan including non-attendance in community/in-house programming and meeting with your counselor to review goals; destruction of house property; re-offending; the misuse of prescribed medication; and any other behavior(s) that put the facility, the residents or its staff at risk.

LASTLY...

You are now fully cognizant of our agency, our mandate, our mission and our program. We wish to remind you that **you must abide by all the**



release conditions imposed by the government body that has released you to our facility. Just like any other agency, we have policies governing our CRC. All rules and regulations will be fully explained upon your arrival. As well, a copy of the said rules and regulations will be given to you. Rest assured that all these policies, even though they may appear constraining in nature, are there for one purpose: **TO HELP YOU.**

We hope that the information about our program and services, found in this brochure have helped you make the appropriate decision.

If this program meets your needs, please complete and return the attached forms to the duly noted address. We will contact you in the very near future.



INTRODUCTION TO HOUSE RULES

Every society requires rules and regulations which are indispensable to its existence and survival in order to operate effectively. Such rules exist in all public or private institutions (schools, hospitals, etc) as well as in businesses or agencies. Generally, they dictate what can be done or not; in other words, what is allowed in opposition to what is prohibited. Therefore, the CRC, based on its mandate, has established rules and regulations that if **not adhered to** may lead to the withdrawal of support or a decrease in privileges. All rules must be abided by throughout your residency at the CRC.

We also require your **utmost respect** of all staff members, other residents and to be on your best behaviour, at all times. Our continued support is conditional to your willingness to help yourself while respecting your release conditions and those of the CRC.

General rules and regulations:

➤ House meetings

Attendance at the monthly resident's house meeting is mandatory. You will be informed by the staff of the date and time well in advance to the house meeting. In the event that you are not able to attend, you must notify your caseworker, otherwise sanctions will be applied.

➤ Workshops

All workshops are part of our in-house program. Again, your **participation** is mandatory. On Friday it will be your responsibility to refer to the list posted on the bulletin board to see if your name is added to the list. In the event that you are not able to attend, you must notify your caseworker and arrangements will be made to re-schedule you.

➤ Personal hygiene and dress code

You must dress appropriately **at all times**. Clothes depicting alcoholic beverages or illegal drugs or clothes with non-



appropriate language or gestures are prohibited. While in the house or on its grounds, it is prohibited to circulate wearing only a towel, to be barefoot or shirtless.

Good personal hygiene is required. You are asked to shower daily and to do laundry regularly. It's a question of mutual respect.

➤ **Kitchen, dinning area and dishes**

You are only permitted to eat at the dinning room table or the picnic table; which is located outside on the patio. Food must not be brought to your bedroom.

Upon arrival at the CRC, we will assign cutlery and dishes. It is your responsibility to store these items in your bedroom after each meal. Dishes remaining in the dinning areas will be confiscated and you could incur a loss of privilege for such actions.

➤ **Loans between residents**

Money or the loan of personal item is strictly prohibited while at the CRC. We are not to be held responsible for any losses incurred with personal loans.

➤ **Threats/aggressive behaviour/assaults**

An immediate removal from the CRC will occur in the event of any form of aggressive or violent (verbal and non-verbal) behaviour against staff, volunteers, field placement students or other residents.

➤ **Negative or abusive language**

Abusive or negative language is not tolerated at the CRC. We encourage an optimistic and a good morale. This is the key to your reintegration!

➤ **Vandalism and graffiti**

It is imperative to respect the material provided as well as the physical layout of the facility. It is strictly forbidden to destroy,



abuse or throw away any material belonging to the CRC. Graffiti is considered a form of vandalism.

➤ **Common area and daily chores.**

Daily household chores are assigned and posted. They must be completed either in the morning before your departure or after dinner (before 18:00) or before leaving for the evening. There is also assigned group chores.

P.S.: Chores may vary from week to week. At its discretion, a caseworker may request that additional chores be completed.

Leave and Travel Privileges:

➤ **Residents Reporting In**

Your **whereabouts must be known at all times**; it's your responsibility to inform the caseworker on duty of your arrival and departure. You must provide the time of departure, the destination (including full address and telephone number) as well as the expected time of arrival. In the event of a change of destination, you must immediately contact the CRC and inform of the new destination. If you are going to be absent for the evening meal (during the week or weekends), you must report via telephone.

➤ **Telephone check**

Staff members will complete Random community checks, Monday through Sunday, to confirm a resident's sign out destination (This includes residents who are on weekend passes). You should be present at the location you provided; otherwise sanctions may be incurred.

➤ **Federal residents**



Federal residents must respect curfew. Correctional Services of Canada duty officer will be immediately contacted in the event of missing your allotted curfew.

- **Travel permit**
For both provincial and federal residents, it is your responsibility to request a travel permit from your respective Parole Officers should you require to travel beyond the Gatineau region.
- **Travel to the province of Ontario**
For federal residents and for those under provincial parole, you must request a travel permit to travel to the province of Ontario (Ottawa) from your respective Parole Officers.

CRC daily schedule:

- **Curfews**
Weekday curfews (Sunday to Thursday) are before 23:00.
Weekend curfews (Friday and Saturday) are before 24:00 (midnight).
For the first 7 days of residency, a 17:00 curfew is imposed.
P.S.: Curfew restrictions imposed by the National Parole Board, the Provincial Parole Board or CRC staff will override these general rules.

To maintain the maximum curfew, the resident must adhere to house policies and procedures, exhibit proper attitude and behaviour and attend all designated treatment programs as directed by staff and/or parole/probation officers.

From time to time there may be variations imposed on an individual's curfew either by the Executive Director or its delegate. Failure to observe curfew could result in withdrawal of



support. An extension to a curfew is made in consultation with the Caseworker and/or House Executive Director or its delegate.

➤ **Wake-up**

It is the responsibility of each resident to ensure their own awakening. During the week (Monday to Friday) all residents must be up at 8:00. No wakeup is mandatory on weekends and we allow residents who work later to sleep in the morning.

➤ **Hours in the house**

All residents must spend a minimum of 6 consecutive hours in the CRC in a 24-hour period.

➤ **Bedtime**

From Sunday to Thursday, you should be in your respective bedroom before midnight. During the weekend (Friday and Saturday), bedtime is scheduled for 03:00.

P.S.: The Caseworker on duty may modify the bedtime should a circumstance arise.

➤ **Meals**

The house cook prepares lunch and dinner.

During the week (Monday to Friday), you must be present for dinner between 17:00 and 18:00. However, at the discretion of your caseworker, you may be granted a special leave privilege. For those residents who work later, you must still spend a minimum of one (1) hour at the CRC at dinner time.

It is not necessary to be present for dinner time during the weekend. However, you must report via telephone between 17:00 and 18:00 as well as inform staff should you be present for dinner.

➤ **Meal schedule**

Breakfast is available until 09:00

Lunch is served between 12:00 and 12:30



Dinner is served between 17:00 and 18:00 (weekdays) and 16:20 and 16:50 on weekends.

Light refreshments are available between 21:00 and 22:00.

P.S.: It is your responsibility to follow the assigned meal schedule as no meals will be served outside the set meal times. For those residents who are not available due to their work schedule, a plate will be set aside; should you request one.

➤ **Take out delivery**

Take out delivery will not be allowed after 23:00.

➤ **Internet**

Internet access is available for specific periods and only in the common lounge. The use of the computer must be done for purposes of job searches and information. Illegal sites and sites with sexual and violent characters are strictly forbidden within the residence.

➤ **Television schedule**

Two televisions are available in the common rooms of the residents.

The TV in the dining room can be used from the wake up until 8:00 and from 18:00 to 23:00. The use of the television is, however, left to the discretion of the caseworker on duty.

It is allowed to have a TV in the rooms. However the size of the TV screen should not exceed 32 inches (82cm).

The noise level must be kept to a minimum. Curfew hours apply.

➤ **Visitors**

The number of visitors is limited to two adults with children at all times.

From Monday to Friday, visits are from 18:00 to 21:00.

On weekends, visits are from 13:00 to 17:00 and from 18:00 to 21:00. No visit during dinner time.



N.B. Visitors have access only to common rooms including the living room, dining room and outdoor ground. They must identify with the caseworker on duty. Note that minors are admitted only in the presence of an adult). The worker on duty may deny access to the center to a visitor when he believes that the visitor is a threat to safety, is unacceptable, or is inappropriately dressed.

➤ **Linen schedule**

The laundry room is open from 07:00 and 22:00. Individual laundry soap bags are available at the caseworker's office.

➤ **Bedrooms:**

Bedrooms are the only places where you have permission to sleep.

Upkeep of the bedroom

Bedrooms are assigned according to availability. All requests to change your room assignment (based on incompatibilities or single room availability) must be submitted in writing to your caseworker. The request should include the reasons for the change.

Residents are held responsible for what goes on in the room as well as all the property found in the room. All residents must keep their side of the room clean at all times. The bed linen must be washed at least once per week and dusting done regularly. Your bed must be done every morning before leaving the CRC.

If you wish to mount pictures or posters on your walls, you must use the assigned adhesive in order not to damage the walls.

Residents are restricted from visiting the rooms in which they are not assigned; out of respect for other residents.

➤ **Security Rounds and inspections**



Rounds of checks and inspections will be done without notice in the rooms and in the house. If we deem it necessary for the safety of staff and other residents, a summary inspection of the person could be conducted.

Room inspections will be done on a regular basis. It has a dual purpose:

1. Ensure a safe environment for all CRC residents and staff.
2. Check the cleanliness of the rooms and the cleanliness of the premises.

In the event that we find a violation of the CRC rules, you will be met by the Deputy Director or his representative to correct the breach (s). Loss of privilege is a deterrent used.

Other:

➤ **Health Care**

Medications, prescribed or not, must be given to a worker who will take care of storage in a safe place. The medication must be taken at the office. It is the responsibility of the resident to take the correct amount, according to the dosage indicated.

Residents may have their own medications to take in an emergency.

For federal residents: Prescriptions are routed to designated CSC pharmacies.

On weekends outside the CRC: The resident must ensure to bring the amount of medication to cover the period of absence to the CRC.


Residents must obtain the Quebec health insurance card.


➤ **Access and distribution of methadone or suboxone**





In the community, doses of methadone or suboxone are given at a pharmacy or community clinic. The resident goes to a clinic for a prescription and then goes to the designated place (Pharmacy or Clinic) daily to receive the prescribed dose.

➤ **Medical marijuana framing and storage policy**

 The prescribed medical marijuana must be stored in the locked cabinet provided for the storage of medication, in the CRC secure space and in accordance with the standards of compliance.

 In the specific case of a dried leaf product that must be smoked, the resident must consume it outside the buildings and grounds of the CRC. Residents who receive a prescription for dried medical marijuana must comply with the curfew at all times.

 Due to the potential negative impact for some residents of CRC (eg, addict addicted to abstinence), a resident with a medical marijuana prescription may be asked not to enter the CRC with apparent signs of intoxication or to retire to his room.

 If the resident respects these conditions inherent to our environment, he can stay in our CRC.

➤ **Pets**

No pets are allowed on the premises.

➤ **Restricted material**

Alcohols, illicit drugs, firearms, weapons of any type or illegal property are prohibited on the premises. The police will be contacted if illegal substances are found on the property.

➤ **Alcohol, drugs and all other forms of intoxicants**



The use of drugs, alcoholic beverages and even non-alcoholic beer is strictly forbidden within the facility. This rule also applies to those residents who do not have a condition prohibiting the use of alcohol. Residents who do not have a drinking condition but return to the CRC under the influence will be reprimanded. If they continue to abuse this rule, it could result in withdrawal of support.

➤ **Telephone use and messages**

The resident's line (819-568-2015) must be used in moderation. We expect that a call lasts no longer than 15 minutes. A payphone is also available on the first floor for those who wish to have longer conversations or for long distance calls. Telephone calls after midnight are not allowed unless it's for an emergency.

➤ **Cellular phones**

The above rule applies for cellular phones. In order to ensure the confidentiality and anonymity of our clientele and our staff, it is strictly forbidden to film or record inside the residence or outside on the grounds. Failure to do so may result in the forfeiture and / or prohibition of possession of a cell phone on the CRC site. You must provide us with your telephone number at all times.

➤ **Offices**

It is forbidden to enter any staff office without permission. Out of respect, we ask that you knock prior to entering an office.

➤ **Cars and parking restrictions**

Parking on the premises is made available to residents. However, parking is restricted to certain areas (refer to parking signs). Should you violate a parking rule, you risk being towed at your



expense. You must also provide a valid driver's license and proof of insurance to your caseworker.

➤ **Smoking policy**

Smoking is not permitted inside the house or in the bedrooms. Sanctions will be imposed to those breaching this house rule. The use of incense, perfumed candles or room deodorizers is not allowed.

➤ **Weekend passes**

Passes are a privilege. Residents must apply for a weekend pass to their counselor on or before the **Tuesday** before the desired pass. Any request after that time will be denied. For federal residents, the resident will need to ensure that a Community Assessment has been completed at the residence where the pass is to be taken. Their parole officer will confirm Community Assessments.

Weekend pass eligibility is as follows:

One pass after 21 days of residency;

Two passes at the end of the second month of residency;

Three passes at the end of the third month of residency;

Every weekend at the end of the fourth month of residency.

Passes will be issued only when chores are completed and conduct within the House has been satisfactory and program expectations are being met.

➤ **Stolen or damaged personal property**

The CRC is not responsible for loss or damage to a resident's personal property. It is your responsibility to lock your bedroom door.

It is recommended that the resident have in his possession a minimum of personal effects not exceeding a value of \$ 1,000.00, as the center is released from all liability beyond this amount in the event of a disaster.




Expensive equipment such as televisions, stereos and computers must be registered with the front office, (this will be completed at Intake)


If you purchase expensive equipment during your residency, you must inform staff and show receipts. A resident who has expensive belongings is advised to purchase insurance.


➤ **Residents Personal effects in post-suspension**

Upon admission to the CRC, the resident is informed verbally and in writing of the procedures relating to personal effects, including those concerning the storage, disposal and sending of effects to the next of kin or contact in his family or the community. CRC will be able to dispose of the of the residents belongings after;

- Six (6) months in the case of an illegal suspension or liberty.

 The resident must, as soon as he arrives at the CRC, identify a family member or a resource to whom his / her personal belongings will be sent, in one or the other case mentioned below.

 Following a suspension, unlawful release, revocation of parole, prolonged illness or death, the resident's personal effects will be retained and stored by the organization until claimed by the resident or a pre-authorized person (see form * authorization and taking possession of personal effects *). No other person will be able to recover the resident's belongings unless authorized by the resident.

 After 30 days, the resource may return the personal belongings of the resident (still at liberty unlawful) to the pre-authorized resource, unless he has obtained a contrary opinion from the referent to this effect.





AGENCE SOCIALE SPÉCIALISÉE DE L'OUTAOUAIS INC.
Centre résidentiel communautaire (CRC)
www.crcoutaouais.com

575, boulevard Gréber
Gatineau (Qc) J8T 8G2
T.819.568.1131, F.819.568.9383