

The Solution

Social Model Recovery Transitional Living Center

Client Guide



A Non-Profit 501 (c) (3) Corporation

4210 N Longview Avenue
Phoenix, AZ 85014
Office Phone (602) 277-7527

Revised: May 2016

The Solution

Owned and Operated by:

5A

A Non-Profit 501 (c) (3) 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.

Our Facility

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

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 **through your actions** a willingness to change your old ideas, attitudes and behaviors, 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 (90) ninety 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.

Readmissions

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. Any past due fees must be paid prior to readmission. Curfew for readmitted clients will again be 9:00 pm the first seven days of residency.

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

Mandatory House Meeting Every Sunday at 8:00am

House meeting is restricted to only clients and staff of The Solution

Phase Policy

The Solution is set up as a two-phase program. Privileges and 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 (90) ninety 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 12 step meeting per day for a minimum of (90) days. At least four of these meetings must be attended off site.
2. Clients must use the daily sign-in and sign-out sheet located in the courtyard.
3. Client is subject to regular curfew hours of 12:00 midnight during the week, 2:00 am on the weekends unless client has been placed on earlier curfew.
4. No overnight passes are permitted for clients in the first (30) thirty days of residency.
5. Client fees must be paid in advance in adherence to policies.

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. Clients must adhere to all Phase I requirement except that Phase II clients must attend a minimum of six (6) 12 step meetings per week.

Meals

Meals are included in your client fees. 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 12:00 midnight and 2:00 am on weekends. Meal times are as follows:

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

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, casinos 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 on Sunday morning at 8:00 am or you will be discharged.**
4. You must be gainfully employed. "Gainful employment" means a job, which will enable you to pay all client fees, as well as your miscellaneous living expenses.
5. If you are not gainfully employed, you must be actively searching for a job and you must be off property by 9 am and not return before 3 pm.
6. If you are unemployed, or not working, you **MUST** attend the 7:00 am "Early Birds" AA meeting, which is held in the meeting room until which time you find gainful employment.
7. You must obtain a 12-step sponsor and provide the staff with your sponsor's phone number within seven days of your admission to The Solution. You must call your sponsor every day. Clients are not permitted to sponsor other clients.
8. You must get a 12-step home group within 14 days of admission and provide info to staff. You must attend your home group meeting every week.
9. You must obtain a 12-step service commitment within 14 days of admission and maintain a service commitment throughout your stay.
10. You must submit all medication to staff. Medications will be logged into the system and stored in the office but self-dispensed by client.
11. You must respect the rights of other clients and the staff; abusive behavior, whether verbal or physical, will not be tolerated.
12. 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.
13. You must be in your apartment prior to curfew.
14. You must be considerate of others at The Solution. Noise curfew is 10 p.m.
15. You must submit to any tests requested by the staff to insure you are alcohol and drug free.
16. You must perform your assigned chore as required.
17. You **must never bring** weapons of any kind onto the grounds of The Solution.
18. 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.**
19. You must immediately make staff aware of any emergency situation, medical or otherwise.
20. If you are discharged or leave, there are no refunds of any client fees.
21. Theft will not be tolerated.
22. Cell phones must be turned off if you are in the office, kitchen, dining room and meeting hall.
23. 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.
24. **NO SMOKING** in **ANY** bedrooms or living rooms of client apartments! Smoking is permitted **OUTSIDE ONLY!**
25. Electronic devices: MP3 Players, iPads, iPhones, iPods, Computers are **NOT** permitted in the dining room at any time.
26. If you accumulate (3) three strikes in any given day, those strikes **MUST** be worked off by the end of the day.
27. Strikes that are not worked off within **7 days** of original strike will be grounds for discharge.
28. **DO NOT** touch the thermostat in any client apartment. Tampering with a thermostat will result in discharge.

Definitions

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. For more information on the number of required meetings, see Phase Policy.

Sponsor: A person who helps you work the 12 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.

Meetings

There are several 12 step meetings held each week at our facility. Copies of meeting books are available in the office. The Solution vans go to outside meetings every night. Occupancy is on a first come first serve basis. 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 be grounds for discharge.**

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. If you have three (3) or more strikes posted on any day and you do not work them all off that day, you can be discharged.

Overnight Passes

Overnight passes are available to all clients after completing a minimum of (30) thirty days. You must have your client fees paid one week in advance, have your chore covered, and have any and all strikes worked off. Overnight passes must be requested 24 hours in advance of the pass date.

Fees

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

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 privileges.

Overnight guests are not permitted at any time

Mailing Address

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

**The Solution
4210 N Longview Avenue
Phoenix, AZ 85014**

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

About Us

5A is a 501(C) (3) non-profit corporation operating three facilities in Phoenix, Arizona. Tony Paskalakis founded 5A in 1969, 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. 11th Way. Hope House can accommodate 32 men. The Solution, a transitional living center at 4210 N. Longview Avenue 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 50 more beds to newly sober men and women in need. All three of 5A's facilities are fully licensed as transitional living facilities 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.”

www.5a.org

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