



Welcome to
PINNACLE
RECOVERY
Services

Est.2016 – updated 10/1/2023

CLIENT HANDBOOK

Mission Statement:

Pinnacle Recovery Services is committed to providing safe sustainable recovery housing and supportive services for individuals with substance abuse, and mental health disorders – giving our clients tools and opportunities to grow, recover and prosper.

Vision Statement:

To allow each prospective resident the opportunity for successful living in recovery. To give men and women the opportunity to channel new recovery oriented lifestyles in a manner that will reconnect them back with their communities in safe and substance free housing.

Values Statement:

- We value safety and security of all residents
- We value integrity and supportive environments for success
- We value responsibility and accountability of both residents and staff
- We value growth, learning and opportunity
- We value honoring each resident's diversity, heritage and background
- We value relationships and community collaboration
- We value family and establishing healthy lifestyle

Pinnacle Recovery Services begins a unique experience for all our clients by accepting each client into the process from various backgrounds, lifestyles and from many types of referral sources. Pinnacle Recovery Services gives men and women the opportunity channel new recovery oriented lifestyles in a manner that will reconnect them back with their communities in safe and substance free housing.

We strive to ensure the safety, health and well-being of each individual client at all times. The house functions as a place to provide clients the skills necessary for life, recovery and functioning free from drugs and alcohol. We expect that they will be given the skills necessary to continue on and transition to be productive, drug and alcohol free members of the community.

Pinnacle Recovery Services wants to entrust that every client understand that they are not under house arrest here. If they choose to leave at any time however, the referring provider will be contacted. We are designed to give clients their own choices and responsibility and treat in such that they follow their own consequences as well. The staff here at Pinnacle Recovery Services functions to ensure the safety of all the clients and the daily operations of the house.

CRITERIA FOR ADMISSION

Residents must meet the following criteria to be admitted to the Pinnacle House Program:

- Must be at least 18 years of age
- Must have a documented substance abuse and/or mental health disorder
- Must have completed detox, residential treatment and have a minimum of 30 days of recovery
- Client is able to be admitted from treatment programs, incarceration re-entry and homelessness
- Must pass drug screen and breathalyzer upon entry
- Client must be able to perform daily living functions
- Client may not have history of violent crimes
- No history of Criminal Sexual Conduct charges or Assaultive felonies

WHAT TO BRING

- ✓ 2 weeks to 1 month's worth of clothing
- ✓ Personal hygiene products (Alcohol-free)
- ✓ Shoes for any occasions including walking, work, meetings and outdoors
- ✓ Cell phone and chargers
- ✓ Tablet or laptop computer (At discretion of the client)
- ✓ Journal and writing instruments
- ✓ AA/NA Book or Recovery related materials
- ✓ Any/ALL medications that are currently prescribed
- ✓ Small amount of cash for cigarettes, food or any incidentals

INTAKE PROCESS

- Potential resident must complete application for housing and have approval prior to admission
- Potential resident will complete over the phone screen or face-to-face screen to determine eligibility and motivation
- Resident has the option to be transported by family/friend or transported to the residence by Pinnacle staff
- Resident will take a drug screen (14 panel) and preliminary breathalyzer upon entry
- Resident will complete Substance Abuse/Mental health assessment and complete all paperwork for intake
- Resident will have personal items and clothing inspected by Pinnacle staff

MEET THE STAFF

1.) Alina Branscombe – Chief Executive Officer (CEO)/ Co-owner

- Oversees all program functions – administratively and collaborates with COO
- Works collaboratively with staff to ensure all documents are complete
- Creates files and updates all paperwork as necessary throughout the course of clients stay at Pinnacle House
- Prepares emails, reports and updates to client treatment providers, probation officers and any requesting provider
- Ensures the safety of the clients and environment is acceptable and secure – manages all documentation for safety through MARR, LARA, and MSHN
- Manages all documentation in files/ Audits files monthly to ensure clean claims
- Performs house inspections
- Communicates with landlords to address house related safety issues and concerns
- Performs drug testing and PBT's to all residents
- Meets with clients periodically for documentation updates, care coordination and clinical assessment

2.) Teresa Stokes – Chief Operations Officer (COO)/ Co-owner

- Performs regular facility checks and client check in's
- Ensures that all clients are adhering to rules and disciplinary actions
- Assists clients with creating goals and objectives
- Oversees all housing issues and manages daily functioning
- Oversees all peer recovery coaches and provides weekly supervision
- Resident liaison for disciplinary matters, termination from program and conflict resolution
- Acts as Recipient Rights Advisor for Pinnacle homes
- Handles any complaints, grievances or concerns
- Conducts random room searches
- Maintains communication with all residents
- Maintains communication with peer recovery coaches, staff, volunteers and CEO

3.) Intake Coordinator/ Supervising Peer Recovery Coach – Aaron Emerson

- Administers all applications, screeners and intake coordination
- Greets, welcomes and completes all intake paperwork with new clients
- Performs daily house checks
- Completes recovery plans upon entry into the program
- Works one-on-one with individuals on recovery goals
- Collaborates with COO and CEO to provide updates and needs of clients
- Performs drug testing and PBT's as required
- Provides Certificate of Completion to Residents who complete the program
- Coordination of Care with SUD providers (inpatient and outpatient)
- Completes all REMI screening and documentation

4.) Peer Recovery Coach –

- Performs daily check-in's with all residents
- Provides transportation to and from appointments that cannot be reached on the bus line
- Facilitates groups 2-3 times per week
- Ensures employment search, meeting sheets, and sign in/out sheets are completed by each resident
- Completes recovery plans every 30, 60 and 90 days
- Completes discharge plans upon completion of the program
- Ensures house chores and room inspections are done daily
- Manages communication with executive staff when house issues arise
- Performs Drug screens
- Completes write-up forms and informs executive staff of disciplinary actions

5.) House Manager

- Performs Night Checks
- Provides transportation to and from appointments as necessary
- Ensures clients are up and ready for the day
- Ensures house chores are completed daily
- Reports to staff and issues or problems that arise in the building
- Facilitates groups as deemed appropriate

Pinnacle House Program:

Our program is designed to allow men and women to stay in our residence for up to 3 months. Individuals will be funded for housing through Mid-state Health Network for this timeframe. After funding has expired, clients may file for an extension in the case of medical necessity, and may be approved at the discretion of MSHN. Once funding is complete, clients will transition on to independent living. During this time in transitional housing, residents will focus on their individual needs, their goals, creating a recovery plan, employment, budgeting and learning how to cope with everyday living that is sustainable for their specific needs.

First 30 Days Requirements-

- 1) Residents will not be allowed to leave the facility unattended for the first 2 weeks of residency. Residents can only leave with staff or with approved family members.
- 2) Intensive outpatient treatment at a MSHN funded provider must be set up prior to entering the Pinnacle program. Residents will not have first 2 week restriction removed until the first appointment for outpatient is attended.
- 3) Residents must attend 1 meeting of their choice per day. (AA/NA/Smart Recovery/IOP/OP/Celebrate Recovery/Men or Womens Peer Group) **2 meetings per day are required if the resident is not working.** Meeting attendance sheet will be verified
- 4) Residents must download the OneStep app onto their phone to document all meeting attendance, chores, and documentation
- 5) Complete a mini assessment with intake coordinator upon intake to identify goals and emergent needs
- 6) A recovery plan will be completed by the resident at intake
- 7) Beds must be made and rooms clean prior to leaving the facility DAILY
- 8) Residents must be up and ready for the day by 8 AM, 10 AM on Saturday and Sunday
- 9) Residents obtain a Primary Care Physician, psychiatrist as needed, and complete paperwork for DHHS.
- 10) Chore will be completed daily (New chore every week at house meeting)
- 11) Obtain an approved sponsor within 30 days
- 12) Residents MUST participate in community aftercare – IOP/OP counseling
- 13) If resident is a veteran, they must engage with veteran affairs within the first 30 days
- 14) Any resident on probation/parole must meet requirements of probation in addition to all program rules
- 15) Mandatory Meetings –
Please see list of scheduled meetings in handbook
- 16) Bus passes can be purchased for \$18 each – 31 day unlimited pass (CATA)

Phase 1 – First 2 weeks

- First appointment for IOP must be scheduled or attended and reported to Aaron and/or documented in OneStep
- All meetings must be recorded in OneStep
- Daily Chores must be done and recorded in OneStep app
- Morning Check-in's by 9 AM and documented in OneStep
- In order to get off Phase 1 - All these requirements must be met (No exceptions to this)

Phase 2 – 30 Days minimum

- Increased curfew to 9 PM during the week and 10 PM on Friday and Saturday and one overnight during the month
- Must be actively engaged in IOP Maintaining check-ins in the morning
- Chores must be completed daily and documented in OneStep app
- Employment must be secured at a W-2 job within the first 30 days to phase up
- Anyone on SSDI must be volunteering a minimum of 20 hours per week and documenting this in OneStep app or on a verification form
- Daily meeting attendance must be documented - 2 per day if not working, 1 if working a W-2 job
- Must have a sponsor within 30 days of being at Pinnacle

Phase 3 – 30 – 90 Days

- Increased curfew to 10 PM during the week and 12 AM on Friday and Saturday
- Two overnight for the month
- Daily chore must be completed and signed off in OneStep app
- Daily meeting attendance must be maintained in OneStep app
- Morning check-ins done daily
- Client may volunteer to chair a meeting at the building

Disciplinary consequences

All clients will receive 1 verbal warning that will be documented in OneStep as a verbal warning in the app. Any further disciplinary action will result as follows.

Failure to complete chore daily - Write up plus 1 day LOP (Loss of privileges)

Failure to keep personal space clean - Write up plus 2 day LOP

Leaving dishes in the sink or cleanliness issues in common areas - write-up plus 1 LOP

Missing 1 meeting - write-up plus 2 day LOP

Missing curfew - write-up plus 3 day LOP

Sleeping past morning check-in - write-up plus 2 day LOP

Missing multiple meetings in a week - write-up plus LOP for 7 days

Missing therapy appointments - write-up plus LOP for 7 days

Testing positive for substances or threatening behavior will result in immediate termination

If client receives 2 write-ups in a certain phase, they must move back to the previous phase for 2 weeks before being able to phase back up

HOUSE RULES AND GUIDELINES

Pinnacle Recovery Services has adopted a set of rules and guidelines for each resident to adhere to in order for the safety, protection and security of all of its residents. The following is the list of rules for each client residing in the Pinnacle House:

- 1.) The possession of use of any drug paraphernalia, alcohol, or any mood altering chemicals is strictly prohibited. This includes synthetic drugs (ie: Kratom). Residents are not to enter medical marijuana shops, tobacco stores (Wild Bills), marijuana dispensaries, or any establishments that primarily serve alcohol. Any residents with positive drug screens, breathalizers or found with substances in their possession will be discharged immediately. They will be transitioned to a higher level of care (ie: detox, residential) or may be picked up by family. A person who is found to be an immediate threat to themselves or the house – will be removed by EMS or the police. Residents who are discharged for any reason will have 24 hours to remove their belongings or make arrangements to retrieve their belongings.
- 2.) Residents and staff will adhere to the Code of Ethics and HIPAA privacy policies. Confidentiality is strictly enforced and expected to be maintained by residents and staff.
- 3.) Residents must download and install the OneStep app on their phones and use this app for meeting attendance, IOP attendance, daily chores and keeping track of ALL their appointments
- 4.) House meetings are mandatory. Everyone must be in attendance. Exceptions include: Work, IOP/OP or legal obligations.
- 5.) Residents will have an opportunity to vote on new residents entering the program at house meetings on Sundays. A brief description of potential new resident will be given at house meetings to determine eligibility for housing.

- 6.) Groceries – All residents will supply their own groceries and personal hygiene items. A list of food banks and resources will be provided for anyone entering the program without food. A community pantry is available in each house.
- 7.) Household Toiletries – This is a responsibility of the house. Each resident agrees to supply 1 weeks worth of laundry soap, dish soap, toilet paper, garbage bags and paper towel. Residents are required to bring their own towels, however community closet is available in each house.
- 8.) CHORES – Must be completed daily. Each resident is responsible for doing a specific assigned chore every day. Chore lists are changed every Sunday by the Peer Recovery Coach or House Manager. Residents must sign off using OneStep app that chore is complete
- 9.) ALL HOUSE CLEANING – Must be done on SUNDAYS every week. Each resident must participate and clean prior to leaving the house for visits.
- 10.) Beds must be made daily. Rooms and space should be neat and tidy. Accumulation of clothing, personal items, shoes, etc will not be allowed. Limited space is available.
- 11.) Program fees include the following:
 - ❖ Standard Bed and bedding
 - ❖ Amenities including washer/dryer facility on-site, all household items, furnishings
 - ❖ All utilities
 - ❖ Wifi
 - ❖ Trash Pick-up
- 12.) Any medication, prescription and/or non-prescription must be checked in with staff before permitted in the house. It must be kept in a safe and secure space.

13.) MAT residents MUST keep all prescriptions in a lock box. MAT medications are kept in the main intake office and administered 2 times daily. The resident and staff are only allowed to have access to these medications. All other controlled substances are STRICTLY prohibited.

14.) Any prescription that is prescribed by a doctor, psychiatrist or medical professional must be cleared through Pinnacle House Director before it will be allowed in the house. We adhere to a strict NO BENZODIAZAPINES and NO AMPHETAMINE based medications policy.

15.) While residing at Pinnacle sober living – you are not allowed to possess, own, attempt to purchase or operate any firearms or weapons of any kind.

16.) Gambling, betting, borrowing, buying and selling are not permitted between residents. If you borrow clothing, cash, or personal items, you do so at your own risk. Pinnacle is not responsible for any lost, stolen or misplaced items.

17.) Any acts of violence, (Bullying, physical contact, threats, sexual contact) or enabling others in this behavior is grounds for termination from this housing program. It will not be tolerated. Any physical violence toward staff or residents may result in legal consequences.

18.) The destruction of property is not tolerated. If you damage property belonging to Pinnacle- you will be responsible for paying for the damages. All damages that are not paid for by the resident responsible will be turned over to probation or small claims court.

19.) Residents will not be allowed to put locks on their doors for any reason. Violation of this policy will result in disciplinary action or removal from the program.

20.) Curfew for all residents – 8 PM for first 30 days. (Please see separate sheet for curfew extensions/meeting attendance) Curfew privileges will be given to those exceeding expectations on case by case basis.

- 21.) Residents must sign out on the sign out on the OneStep app. This is a requirement for living at Pinnacle.
- 22.) Residents under 30 days are permitted to leave the house alone to attend therapy, medical appointments, job interviews, and visits with family. Residents must follow process of checking in/out and asking permission prior to leaving the residence. All movement outside of the residence must be accounted for.
- 23.) Residents are expected to be in their own rooms. Please do not change rooms, move furniture without permission.
- 24.) Food is not allowed inside a resident's room for any reason. Residents must eat and drink food in the dining area of the house.
- 25.) Residents will submit to random drug screens required by Pinnacle Recovery Services. Any refusal of test is an automatic positive. Any person who cannot produce urine within 20 minutes will be considered positive. It will be up to the resident to obtain a lab test at their cost from ADAM on the same day of a refused or delayed test. ADAM is only available M-Sat 6AM-9AM, and 7PM-9PM. If a client does not test within those time frames, they will be discharged for non-compliance and presumed positive test. Random drug screens that are completed at Pinnacle can be reported to probation, CPS or any outside agency. Any additional testing must be completed through ADAM, or Reality.
- 26.) Residents will attend all counseling appointments, mental health appointments and take prescribed medications as indicated. Any abuse of medication will be grounds for dismissal.
- 27.) No VISITORS are allowed IN the facility. Residents may be picked up or dropped off in front of the facility. They may ride in vehicles with family members, friends, spouses, boyfriends/girlfriends and staff. Residents should not get into vehicles with person's they do not know under any circumstances.

28.) Residents will be immediately discharged if a female is found in or on the property. Sexual activity is NOT permitted in any Pinnacle residence.

29.) Visitation with family/friends – 30 days or less – visits will only be allowed on the weekends during the daytime hours (8:30 AM to 8 PM). 30 -60 days- 1x per week plus weekends. 60-90 days – 2x per week plus weekends. Residents that are working, attending school or volunteering may have visits with family on alternate days based on their schedules. This will be handled on an individual basis.

30.) 30 days or less – All transportation must be approved by staff. Residents that need to go to grocery stores, appointments, therapy – must ride the bus, walk, ride their bike or be transported by staff or another resident with over 30 days with staff permission. Anyone requesting transportation from friends or family must have approval from staff.

31.) Extra privileges – may be given to residents with exemplary attendance, positive attitude, helpfulness, or any behavior deemed exemplary by staff or peers. These residents may qualify for extended curfews, extra visits with family/friends, additional overnight privileges etc. Residents will be informed at house meetings of additional privileges acquired.

32.) This is not a hang-out and place to chill. Residents are required to be working, looking for work, going to meetings and/or volunteering during the daytime hours. Watching TV, video games and hanging out is not permitted during the day.

33.) Residents are allowed to bring personal items to decorate such as plants, bedspreads, and family photographs. Staff must approve all other material. (ie: wall hangings, posters)

34.) Random room searches will happen throughout the course of a client's stay. Drugs, paraphernalia, alcohol, weapons, or any other contraband will not be allowed on the premises. Possession of any of these items will result in immediate discharge from the program.

- 35.) Smoking is NOT allowed in the facility. It is ONLY allowed in designated smoking areas. Getting caught smoking inside the facility will result in consequences and up to a \$250.00 fine. Please smoke in designated smoking areas and put cigarettes in proper receptacle.
- 36.) Vaping is not allowed inside any facility or Pinnacle residence. Vaping is allowed in designated smoking areas only.
- 37.) WI-fi is available in Pinnacle homes and in the main facility
- 38.) Please sleep only in your bed. Couches, chairs and other furniture are to be used for intended purposes.
- 39.) Please put trash out ONLY on trash day. It is not to accumulate anywhere in the building or near the homes.
- 40.) Loud and abusive language is not allowed in the facility. Racial slurs, offensive language, body posturing and aggressive behavior will not be tolerated. Please be mindful of others space and volume control.
- 41.) No fraternizing with neighbors or neighborhood residents not related to Pinnacle Recovery Services.
- 42.) No unapproved adjustments to the thermostat in the facility. This will result in \$50 fee per person in the house paid to the electric company.
- 43.) Do not touch any of the security devices, cameras or monitors in the building. Tampering with any cameras, or security devices will result in termination from the program.
- 44.) No sitting in cars on the street, or in the driveway for extended periods of time. Please get picked up or dropped off in a timely manner.

- 45.) Each resident is responsible for turning off lights, fans and electronics BEFORE leaving the facility.
- 46.) Transportation to appointments must be prearranged, and discussed 2-3 days prior to the appointment. It is your responsibility to make it to all appointments on time, and prepared.
- 47.) No pets of any kind are allowed in the facility.
- 48.) Any house related issues must be addressed at the house meeting, or with a peer recovery coach. Any house issues that cannot be addressed will be forwarded to Alina or Teresa.
- 49.) Residents with vehicles may NOT have a vehicle at the house until after 30 days. In order to have driving privileges, the resident must be employed, or attending school full-time. For those on fixed income, they must have a dedicated community service schedule. All vehicles must have proof of insurance, valid registration and driver's license, and show proofs to staff PRIOR to vehicle coming on the property.
- 50.) Residents with vehicles are NOT allowed to have other resident's drive their vehicles under any circumstance. Other vehicles not registered to resident cannot be parked on the property without permission from staff.
- 51.) Overnights – After 30 days of residency, a resident may be given overnight privileges. A request for overnight stay must be submitted through the OneStep app 1 week in advance and have approval from staff. Residents must be in compliance with all the rules, and meeting attendance. Anyone with write-ups will not be given overnight privileges.
- 52.) Leaving the house without permission or overnight pass approval will result in termination from the program.

53.) Any items left behind by a resident after they have been discharged becomes property of Pinnacle Recovery Services if it is not retrieved within 24 hours of discharge.

54.) Any items that are property of Pinnacle Recovery Services that are removed during move out will be charged to resident. (ie: Bedding, towels, pillows, dishes). Residents will be responsible for stripping bedding, and placing it in the washer upon discharge.

55.) Mandatory Meeting Attendance

See meeting attendance schedule below

ALL OTHER DAYS- You MUST attend a minimum of 1 per day. 2 per day if you are not working. ZOOM MEETINGS no longer count as a meeting.

2 meetings per day for those that are not working – 1 outside meeting to include NA, AA, Refuge Recovery, Celebrate Recovery, Peer Recovery Group, Lifeboat Meeting. **RISE meetings will be excepted a maximum of once per week.** The other meeting for the day can be your therapy, IOP, or OP appointment. (Doctors appointments, probation, court hearings, child visits, and CPS visits will NO LONGER be accepted as meeting attendance)

1 meeting per day for those that ARE working, have SSDI, or cannot work due to disability (must be confirmed with staff) – You MUST have a minimum of 1 outside meeting per day. These include – NA, AA, Refuge Recovery, Celebrate Recovery, Peer Recovery group. The days we have mandatory meetings can be counted as long as you are PRESENT for the meeting, otherwise you need to find another meeting for that day.

**Those of you who are choosing a FAITH-BASED model of recovery and want to have Church, or bible study counted as meetings must have documented proof of these meetings as well and permission from staff to do so.

Pinnacle Schedule

Monday

MRT w/Aaron 1 PM (Required if not working)

Men's AA/NA Meeting – at Main Building 7 PM

Tuesday

12 PM Men's SUD Peer Recovery Group

Wednesday

Men – Nurturing Fathers with Quentin at 12 PM

Thursday

12 PM Men's SUD Peer Recovery Group

Friday

12 PM Meeting NA meeting

Saturday

Mens – 12 PM Meeting in House

Sunday

Mens AA/NA Meeting 8 PM at Main Building (Mandatory for ALL)

Morning Meditation at 9 AM M-F