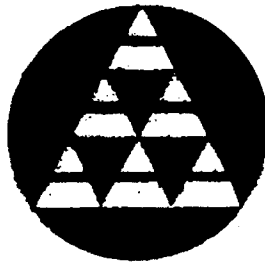


# The Solution

Social Model Recovery  
Transitional Living Center

## Client Guide



Alcoholism & Addiction Assistance Association  
An Arizona Non-profit Corporation

4210 N. Longview Ave.  
Phoenix, AZ 85014  
Office Phone (602)277-7527  
Client Phone (602)263-9793

**The Solution**  
**Owned and operated**  
**by Alcoholism & Addiction**  
**Assistance Association, Inc.**  
**(A Non-Profit Corporation)**

**About Our Program**

The Solution is a social model transitional living center for recovering adult addicts and alcoholics. We provide a sober living environment to give motivated, newly sober adult addicts and alcoholics a chance to change their lives. Our facility has the least restrictive environment possible. We wish to take only clients who are able to handle the responsibility which comes with this degree of freedom.

The Solution is self-supporting through client fees and is not funded by any outside organization. Our program is based entirely on the 12 steps. We do not offer "treatment" in the traditional sense of the word. We expect clients to find their own recovery in the 12 step program of their choice. We provide a safe, sober environment where problems may be discussed openly. Occasionally we have clients who may require additional help, which we refer to outside sources.

**To The Potential Client**

You alone are responsible for becoming and remaining a resident of The Solution. Willingness to commit to working the 12 steps, going to meetings, and getting a sponsor are absolutely essential. If you are not ready to indicate **though your actions** a willingness to change your old ideas, attitudes, and behavior, we suggest you seek help elsewhere.

**Admissions**

Admission to The Solution is based upon staff acceptance after a personal interview. All clients must be physically detoxed, prior to admission. We require a minimum commitment of ninety (90) days. Our program is specifically designed to assist adult men and women recovering from alcoholism and addiction; however an effort will be made to assist in locating appropriate care for anyone who demonstrates a need for it. Curfew for new clients is 9:00 pm the first seven days of residency.

**Re-admissions**

The staff will consider each situation regarding a client's readmission on an individual basis. The terms of a client's readmission will be based upon the circumstances surrounding their discharge. A clean UA and any past due fees are required. Curfew for readmitted clients will again be 9:00 pm the first seven days residence.

**Our facility**

The Solution is a clean garden apartment complex, has up to 100 beds and is coed. A meeting hall, patio areas, volleyball court and large grassy field are available for all to use. Coin-operated washers and dryers are located on the premises.

**Guest policy**

Guests are allowed to visit The Solution up to 15 minutes prior to the curfew of the person being visited. Clients must accompany their guests at all times, and are responsible for their guests' behavior

while they are on property. The Manager retains the right to prohibit or restrict the visitation privileges of any client who, in the opinion of the staff, appears to be abusing these privilege

**Overnight quests are not permitted at any time**

**Meals**

Meals are included in your client fee. The kitchen is restricted to staff and those assigned to dishwashing and/or kitchen cleanup. Food is available in the client refrigerators and on the bread and pastry shelves in the main dining area weekdays until midnight, 2:00 am on weekends. Meal times are as follows:

Breakfast.....	Weekdays 6:00—7:00 am
Saturday	8:00—9:00 am
Sunday	9:00—10:00 am
Dinner.....	Weekdays 5:00—6:00 pm
Saturday	3:00—6:00 pm
Sunday	5:00—6:00 pm

**Telephone**

Please be mindful of the anonymity of those you live with when answering the phone. Due to the number of people using the telephone, telephone time is restricted to five minutes. No long distance, toll, or collect calls are possible. Please make arrangements to make calls, if those calls will take longer than five minutes.

**Phone is not to be used during meetings**

Resident Phone (602) 263-9793

**Mailing Address**

If you wish to receive mail, your mailing address is:

**The Solution  
4210 N. Longview Ave.  
Phoenix, AZ 85014**

**Program guidelines**

Our program is based on the principles underlying the 12 step recovery process. Your commitment to living clean and sober and your willingness to accept responsibility for your actions are essential in order to remain a resident at The Solution . Noncompliance with the following guidelines will result in disciplinary action or discharge.

1. You must remain clean and sober; you will be discharged immediately if you do not. You are expected to stay out of bars, topless clubs and places where drugs are sold.
2. Client fees must be paid in advance at all times.
3. You must attend the mandatory house meeting.
4. You must be gainfully employed, or perform a minimum of twenty hours of community service each week. "Gainful employment" means a job which will enable you to pay all client fees, as well as your miscellaneous living expenses.
5. You must obtain a sponsor in either AA, CA, NA, HA, or CMA, then provide the staff with your sponsor's phone number within seven days of your admission to The Solution. Clients are not permitted to sponsor other clients.
6. You must submit all medication to staff; they will make these medications available to you.

7. You must respect the rights of other clients and the staff; abusive behavior, whether verbal or physical, will not be tolerated.
8. You must obtain and maintain a 12 step service commitment throughout your stay.
9. You must get a home group in AA, CA, NA, HA, or CMA within 14 days, and attend your home group meeting every week.
10. You are responsible for keeping your apartment clean, and making your bed prior to other activities, as well as cleaning up after yourself in all areas of the facility.
  
11. You must be in your apartment prior to curfew.
12. You must be considerate of others in The Solution. You must be mindful of the volume of your stereo or TV.
13. You must submit to any tests requested by the staff to insure you are alcohol and drug free.
14. You must perform your assigned chore as required.
15. You must never bring weapons of any kind onto the grounds of The Solution.
16. You must immediately make staff aware of anyone using alcohol or other drugs at The Solution. If we find you had knowledge of someone drinking or using drugs and you did not tell the staff, **you will be discharged.**
17. You must immediately make staff aware of any emergency situation, medical or otherwise.
18. If your client fees are paid by income other than from employment you are expected to do volunteer work at an outside agency.
19. If you are discharged or leave, there are no refunds of any client fees.
20. Theft will not be tolerated.
21. Cell phones must be turned off if you are in the office, kitchen, dining room or meeting hall.
22. Fraternalization Policy...Any "romantic" involvement between clients is strictly forbidden. Any suspicious behavior patterns between 2 clients, on or off property, will result in immediate discharge of both people involved. Clients are expected to avoid even the appearance of romantic involvement.
23. **NO SMOKING in ANY bedrooms or living rooms! Smoking is permitted OUTSIDE ONLY!**

### **Phase Policy**

The Solution is set up as a two phase program. Privileges responsibilities increase with advancement to the next phase. In order to advance to the subsequent phase, clients must have completed all the requirements of the preceding phase and client fees must be up to date.

### **Phase I Client guidelines**

The first ninety (90) days of residency at The Solution. Clients must complete all the requirements of this phase, in addition to obtaining the recommendation of the resident manager before moving to Phase II.

### **Phase I Requirements:**

1. Clients must attend one AA, CA, NA, HA, or CMA meeting per day for a minimum of (90) days.
2. Clients must use the daily sign-in and sign-out sheet located in the dining room.
3. Client is subject to a 12:00 midnight curfew during the week, 2:00 am on the weekends.
4. No weekend passes are permitted for clients in the first thirty (30) days of residency.
5. Clients in Phase I are required to attend all workshops conducted by The Solution.

6. Client fees must be paid in advance in adherence to policies at The Solution before advancing to Phase II.

### **Phase II Client Guidelines**

Clients will be advanced to Phase II upon approval of the resident manager and the completion of all the requirements of Phase I. Client will remain in Phase II until discharge unless placed back into Phase I at the discretion of the manager.

### **Phase II Requirements:**

1. Client I subject to an 12:00 PM curfew during the week, and 2:00 AM curfew on the weekends.
2. Clients must attend a minimum of six (6) A.A., C.A., N.A., H.A., or C.M.A. meetings per week.

### **Hearing impaired**

Information about our program is available via TDD by using the Arizona State Assistance Line.

**TTY Number 1-800-367-8939**

**Voice User 1-800-842-4681**

### **12 Step Meetings**

Our program is based entirely on the principles of the 12 steps. Attendance at 12 step meetings is required. Failure to make the required number of 12 step meetings is grounds for discharge. These meetings may include Alcoholics Anonymous, Cocaine Anonymous, Narcotics Anonymous, Heroin Anonymous, or Crystal Meth Anonymous meetings. For more information on the number of required meetings, see pages 7 and 8 of this booklet.

### **Definitions**

**Sponsor:** A person who helps you work the steps. Regular contact with your sponsor is expected. You will be required to sign a "Release of Information" so we may check with your sponsor on a weekly basis to make sure you are following their directions.

**Home group:** A regular 12 step meeting which meets at least once a week. In most cases, you must sign up with the group secretary to be a member.

**Service Commitment:** Volunteer work for a 12 step meeting; like making coffee, cleaning up, chairing the meeting, etc.

### **Mandatory House Meeting**

#### **Each Sunday at 8:00 am**

There are several meetings held each week at our facility. Copies of meeting books are available in the office. Many clients at The Solution have automobiles, so rides to meetings are usually available. When you attend 12 step meetings you are expected to arrive on time, stay until the meeting is over, and stay in the meeting. If you leave early, arrive late or spend the time hanging around outside the meeting it will not count as a meeting.

### **Strikes**

Breaking any of the rules of The Solution will result in the client receiving a "strike." If you receive a strike you will be given one (1) week to work it off. (See a staff member) If you receive an excessive amount of strikes in one (1) week you will be discharged from The Solution.

**Overnight Passes**

Overnight passes are available to all clients after completing a minimum of thirty (30) days. You must have your client fees paid one week in advance, have your chore covered, and have any and all strikes worked off .

**When you are discharged, you have 72 hours to pick up your belongings, after that it becomes the property of The Solution.**

**WE ARE NOT A STORAGE FACILITY.**

**Fees**

Our client fees are \$126 per week with an initial \$252 for the first two weeks. The client fees include room and board.

## **About Us**

Alcoholism & Addiction Assistance Association is a 501(C)(3) non-profit corporation operating three facilities in Phoenix, Arizona. It was founded in 1969 by Tony Paskalakis when he saw a need for helping the homeless alcoholic or drug addict who sincerely wanted to change his life. Since its foundation, 5A has operated the Hope House at 316 N. 11<sup>th</sup> Way. Hope House can accommodate 32 men. The Solution, a transitional living center at 4210 N. Longview Ave., was opened in 1993. It is a garden apartment complex with 100 beds, and offers much needed help to both men and women. In 2004 Craig Shell's The New Solution was opened, offering 46 more beds to newly sober men and women in need. All three of 5A's facilities are fully licensed as halfway houses by the Arizona Department of Health Services and all donations are tax deductible to the extent permitted by law.

## **Our Mission**

"Affirming human dignity and providing clean, safe, sober living environments for newly sober alcoholics and drug addicts who truly have the desire to change their lives."