



# **RESIDENTIAL**

## ***MALE CLIENT GUIDEBOOK***

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From: Peter Bucci, LPC ACS CAADC CCS JSOTS  
Licensed Professional Counselor  
Harbor Hall, Chief Clinical Officer

To: New Residents

Subj: **WELCOME**

1. Welcome to Harbor Hall. This is a treatment facility designed to assist you in resolving various issues in your life which have been compounded by your use of alcohol and/or drugs. **Our primary objective is to assist you in achieving your goal of stability, functionality, and recovery.**

2. Today, you will be assigned to your primary group and counselor. During your stay at Harbor Hall, your primary counselor is your first point of contact for any issue that might arise. Your counselor makes recommendations to the treatment team regarding your treatment plan, completion of treatment objectives, diagnosis, prognosis and Continuing Care recommendations.

3. You will be in treatment with many individuals, with many personal problems. These are/will be discussed in group therapy. Some of these problems may seem to be rather minor, some very severe and others may even seem funny. Do not judge these problems or underestimate the impact which a problem may have upon an individual's life. You are encouraged to share with the group your experience and insight in such a manner that is helpful and positive.

4. There may also be personal conflict that results in the close quarters that are kept. The use of common sense is the best method to get along with those around you. Some of these common sense things are: be respectful of one another, put things back where you found them, clean up your own mess, don't take things that aren't yours, say you're sorry if you hurt someone, listen to one another, stick together, if you don't know or you aren't sure – ask.

5. I join the rest of the staff at Harbor Hall in welcoming you and hope that your stay here will be a turning point in your life. Your total cooperation with all program requirements is essential if this program is to work for you. Don't waste this opportunity to do something positive for yourself.

Sincerely,  
Peter Bucci

## **RESIDENTIAL STAFF**

### **ADMINISTRATIVE STAFF:**

*Chief Clinical Officer*

Peter Bucci, LPC ACS CAADC CCS  
JSOTS

*Outpatient Director*

Lee Rousseau, MSW

*Chief Administration Officer*

Holly Peterson

### **Clinical Staff:**

*Medical Director, Physician*

Guy Golembiewski, MD

*Nurse-Practitioner*

Rebecca Price, PA-C

*Residential Clinical Supervisor*

Mike Gee, CAADC, LPC

### **Program Director**

*Spiritual Care & Chaplain Services*

Rev. Dan Thompson, MA CADC

### **Primary Counselors**

Gretchen Fontichiaro, CAADC-D

Mike Gee, CAADC, LPC

Jon Lonchar, BA CADC-D

Dean Cosens, MA, CAADC-D

### **Access**

Cheri Cosens, BSBA

### **Intake & Client Orientation**

Paul Gauden

Cheyenne Jepsen

### **Case Management**

Katelyn Engler BS-CADC-DP

James Hockenberry

Ben Lamerand

### **Transitional Living Supervisor**

Ben Lamerand

### **Continuing Care Coordinator**

### **Recreation Coordinator**

Ken VanEvery, CPRS

### **Technician Staff:**

James Spencer (AM)

Frank Fox (PM)

Mark Briggs (PM)

Cathy Hahn (PM)

Shellie Harrington (PM)

Cheryl Smyley (AM)

Danielle Plastino (AM)

Vernie Cassity, (Relief/Support)

Mike O'brien (Relief/Support)

Jeff Zednicsek (Relief/Support)

Todd Klairter (Relief/Support)

### **Recipient Rights Advisor:**

Lee Rousseau, MSW

## **ADMISSION CRITERIA**

Admission eligibility is determined prior to admission utilizing the American Society of Addiction Medicine Patient Placement Criteria (ASAM).

Listed below is the admission criteria as stated in the Harbor Hall Policies:

- ✓ 18 years of age or older.
- ✓ The individual has a history of substance misuse and/or substance dependency.
- ✓ The individual is unable to utilize less restrictive level of treatment.
- ✓ Is detoxified prior to admission.
- ✓ Individuals who have been convicted of criminal sexual conduct are not eligible for admission.
- ✓ Individuals with cognitive problems, advanced mental deterioration or psychological problems that would impair comprehension of treatment goals are not eligible for admission.
- ✓ The individual has experienced a combination of any of the following:
  - Previous treatment attempts.
  - Loss of control over use.
  - Unmanageability of life stressors, related to substance use, i.e. family, employment, legal, social, spiritual.
  - Physical complications related to substance use.
  - The individual is receptive to treatment.
  - The individual is physically, mentally, emotionally stable and not in need of acute care.
  - The individual is not actively psychotic or in a suicidal state.
  - The individual is willing to consent to all information required and sign required release forms.
  - Must have enough medications or refills for the complete treatment stay.

### ***ALL MEDICATIONS PRESCRIBED OR OVER THE COUNTER MUST BE APPROVED FOR ADMISSION INTO THIS FACILITY***

1. The following prescriptions for Benzodiazepines are *generally* not authorized in this facility.
  2. No over the counter medications are allowed including vitamins or supplements unless written pre-approval is given by the Clinical Director and Medical Director
    - a. The following are never authorized OTC medications
      - Any product that contains pseudoephedrine
      - Any product that contains Dextromethorphan
      - Any product that contains alcohol
      - Any weight lifting supplement or protein supplement
- This is not intended to be an all-inclusive list, when in doubt medical staff or CEO will advise.**
3. All prescription medications must be in original containers, properly labeled as to type of medication, dosage, resident name and physician's name.
  4. Residents receiving new prescriptions while in the facility or from the hospital must submit a copy of the written prescription with instructions to the nurse or the supervisor on duty.

## Pre-Admission

Prior to admission you will have completed a pre-admission interview. This interview is usually conducted over the phone. This is a brief diagnostic assessment, a more in depth diagnostic assessment is required upon admission. You may be placed on a waiting list if no bed is immediately available. The Intake Coordinator will work with you to get you into this facility as quickly as possible. If you are on the waiting list please call on a weekly basis to confirm admission. You should be detoxified for at least 72 hours prior to admission.

### WHAT TO BRING:

- ✓ **All** Previous Physical Exam documentation(s) and/or TB test if within the past 6 months.
- ✓ **All** Prescription medications that have been authorized by the medical staff and CEO only.  
**Bring enough of refills to cover the entire length of stay.**
- ✓ Comfortable, informal clothing appropriate for the season. Bring enough clothes to last at least one week. Washers and dryers are available at no charge.
- ✓ **Bring your own PILLOW.** We will provide bedding only.
- ✓ **Alarm Clock**
- ✓ Comfortable walking shoes and gym clothes.
- ✓ Shower shoes
- ✓ Personal Toiletries such as soap, shampoo, wash cloth, towels and laundry detergent.
- ✓ Three forms of Identification: Birth certificate, drivers license, Social Security Card, Military ID, Picture ID, etc. *(This is necessary to assist you in application for General Assistance which may cover a portion of your room and board).*
- ✓ Insurance card if applicable.
- ✓ It is okay to bring a small amount of cash for personal spending, but it is not recommended to have more than \$50 at any given time (see 12 below).

### DO NOT BRING:

*(You will be searched the day you arrive. If in your possession, these items will be confiscated and locked up until your departure with the exception of alcohol and drugs which will be disposed of.)*

- ✓ Weapons
- ✓ Alcohol or products that contain alcohol. This includes colognes or perfumes.
- ✓ Limited makeup. Reasonable coverage for the purpose of self-esteem is appropriate. Nothing that pushes the boundaries of self-advertising. This will be addressed therapeutically and as a team as needed. Foundation, mascara, eye shadow and liner, is acceptable. Fake eyelashes, contouring, pancake style, heavy attention-seeking eye liner, excessive eye shadow, and anything that is "extra," will not be permitted and will be stored in your luggage until discharge.
- ✓ No hair tools. Such as curlers, straighteners, flat iron, curling iron, and dryers. Harbor Hall will provide hair driers.
- ✓ Any drugs, illicit, prescribed or over-the-counter that have not been prior approved.

- ✓ Personal television. Small radios are allowed if electrically safe. (no Wi-Fi connections!)
- ✓ Cell phones, computers, electronic notebook or any other communication device that can connect to the internet, text or make calls will be stored until you discharge.
- ✓ No electronic games or devices
- ✓ Ear/head phones.
- ✓ You may bring hair clippers/beard trimmers, but they are locked up in tech office.
- ✓ No playing cards or other gambling items.
- ✓ No over the counter medications including vitamins, and powder supplements.
- ✓ No electronic smoking devices.
- ✓ Recommended not to bring any items of high value such as jewelry. It is also not recommended to have more than \$50 at any given time. Security of such items cannot be guaranteed and is your responsibility.
- ✓ No Food, candy, sugar, creamers, drinks or coffee
- ✓ Energy drinks, body building supplements, vitamins.
- ✓ No tattoo equipment.

## **ORIENTATION DAY 1 & COVID QUARENTINE PROCEDURES**

- ✓ Your arrival time is scheduled with the Intake Coordinator.
- ✓ Staff will greet you and your family at the time of your arrival.
- ✓ **Vaccinated and Unvaccinated** clients will be COVID LAB TESTED and placed in **required to wear a mask** until Lab Results return a verified test. Covid *positive* lab result will require 5 days of isolation from the residential client community. Covid negative results will permit clients to enter the residential client community.
- ✓ All financial arrangements will be fully explained and discussed.
- ✓ Your primary counselor is assigned and notified of your arrival.
- ✓ You are provided with an Intake Packet that will have initial assignments, AA Big Book, 12&12 book, Came to Believe and Search for Serenity.
- ✓ You will be provided a copy of the House Rules (In this Guide Book).

***It is your responsibility to become familiar with all of the rules.***

- ✓ The Intake coordinator explains all documents to be signed.
- ✓ Your luggage is temporarily placed in the reception area until it is brought to the Tech Supervisor Office for inspection (in your presence). Any items that are not authorized will be confiscated and locked up.

***Any unauthorized medications/substances will be confiscated.***

- ✓ You are assigned a group which will be managed through your primary clinician. One of the senior residents from your group will help you to transition into the program. This senior group member should be able to answer most initial questions, however, please ask a staff person if you are not sure.

- ✓ You will provide a urine sample and PBT upon admission for the purposes of baseline data. You will provide urine samples periodically throughout your treatment stay.
- ✓ You are assigned a room and issued linens. An inventory of the room will be conducted by the tech staff.

**Stabilization Period:** The first week of treatment you will be on Level I. This is the stabilization phase of treatment. Stabilization is to ensure that you are medically, psychologically and physically stable. This does not include Withdrawal Management Treatment. During this week period the following will occur:

1. Physical will be completed by the Harbor Hall physician.
2. TB test.
3. Initial Treatment Plan will be assigned.
4. Please refer to the Levels of Treatment in this pamphlet for further details.

## **LEVELS OF TREATMENT**

Client behavior is evidence of effective learning from treatment. When Harbor Hall is free of disturbances, residents can use group and activity time for learning new recovery skills and gaining Recovery Capitol. Recovery capitol is best gained where the time assigned for treatment is used for treatment. When time is used interacting with residents' whose behaviors are not focused on recovery, less time is available to develop new recovery skills. A single resident's toxic behavior can use up another resident's treatment time by distracting them or by taking the counselor's time away from the group. When the entire group's behavior meets expectations, then treatment activities can be maximized for learning and skill building.

### **Counselors' Goals:**

1. Create a safe treatment environment for all.
2. Encourage learning by eliminating distractions.
3. Facilitate the organization of the milieu so treatment time is efficient.
4. Increase time available to address and interact with recovery related subjects.

### **Residents' Benefits:**

1. The opportunity to learn, practice and develop social skills.
2. Enjoy the positive experience of getting along with others.
3. Have positive experiences with group and cooperative learning activities.
4. Learn behavioral expectations in different situations.
5. Learn and develop responsibility/accountability management skills

Harbor Hall staff strive to create a positive treatment environment where a resident gets along with other residents and staff. Many learning experiences require cooperation and communication. Group activities, cooperative projects, peer mentoring, group counseling, one-on-one counseling and staff led instruction are some areas where cooperation is necessary for learning. If a resident discovers they will be involved in positive experiences, cooperation and communication is more likely to be experienced.



Harbor Hall utilizes an Interdisciplinary Team (IDT) approach to treatment/therapy. All residents have interactions with multiple staff across clinical and non-clinical boundaries, such as Admin, Residential and Behavioral Tech staff. All resident behavior is observed and reportable to the IDT on a daily basis. Any member of the IDT (even non-clinical staff) may bring up observed or reported behaviors that are interpreted as toxic or offensive. The IDT addresses behaviors among clients on an individual level. Harbor Hall uses a level system to track client progress. Each level comes with more benefits and more responsibility. A client is able to move up or down in levels based on behaviors and staff input.

## **Level 1: Stabilization Phase**

### **Stage of Change: Pre-contemplation moving towards **Contemplation****

This is the most restrictive level and is implemented upon entry into Harbor Hall. This level is the stabilization phase and lasts for a minimum of one week (7 full days). Upon the 8<sup>th</sup> day in treatment, the resident is expected to be stabilized with symptoms related to withdrawal, mental health and overall behavior/attitude which reflects adjustment to the structure of Resident life.

Once a client has reached level 2, 3, or 4, re-stabilization can be imposed because of medical, emotional or behavioral concerns. With clinical oversight, a client can be moved back to Level 1 so that the client can be monitored closely and reported daily. Limitations are listed below:

- ✓ No Passes (This includes off-campus AA/NA, Church, Store, Spirit Walk)
- ✓ No visitation
- ✓ No phone calls
- ✓ No outside work (volunteering is permitted with counselor approval)
- ✓ No weight room/ game room or tv access
- ✓ No room access between 8am and 9pm (after last scheduled activity has concluded).
- ✓ No yard access
- ✓ Must be escorted to hospital.

### **To move to the next level the person must:**

- |                                     |                                  |
|-------------------------------------|----------------------------------|
| ✓ Have counselor recommendation     | ✓ Demonstrate courteous behavior |
| ✓ Comply with behavioral guidelines | ✓ Comply with grooming standards |
| ✓ Complete Initial treatment plan   | ✓ Seek assistance when in need   |

### **\*RESTRICTION\* INTERVENTION (As needed, due to specific behavioral events)**

To Address and Resolve significant behavioral events, such as social conflict, resistance, or non-compliance in the Residential environment, a “Level 1 Restriction” *CAN* be imposed as a “CONSEQUENCE of BEHAVIOR”. In addition to the list of limitations stated above, clients would be seated in area specified by Staff to proceed through a formal process at staff direction. **Smoking will NOT be permitted during this time until “Resolution” has been achieved.**

## Level 2: Engagement

### **Stage of change: Contemplation and moving toward Preparation**

The client has achieved a level of readiness to enter the engagement phase of the clinical program. Expectations now begin to increase. Generally, in Level Two the resident client has completed the *initial treatment plan* and associated assessments are completed. The resident is presented with their individualized Master Treatment Plan.

#### **Resident is authorized to:**

- ✓ Weight room, game room and yard access
- ✓ Outside volunteer work as approved by counselor
- ✓ Store passes are authorized (no weekend passes)
- ✓ "Zoom" Family Session scheduled with counselor prior to Visitation on Sunday (1pm-4pm)

#### **To move to the next level:**

- ✓ Counselor and Clinical Team recommendation
- ✓ Compliant with residential life social/behavioral norms and expectations
- ✓ Evidenced engagement in all groups, lectures and recreational activities
- ✓ Active with treatment plan objectives, assignments and individual sessions
- ✓ First step is completed and presented to the group & the House
- ✓ Evidenced servanthood practiced in the residential dorm environment.
- ✓ Evidenced development of learned communication skills (assertiveness)
- ✓ Evidenced preparation and attentiveness for all activities

## Level 3: Integration and Motivation to Change

### **Stage of change: Preparation to Action**

The resident client is fully engaged in the treatment process, meeting clinical expectations, and seeking deeper meaning and understanding of their life in recovery. Resident should be displaying genuine leadership qualities, humility and "role-model" behaviors, whereby maturely communicating and helping new clients understand the treatment process. 1<sup>st</sup> step must be completed to advance in level.

- ✓ Eligible for paid work and volunteer
- ✓ Eligible for weekend 4hour pass (joined by two level 3's or one level 4).

#### **To move to the next level:**

- ✓ Completed Initial Continuing Care Plan
- ✓ **Counselor and Clinical team recommendation**
- ✓ Engaged clinically 8:45am-4pm and compliant with resident dorm life, 4pm-8:45am.
- ✓ All assignments have been completed, including Steps 1-5
- ✓ No recent behavioral/compliance events has occurred.
- ✓ Two weeks remaining before discharge.

## Level 4: Transitional

### Stage of Change: Action to Maintenance

During this level, with two weeks remaining on their authorization/DC date, the resident is transitioning back into their community or into the next level of treatment, such as 2.5, 2.1 and 1.0.

The purpose of this Level is to prepare for the return to the community while maintaining recovery connections and continuing care goals. The goals of this level is to adequately prepare the individual by preparing and finalizing a Continuing Care Plan, living arrangement with an address, transportation, and a primary care physician. Additionally, if you are moving to the Harbor Hall Transitional Living Facility you will be allowed to look for work in the local community. If you are returning to a community outside of Petoskey, you can make arrangements with your counselor to look for work online (this is a limited privilege). **You are not required to include other clients on your off campus Passes.**

While in Level 4 you are eligible for:

- ✓ “Recovery meetings” off campus without an escort.
- ✓ Transitional Activities include looking for work, housing, DHS, etc.
- ✓ Can “Stack” passes: Female clients on Saturday, and Male clients on Sunday 3 hr passes.
- ✓ “Coin Out”

#### **For a successful completion:**

- ✓ Finalized Continuing Care Plan
- ✓ Completion of treatment plan goals and objectives
- ✓ Completion of all assignments
- ✓ Financial obligations are resolved
- ✓ “Coin Out” with primary group and house

# RESIDENT *LIFE* TREATMENT

## *Volunteering, Chores, Recreation & Group Rep*

Recovery is a “We-program”. It’s about new opportunities to discover the world around us, and in the process, our true potential, values, influence and identity. Clients question how to connect to their community, fit-in socially, become an asset (not a liability) and to contribute to self and others. Harbor Hall’s Program offers several opportunities to get involved with house chores, being a Group Rep, and volunteering in the community. Through our Program, the clients gain a sense of ownership that may have been lost in active addiction. They learn that they *DO* have something to contribute and that this is all part of effectively managing one’s life in recovery.

**1. House Chores:** *It is expected that all residents will participate in house chores as physically able. House jobs are assigned by rotation and physical ability. Every Saturday the whole house participates in a “major-house-cleaning”. House chores are for the health and welfare of all residents.*

**2. Community Volunteering:** *Residents will be given the chance to participate in volunteer opportunities in the community. Some of the establishments that support Harbor Hall and the residents are: The Salvation Army, The Women’s Resource Center, Camp Daggett, Chamber of Commerce, and The Manna Project. The volunteer opportunity is a give back to the community without the expectation of personal gain. It is not mandatory to participate in volunteering. The volunteer hours do count towards any community service requirements.*

**3. Recreation:** *Upon admission each resident will complete a recreation survey. This helps staff to determine the level of activity a resident is capable of doing. The resident is then categorized as “expected to participate”, “limited in participation” or “participate as able”. If any information is reported that could raise a conflict between physical activities and a person’s condition, the medical and clinical staff will not pursue full engagement.*

*\* Ultimately the resident is responsible for his own physical ability and each person will acknowledge their own limitations.*

*\* If a resident’s medical or physical condition could be aggravated by participation, the client will be held out of the participation in recreation or volunteer activities. Additionally special considerations will be given to the assignment of chores and other work opportunities based on this screening.*

**4. Group Rep & Trainee (The Action Group):** *Harbor Hall established the Group Rep program to cultivate a residential environment whereby clients are developing personal responsibility, ownership and servant-leadership (giving back & paying it forward). There is no time to waste, as each day has it’s own new set of goals, objectives, tasks and chores! See the following page for a more detailed review of what it means to be a Group Rep!*

## **GROUP REP & TRAINEE: THE “ACTION GROUP”**

Recovery is a “WE-Program”. Thus, every client will have an opportunity to serve as a Group Rep and Trainee, to support their peers in the residential treatment community. The **Ultimate Purpose** *is selflessness – to help other fellow clients understand and adapt to the Residential LIFE Program at Harbor Hall.*

To cultivate a positive treatment experience, all clients will learn to take ownership of the BIG and little responsibilities. We are grown men, regardless of whether we’ve acted like, been treated like, or enabled *like children*. It’s time to grow up and manage our lives today – to equip ourselves with mature attitudes and influential (selfless) behaviors. This is what the Program of Resident **LIFE** Treatment is designed for!

***“The search for serenity begins with a willingness to discover and honestly recognize the areas of our lives where we did not quite grow up.” (The Search for Serenity, pg 3)***

From within each small therapy group will be selected a “Group REP” and a “TRAINEE” role. Each role will have specific tasks and chores to help accomplish the daily expectations. You are *like* Big Brothers, available to support and encourage those clients whom may be struggling with adjusting to this residential-treatment environment. You will influence the culture of the House (one way or another)! For instance, clients that are on stabilization (1 week) will likely need a little grace and mercy while the “fog lifts” and the adjustment begins.

### **WHY DOES HARBOR HALL UTILIZE GROUP REPS?**

Because it works! Clients learn to humbly serve their peers to understand the policies, procedures, and general rules or expectations in order for having a positive **LIFE** experience at Harbor Hall. Group Reps have been necessary to further cultivate and maintain a recovery purpose in treatment. Additionally, this is an opportunity to be adults... to grow up and to take responsibility. There will certainly be moments of failure, accidents, and mishandling of your role... Some clients may struggle or become overbearing... others will be passive and hands-off... To be a servant leader is to understand the ultimate purpose and mission of what we’re ALL here to accomplish – and to truly care about your fellow peer AND the Program at Harbor Hall.

## **MEDICAL DIRECTOR AND NURSING CARE**

### *Non emergent illness:*

- ✓ Medical appointments are requested through your primary clinician and/or tech staff
- ✓ Residential clients are scheduled to be seen once a week as needed.
- ✓ You will set your appointment with staff to meet with the medical team.
- ✓ Prescriptions are called in by the nurse and picked up by Harbor Hall staff.
- ✓ Due to insurance requirements, some medications may require prior authorizations which can take a few days.

### **Bedrest (24hr Commitment Policy)**

If you have an acute or non-emergent illness during treatment, such as a respiratory infection, you may request a *Bedrest*. This would exclude you from a portion or all of the treatment day. The nurse or tech will determine whether your sickness requires additional medical attention. Before requesting *Bedrest*, it is recommended that you evaluate the severity of your symptoms as Medical Discharge could be considered.

#### **Guidelines are as follows: (Withdrawal Management also refers to these guidelines)**

- ✓ FIRST, see the Nurse to request Bedrest.
- ✓ If the Nurse is not available, seek the Tech on duty (he will then page the Nurse)
- ✓ As directed by the Nurse or Physician, you will REMAIN in bedroom for a total of 24 Hrs. Permitted only to leave to use bathroom and go to breakfast, lunch, dinner and snacks. *Depending* on severity of illness and/or contagion, the Techs will inform you if eating in your room is approved, whereby food would be brought to you.
- ✓ You will not be permitted to go to Paid Work or Volunteer the following day.
- ✓ Smoking IS NOT permitted after official medical examination approves BEDREST.
- ✓ NO PASSES, NO VISITATIONS, NO PHONE TIME.

### **Emergent Illness**

If you experience symptoms that indicate a potential emergency notify the nurse or technician on duty immediately.

- ✓ Transportation will be provided unless the level of emergency requires an ambulance.
- ✓ Inform the hospital staff that you are a client at Harbor Hall.
- ✓ You must bring all prescriptions and medications back to the nurse or technician, along with all discharge paperwork.
- ✓ Clients **CAN NOT** fill their own prescriptions.

## **RESIDENT DRESS CODE**

### **General Expectations**

Appropriate & modest dress is required at all times. If a staff member feels your attire is purposely inappropriate or attention seeking, you will be asked to change. You will be responsible to maintain appropriate cleanliness; we provide laundry machines and access to donated clothing. The following areas are not subject to negotiation.

### **Safety First**

- ✓ Your shoes (footgear) must be designed to cover your toes. This means you are not to wear opened toed sandals, flip flops, etc. Socks must be worn at all times during the treatment day. (*Exception: This does not apply if you are in the dorm.*)
- ✓ No shorts are to be worn in the kitchen.
- ✓ It is suggested that you wear a coat, hat and gloves outside during the cold weather months. If you need any of these items, please inform the Behavioral Tech.

### **Presentation - This is a treatment center, not a Job interview or Nightclub!**

- ✓ Pants or shorts must not sag below waistline; underwear must not be visible. Shorts should be modest and not revealing or advertising. Use good judgement. The hem of your shorts should come down to your extended fingers.
- ✓ Shirts must not reveal shoulders, cleavage or waist line.
- ✓ DO NOT wear pajamas or lounge attire during clinical/treatment day hours 8am – 5pm. Slippers and pajamas can be worn in the dorm area only; not during treatment/recovery meetings.
- ✓ Yoga pants or athletic pants (not sweatpants) only when a shirt/sweater be worn as long as permitted so long as you are wearing a shirt long enough to reach the mid point of your thigh.
- ✓ Hats are not to be worn in the building. They are to be worn straight (forward or backward), not tilted. No “Do-Rags” or bandanas are to be worn at any time in anyway on any part of your body. Unless culturally appropriate which will be discussed on an individual basis for the purpose of hair care and presentation. This includes any other culturally appropriate hair care.
- ✓ DO NOT wear Sunglasses on the property unless they are prescribed and cleared by staff.
- ✓ DO NOT wear excessive/attention seeking Jewelry
  - Piercing – Only one piercing in each ear. (Not the eyebrow, lip, nose, tongue or any other visible area on the body.)
  - Chains and necklaces – if excessive jewelry is adorned on the wrists or around the neck, a resident could be asked to moderate their presentation due to attention seeking behavior.
- ✓ At least a full shirt must be worn at all times – it is not acceptable to be shirtless on campus or off, unless attending a recreation event with the whole house at the **Beach**.
- ✓ Attire that is deemed to be dirty or tattered is unacceptable.
- ✓ T-shirts must have sleeves (no tank tops, basketball jerseys, etc.). T-shirts or other garb that is attention seeking, shocking or glorifies destructive behaviors is unacceptable. These include, but are not limited to...
  - Alcohol or drug ads / logos.
  - Self-defeating material.
  - Sexual, racial or religious offensive materials.
  - Gang related items – no “colors”, uniforms or symbols, accessories, or paraphernalia.

# **BEHAVIORAL GUIDELINES**

## **PURPOSE**

An essential strength of Harbor Hall treatment is a high level of structure and accountability. Learning to be disciplined and accountable for your actions is critical to success in recovery. Below is our list of **MAJOR RULES** and **GENERAL RULES/EXPECTATIONS**. The Clinical and Residential Staff will observe and report all behavior and attitudes. The Resident Life Supervisor and Behavioral Techs will hold residents accountable, which may include writing essays, removing privileges (game/weight room, phones, TV's and recess), additional chores or cancelling a Visit or store Pass. If behavioral problems persist, the Resident Life Supervisor will advise the Clinical Team to consider interventions such as restrictions, notification for termination or ASR (At Staff Request) discharge. Please be aware that each behavioral issue is handled on a case by case basis with a therapeutic goal. While *general expectations* must be adhered to, we always refer to a therapeutic approach when handling each case.

**Be Advised:** If at any time the staff of Harbor Hall believes that a resident's behavior/attitude is toxic and therefore *unsafe or counterproductive* to others in treatment, that resident could be discharged At Staff Request (ASR) from the program. ***We will not tolerate: willful and persistent excuses, ignorance of rules, physical harm to self/others and toxic attitudes that express racism or any type of discrimination towards sexual orientation or creed/religion.*** The Major Rules and General Rules/Expectations listed below is not a complete list of issues that may arise. No set of written rules can completely address every possible situation that may occur. The Clinical Staff will address all cases with thoughtfulness and safe regard for both the offender and offended.

## **Major Rules**

***The following major rules are considered toxic behaviors and ground for immediate interventions, which may include immediate discharge, written warnings, level reduction, loss of privileges or other action as deemed appropriate by the Inter-Disciplinary-Team.***

1. The use and/or possession of alcohol, mood/mind altering drugs or drug paraphernalia.
2. Theft/Stealing (including borrowing items without permission!)
3. Exploiting, sharing, harassing or shaming another client's treatment.
4. Fraternalization – pursuing a new relationship during treatment that is not clinically or therapeutically supported.
5. Getting into a vehicle without prior approval.
6. Refusing drug test, PBT or property search.
7. Breaking a Law during any Pass.
8. Absence Without Leave (AWOL). Leaving the property without permission.
9. Malicious destruction of Harbor Hall property (including graffiti)
10. Horseplay, which includes pranks, wrestling and other fooling around.
11. Manipulating or deceiving staff; including intentional omission of requested info.
12. Pass deviation/deceit (*i.e. omitting specific destinations and the purposes of a Pass*).
13. Entering the Tech's office, garage or any storage area without permission/alone.
14. Having on your property any type of weapon, sharp tool or pocket knife that could cause injury.
15. Intentional non-compliance with Treatment Plan objectives, goals and attendance(s).
16. Enabling or covering up other resident's rule and behavioral violations.
17. Derogatory, Insubordinate, or aggressively foul language directed at clients or staff.
18. Entering into another resident's room for any reason.
19. Copying or referencing another client's treatment worksheets.
20. Acting rude, disorderly or disrespectfully to anyone in the community.



## **GENERAL RULES & GUIDELINES**

1. **Respect** the facility, the employees, the community and our neighbors.
2. You cannot leave the Harbor Hall Campus property until:
  1. Tech Office has viewed your SIGNED PASS (*turned in 24hrs in advance with your counselor signature*).
  2. You have signed out in the log book.\*  
*\*Exception: Do not fill out a Pass when attending a RECREATION EVENT with Staff.*
3. Be open-minded. Treatment is designed to challenge your feelings, thoughts, beliefs, and behaviors.
4. Be a Servant, not a Savior. (*making suggestions is appropriate, don't put on a cape to be a hero*)
5. Be Respectful, not a Bully. (*If behaviors or attitudes is deemed bullying, you will be discharged ASR.*)
6. Be accountable. If you know a resident is breaking a rule and intentionally ignore this, then you are enabling and covering up their behavior.
7. When you move into your room, review it thoroughly and report to Tech Staff any items/contraband left from a previous client. When you discharge or move out of your room, you are responsible for ensuring that the room is clean for the next person moving in.

### ***Residential Attendance, Preparation and Attire for the Day***

8. Review the DRESS CODE on page 15.
9. Be SEATED five (5) minutes early to ***everything***. (Daily Role Call will be handed to Techs to verify attendance)
10. Be prepared daily with a pen, paper and recovery books. Non-compliance is not tolerated.
11. If you have volunteer or paid work during the treatment day, you may put appropriate clothing in your book box.
12. Use the restroom before an activity starts. Leaving a meeting/lecture/group is disrespectful and distracting.
13. No Tank tops or Sleeveless shirts. (On or Off Campus).
14. Clients must tighten up/fix their rooms every morning immediately following "Room Checks" (7:30am – 7:50am).
15. Yard games and basketball begin at 4:01pm, Monday-Friday, and only during Free Time on Sat/Sun.

### ***Residential Daytime Routine, Discharge, Medical/Front office assistance***

16. Do not go to the Primary Care Office without an appointment or expressed request of this office.
17. Do not leave the porch after the yard lights have come on.
18. Do not go to your rooms until the appropriately scheduled times, unless you have the staff's permission.
19. When formally discharged/completed, a client will either participate in treatment until ride arrives, sit in the front/tech office, or remain on the porch until.
20. Before clients leave/discharge, they must return linens to the Tech Office that were provided at admission (I.e. Pillows/cases, sheets, etc)
21. If a client is kicked out, the roommate and Group Rep must accompany the client to his room to pack.

### ***Books/Meditation/Academic***

22. Remain in the dining hall location and do not leave.
23. Permission to use a different room must be approved by the Counselor.
24. No talking or assisting another client during books.
25. The use of leisure materials (unrelated to recovery) is not permitted.
26. Using "Books" time to complete a 1<sup>st</sup> Step READING must be approved by a Tech.

### ***Stealing, Lending, Borrowing and Gambling (including "cards")***

27. Do not lend or loan money (including Debit/Credit Card(s)), cigarettes, and clothing or treatment worksheets.

28. DO NOT SHOW/COUNT YOUR MONEY IN SOCIAL/PUBLIC SETTINGS AROUND OTHER CLIENTS.
29. DO NOT BREAK LARGE BILLS FOR SMALLER BILLS WITH OTHER CLIENTS (Use Cashbox!)
30. DO NOT ask 2.5/2.1 transitional clients to purchase, loan or donate ANYTHING to you or another person.
31. Playing “cards” of any type is not permitted unless approved during the Wednesday “REC” therapy.
32. DO NOT Gamble, trade, sell personal items, Barter, or bet with or without \$\$ for any reason.
33. DO NOT go into the boxes of other residents to “borrow” anything, even if a client gave permission.
34. DO NOT steal, pilfer, swipe, rob or poach.
  1. ***This includes eating food (fruit, cereal, chips, etc) from kitchen while doing a chore or while serving as Kitchen Helper. “taste testing” is not acceptable.***
  2. **While doing the Pop machine inventory, it is considered stealing if anyone takes a pop without paying for it.**

### ***Off Campus: Transportation, Walking and Escorting***

35. DO NOT get into any vehicles unless approved by Staff.
36. Walk in groups no less than 3 and no more than 5, unless approved by Staff.
37. Spirit Walk Path/Map must be strictly followed. **(Do not walk on Elizabeth St or Baxter St)**
38. DO NOT deviate from specific routes and from intended destinations listed on your pass. Pass must include all stops.
39. While at the Hospital, do not walk/roam around the hospital. Do not go to the snack bar, courtesy phone or computer room.
40. DO NOT stare, wink, whistle at, harass or cause discomfort to male/female clients, community residents, neighbors, guests on our property or staff of Harbor Hall.

### ***Confidentiality***

41. DO NOT take pictures of anyone without their permission. Do not use last names.
42. DO NOT speak of other client’s personal business/therapy outside of clinical or recovery contexts; all content/experiences/therapy/conflicts that occurred inside group/individual therapy sessions and AA/NA meetings must STAY in that setting. *(If you need to address a matter or client that affected you, bring it back to the clinical setting with a counselor. Otherwise, speaking about it in the residential social setting or community at large is a breach of confidentiality and will result in immediate discharge).*

### ***Safety***

43. During a fire alarm, stop what you are doing and exit the building ASAP and gather in your groups.
44. DO NOT feed birds, squirrels, cats, bears, etc.
45. DO NOT put hands on another person, no wrestling or horseplay, and no throwing snowballs.
46. A minimum of two residents must be in the weight room.
47. A minimum of two residents must be in the game room.

### ***TV and YOUTUBE***

48. DO NOT watch TV/YOUTUBE shows, music videos or movies that depict ***glorification*** of addiction, sex/nudity or extreme gore, etc.
49. Clients are not permitted to use YouTube on weekends unless supervised by a Tech/Staff.
50. Residential ***TV’s can only be turned on after 9pm (Monday to Friday)***, and on Saturday/Sunday during Open House or Free/Personal Time. (Techs can permit or remove TV viewing, so don’t ask)

### ***Laundry***

51. House laundry is between 6am and 10pm, 7 days a week.

### ***House Chores***

52. Do your Chore efficiently and productively. If you have questions...ask a Group Rep or refer to the “JOB DUTY” manual or instructions posted in the area of your chore.

53. If your chore is done, use the remaining time to clean and straighten your box and your room.

### ***Kitchen***

- 54. No client can be alone in the kitchen, always a minimum of 2 (even if the job/chore is limited)
- 55. Unauthorized clients in the Kitchen will lose privileges (Phones, Recess/Smoking, and Game Room/Weight Room).
- 56. Hairnet must be worn immediately upon entering the kitchen.
- 57. DO NOT deviate or add items to the menu unless authorized by kitchen staff.
- 58. The Kitchen should always remain locked when it is not in use.
- 59. Long pants/sweatpants, shoes and socks must always be worn in the kitchen. (No pajamas!)
- 60. DO NOT argue with the kitchen helpers. They are following instructions by the Kitchen Staff.

### ***Dining, Setup/Cleanup***

- 61. After Roll Call at each meal, say a blessing/prayer and **do not wait** on clients that are late.
- 62. Residential clients must remain in dining hall for at least 15 minutes after a meal has been served.
- 63. Food and beverages (excluding water) are not permitted in the dorm or living room.
- 64. Push your chairs in when you are done using them.
- 65. "Setup" will clean the dining room at 7:30am, 12:30pm and 5:30pm every day.

### ***Tobacco Rules***

- 66. DO NOT use any tobacco/nicotine products INSIDE the house.
- 67. Put your cigarette butts in a can - Never discard butts onto the ground anywhere in the community.
- 68. \*\*\***The use of electronic cigarettes and/or 'vapes' is strictly banned.**\*\*\*

### ***Creamers, Coffee, Tea***

- 69. **Dry** (non-perishable) creamers, coffee and tea must be inspected before approval to store in your box or room – cannot be kept in the dorm kitchen or tech office. (Perishable items are not approved).

### ***Respecting the Clinical and Residential Treatment Environment AND the Staff.***

- 70. Respect the speakers at meetings, coin-outs and lectures. Pay attention. Stay in your seat. No slouching or head down, sleeping, crosstalk, getting up from your chair.
- 71. DO NOT put your feet on the chairs.
- 72. DO NOT open any windows anywhere unless staff gives you permission.

### ***Noise and Distractions***

- 73. Radios are only allowed in the Game room and your bedroom.
- 74. Be considerate for residents who are sleeping. Keep the noise down, including personal radios.
- 75. Be considerate of your language/volume in all areas, especially the porch, in the yard and in the community. This is a very small community!
- 76. DO NOT use incendiary discriminatory language targeting race, religion, culture, sexual orientation.

### ***Manipulation, Deception, Lying or causing Confusion or Staff Splitting***

- 77. **PASS DECEPTION:** whereby a Staff member approves a pass that doesn't have accurate/correct info or date and may not be an appropriate and approved type of pass for the day it was requested. *Example: Client attempted to have a staff person approve a pass, knowing the staff person would not pay close attention to the request and get away with an inappropriate Pass request. When confronted, the client acknowledged not reading rules about Passes.*

## 78. STAFF SPLITTING.

*Example: When a Tech (or any staff) believes that your behavior is a rule violation, but you say your counselor (or other staff) gave you permission to do something (or allude to a past scenario with some other client) to explain why you made a choice. If your counselor or staff person doesn't communicate with the Tech Office, you could be viewed as causing confusion, manipulation, lying or staff splitting.*

### ***Haircuts by other clients***

- 79. Haircuts cannot be provided as a service in exchange for money or any other form of bartering. Haircuts may be done on **Saturday 10am – 11:30am, 4pm-4:45pm, and Sunday 1pm-4:30pm and 5:30pm – 7pm.**
- 80. At all times, hair clippers will be stored in the tech office; beard trimmers can be kept in your room.
- 81. It is unacceptable to cut your hair with any drastic or radical styles that can/could express negativity. Staff may require you change the style.

### ***Bedroom***

- 82. We expect the room to pass a 5-Point inspection every morning:
  - 1. *Clean Floor,*
  - 2. *Trash Can empty,*
  - 3. *Bed tucked/tight*
  - 4. *Items inside dresser and night stand are organized appropriately.*
  - 5. *Smells welcoming*
- 83. Fans cannot be positioned off the floor above the nightstand
- 84. Each person is responsible for the orderliness of their physical belongings. Room checks will be done 7 days a week to ensure that beds are made, and the room is in good order. You are not allowed to tape, nail or tack anything to the walls of your assigned room. Each bed space will have a corkboard for hanging family pictures.
- 85. No food, candy or drink (except water) is permitted in your room.
- 86. Do not open your windows for any reason. If your room is hot, consult with Maintenance Manager.
- 87. Pictures that are suggestive, offensive or incendiary are not permitted to be hanging in the rooms

## **BEHAVIORAL TECH STAFF & SECURITY STAFF**

The primary responsibility of the TECH and SECURITY Team is to safeguard the residential environment/campus. The Techs will oversee the flow of the daily schedule, observe and report behaviors and assist the Nurse and Medical Director to safeguard that medications are distributed as scheduled per instructions. To maintain the functionality and management of the “House”, *Techs & Security* will be walking throughout the residential facilities verifying the safety of clients and their compliance with the rules as stated above. TECHS will also be responsible to approve or disapprove “Passes” of clients, based on behavior, attitude or compliance. Techs provide useful insights to the clinical staff about the status or culture of the “House”, providing a real feel for what is occurring after the general treatment day ends at 4pm. Tech’s and Security serve the clients in supportive ways, as many are trained sponsors and Peer Recovery Coaches. Their awareness and understanding of treatment, addiction and recovery is a tremendous benefit for clients. It is appropriate and welcomed for Clients to approach any Tech to talk about their struggles in treatment, addiction and recovery.

Harbor Hall utilizes a behavioral modification approach to assist in the formation of healthier habits and recognize negative patterns and behaviors. At some point the approach of “room time” or being sent to ones room as a form of consequence may be applied. This time in your room would be utilized to think, work, and ultimately come to conclusions about change and motivation.

- Must be in room at all times, except for meals, chore duties, personal hygiene, therapy/clinical hours and the use of the restroom in general
- You will not be permitted to leave your room to use any tobacco product
- No passes of any type
- No permission to go on Paid-Work or Volunteer
- No weight room/game room access
- No non-recovery reading materials
- No conversations with other clients
- No Visitation (*this means that on Sunday your visiting hours will be cancelled, and your family will not be visiting*)

Techs and Security will be observing and reporting your behavior and attitude during this time of reflection. It is strongly advised that you utilize this setting to remind yourself why you came into residential treatment.

## **PARTNER/ESCORTED PASS (LEVEL 3 CLIENTS)**

A 3 hour partner pass (technically 3.5hrs) includes two Level 3 clients OR one Level 4 client. The purpose is to experience a few hours away from the treatment environment to catch your breath, process emotions and thoughts together and to visit the Petoskey City limits, the downtown storefront and lakeshore recreational area.

***\* Visitation with families or friends off campus during a 3Hour Pass is not acceptable and will result in discharge At Staff Request.***

### **Men: Sunday, 1 – 4:30pm**

- ✓ To request a Pass: Required Level 3 Status (*1<sup>st</sup> Step has been previously completed/read to the whole house*)
- ✓ 3 Hour Pass is to be used **only** in the Petoskey City district area – a general **walking** distance from Campus.
- ✓ Resident will be escorted/partnered with a peer client (Level 3) and approved by the counselor.
- ✓ Cannot “stack passes” for consecutive weekends. Can only request a 3 Hour pass every other weekend.
- ✓ Pass request form must be turned in by **8:00 am on the Thursday prior** to the requested weekend.
- ✓ All residents must sign the “Sign-Out Log Book” to leave the facility.
- ✓ **NOT PERMITTED: Getting into vehicles/taxi, visiting family, friends, associates, peers or neighbors, Using computers or cell phones**

**Do not bring back any food, drinks or candy to this facility.**

**The client will be searched upon return. All unauthorized items will be confiscated.**

## **INDIVIDUAL PASS (LEVEL 4 CLIENTS)**

Level 4 clients can be approved for an individual 3 hour pass based on merit of clinical and therapeutic stability and achievement of treatment goals. With two weeks remaining before official discharge date, evidence of consistent discipline, accountability, servanthood, humility, and safety will be strongly considered for approval by the Counselor and Clinical Team.

## **STORE PASS**

### **Men – 3:30 - 4pm Tuesday or Thursday** (*See set/alternating schedule with counselor groups*)

- ✓ Only one store pass per week.
- ✓ Groups of 5 must split up (3 and 2) before entering the store. Group of 3 will go inside the store first while group of 2 waits outside until all 3 clients come outside after purchase.
- ✓ Each resident must submit a Pass Request to their counselor.
- ✓ If one resident’s request is denied, the other two must find a third resident and formally add this third resident to their request.

**Locations/Destinations Off Limits!** The businesses listed below are **off limits** unless specific permission is given.

- Meijer’s, Casino, Scooby’s, Wild West Tobacco Store, Expectations, Pete’s Pipes, Public Library, Hospital, Northern Michigan College, any restaurant that serves alcohol.
- Sidewalk access is required to walk to nearby stores. (Unlisted stores above must be approved by Program Director and verified as accessible. (Utilizing taxi or other services, such as Uber, are strictly forbidden)

## **SPIRIT WALK PASS**

### **Men –Tuesday or Thursday 4- 4:45pm** (*See alternating Store-Pass/Spirit Walk set schedule per group*)

- ✓ Must be in a group of 3 clients.
- ✓ Abide by the specific map provided.

## ***Remember!***

- ✓ All pass requests must be signed and approved by the resident’s counselor prior to departure.
- ✓ Violation of any of the above may result in immediate consequences and consideration of discharge.
- ✓ If you have any questions and concerns, address them to your counselor.
- ✓ Do not go into any residence unless it is prior authorized by your counselor.

## **THERAPUETIC FAMILY SESSIONS & VISITATION**

Clients can schedule a family session with their counselor to obtain approval for a future campus visitation with their significant other/spouse/sibling/parents/child/other relative. These sessions will only be provided for specific members from within the client's "Family System". The session will be therapeutic to identify and enhance safety and reconnection as well as identifying recovery boundaries and barriers currently within the family system. The Program Director will determine whether future campus visitation is appropriate and will communicate protocols and procedures related to the Harbor Hall Visitation Policy, including pending Covid Restrictions that may be occurring that that time. Harbor Hall refers to the CDC Guidelines, local Health Department and our Medical Director for all recommendations, mandates, and counsel therein.

**Unauthorized Visits** There will be no unauthorized visits anywhere at any time. This includes friends and family who show up at family sessions (not otherwise approved), (NA/AA) support meetings, car washes, recreation events, 4hour passes and store passes, etc. If the Clinical Team becomes aware that these events have happened, the client will receive significant loss of privileges, passes and visitation.

## **PHONE POLICY & PROCEDURE**

The phones are provided to Harbor Hall residents on the *weekend to be used for personal reasons*. Clients are permitted ONE (1) 15 minute call per day (Saturday & Sunday), using the schedule assigned by the Tech Office. However, Monday-Friday, clients can request permission to use a phone in their counselor's office to handle legal matters or family emergencies. Casual/personal phone calls during the week will not be approved.

## **CRITERIA FOR DISCHARGE**

### **Clinical Discharge Occurs when:**

1. The person served has completed the planned course of treatment.
2. The person served chooses to terminate treatment.
3. The Clinical Team feels that termination is the most reasonable option, given the conditions of therapeutic responses.
4. Circumstances made it difficult for the person served to continue in treatment. (i.e., hospitalization, incarceration, etc.)
5. The resident is deemed medically unstable and/or inappropriate for this level of care.

### **Administrative Discharge Occurs when:**

1. The person served fails to comply with the service agreement, program rules and responsibilities. Some reasons may include:
  - ✓ The resident continues to be confrontational with staff members.
  - ✓ The resident is not motivated for treatment.
  - ✓ The resident is disruptive to the treatment milieu.
  - ✓ The resident is not participating in the treatment process.
  - ✓ The resident engages in alcohol or drug use while in treatment.
  - ✓ The resident engages in criminal activity.

## **RECIPIENT RIGHTS APPEAL PROCESS**

*Any resident given notice of discharge has the right to appeal this action to the program Recipient Rights Advisor (RRA). The appeal must be in writing and submitted to the RRA within 48 hours after discharge excluding weekends and holidays. The RRA will conduct a review of each case submitted and will determine if violations have occurred. In the event it is determined that there is a violation of recipient rights, fair remedial action will be taken. Should it be determined that there has been no violation involved, the appeal will be denied. All appeal processes will be documented, and a written response will be given to the resident requesting the appeal. Should any resident be dissatisfied with the actions regarding an appeal, they may contact the coordinating agency rights consultant. The name, address and telephone number of the person to contact at the coordinating agency is given to the resident at program entry. Regardless of any pending appeal or the outcome of an appeal, residents will be treated fairly and with respect by all staff members.*

Harbor Hall Recipient Rights Advisor

**Lee Rousseau**

**PO Box 805**

**Petoskey, MI 49770**

**Phone (231) 347-5511**



## **UNCLAIMED PROPERTY**

After a resident is discharged from treatment, regardless of type of discharge, the person has 30 days to claim property left on Harbor Hall property.

### **Policy**

1. The resident is expected to retrieve all belongings upon discharge, this includes any stored property and medications.
2. If the resident walks away from the program, the items will be gathered by staff and will remain in a secured location for 30 days. If the items are not claimed in the 30-day time frame, they are considered to be abandoned and the items will be donated to the Salvation Army or the Women's Recourse Center.
3. If the resident is removed from the facility by law enforce the resident's emergency contact will be notified to retrieve the stored items. If the items are not retrieved within the 30-day time frame, they are considered to be abandoned and the items will be donated to the Salvation Army or the Women's Recourse Center.

### **Storage**

1. Items that are considered to be contraband (non-perishable food items, cologne, sharps, etc.) will be sealed in a plastic bag, labeled and placed into the Tech filing cabinet.
2. Money, Jewelry, medication etc. will be sealed in a plastic bag, labeled, and placed into the safe.
3. Large items such as luggage will be locked into the garage attic.

## **Mailing Address for Packages Sent to:**

*Client Name, 704 Emmet Street, Petoskey, Michigan 49770*