



Aspire Indiana Health

**PROGRESS
HOUSE**

Resident Handbook

progresshouse.org | 201 Shelby Street, Indianapolis, Indiana, 46202 | (317) 637-9816

Welcome to Progress House!

For over 60 years...

Progress house has been saving and transforming lives.



Founded
in 1961

Since 1961, communities across the state of Indiana have trusted Progress House to help people create meaningful, long-term change. Each year, we serve hundreds of men suffering from substance use and mental health disorders. In 2019, Progress House proudly became part of Aspire Indiana Health and introduced our Whole Health Recovery Continuum. This comprehensive approach to recovery focuses on providing holistic care, addressing one's physical, mental, and spiritual health. Today, we are the largest residential recovery service provider in Indiana, with over 215 total beds, and our program has a success rate of over 70%, defined by the percentage of men who complete the program.



Our vision is that everyone we serve will improve their health, live self-directed lives, and improve their spiritual condition. We operate on the philosophy of the Social Model of Recovery, which states that people recover through meaningful interactions with others and through the process of becoming part of a community. Our community welcomes you! You are the reason we are here today.

Many of our staff are Progress House alums or in long-term recovery, which means you are going to be surrounded and encouraged by individuals who have found a way to live successfully without the use of drugs or alcohol. In general, we will ask you to do three things consistently. We are going to ask you to be honest with us and ultimately with yourself. We are going to ask you to be open-minded so we can teach you what we have experienced and learned, and we are going to ask you to remain willing to do whatever is needed to recover from alcoholism and drug addiction. If you are willing to take our suggestions, you will have a life-changing experience here and will be set up for success when you leave.

Our unwavering commitment is to your recovery. If you are honest, open-minded, and willing you are on the brink of a remarkable journey. We are here to support you every step of the way!
In your service,

A handwritten signature in black ink, appearing to read 'Darrell Mitchell'.

Darrell Mitchell,
Senior Vice President, Addiction Recovery Services



Welcome to Progress House!

Compassion leads, and Innovation follows.



A throughline in the work that is done by Aspire Indiana Health and the programs within, like Progress House is that Compassion leads, and Innovation follows. The program that stands today at Progress House is the result of the generosity and compassion of decades of men and women who believe that recovery is possible for everyone. The innovation present within Progress House is underpinned by the recognition that addiction affects every aspect of a person's life, and therefore a full spectrum of services are needed in order to thrive in recovery.

In the Progress House program, you will hear a lot about Willingness, and at some point you may be asked, "What are you willing to do for your Recovery?" Our team recognizes that in your past, you likely haven't trusted others or yourself enough to answer this question in an honest or vulnerable way. However, if you are walking through the doors at Progress House, you have been assessed as "ready for change," that is the first hurdle that you get in through, if you don't clear it, you wouldn't be here. To me, that means that you are open to suggestions and recognize that doing things on your own has not worked so far.

Practicing vulnerability and remaining open to suggestions is uncomfortable. It is likely true that every fiber of your being is yelling at you to run in the other direction when you hear a suggestion or advice from someone else. Remaining open is the key to success here, if you can stay "ready for change", you will succeed.

The team members who will walk alongside you in this journey believe deeply that this program can help you forge the life you've always envisioned for yourself. If you feel lost, know that they can be a compass. The faith in this program that I see among my colleagues inspires me, know that you can draw strength from that collective belief as well. This process is not about perfection, but a commitment to continual growth.

We are so glad that you are here.

With humility,

A handwritten signature in black ink, reading "Macy Kootz".

Macy Kootz
Senior Director, Addictions Services



Welcome to Progress House!

Recovery is a holistic process that goes beyond merely abstaining from substances.



At Progress House, our success hinges on a commitment to a comprehensive approach that includes a strong emphasis on subscribing, working, and applying a 12 step, abstinence based program in day to day life. Often seen as a spiritual solution to a spiritual malady, the 12 steps provide a framework for mending the deep-seated spiritual disconnect that is the core of addiction. This program establishes a connection to something greater than oneself, replacing isolation and purposelessness with renewed hope and a sense of belonging on top of an altruistic plane.

In addition to the foundation of our program that addresses the spiritual malady, our program also recognizes and prioritizes the clinical component, acknowledging addiction as a complex disease with both mental and physical manifestations. We provide comprehensive therapy and counseling to treat co-occurring mental health disorders, helping

you understand and manage the psychological aspects of your recovery. We also teach you to listen to your body and recognize the physical toll of addiction. We promote self-care through proper nutrition, exercise, rest, and wonderful primary care team on site to address ailments—all crucial elements for healing the body and regaining physical strength. By integrating the spiritual, mental, and physical, we empower you to heal completely from the root causes of addiction, creating a powerful pathway to lasting recovery.

Respectfully,

A handwritten signature in blue ink that reads "Eliot Severeid".

Eliot Severeid
Director of Recovery Support Services



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Mission, Vision and Values

MISSION

Providing compassionate, patient-centered care, empowering people to live healthier lives.

VISION

Our community is a place where every person — regardless of income or identity — has access to compassionate, seamless healthcare that empowers them to thrive.

OUR VALUES

- **Compassion:** Inspiring hope and healing in all we serve
- **Innovation:** Embracing creativity and change.
- **Inclusion:** Honoring diversity so everyone feels a true sense of belonging
- **Impact:** Advancing health outcomes and strengthening community wellbeing — within Aspire and beyond
- **Partnership:** Working collaboratively to deliver care



Program Overview

A. It is the policy of the Progress House to offer placement in our program to men in diverse circumstances, such as those suffering from chronic relapse, those at risk of homelessness or who are currently homeless, and those leaving incarceration. It is critical that you are motivated to begin your new lifestyle of recovery. We do this without regard to race, creed, color, sexual preference, religion, or national origin. Had you not qualified for admission, Progress House would have made every attempt to refer you to another program/facility.

B. A sincere and genuine desire for change is needed to be admitted at Progress House. We will provide opportunities and services to change your life. Honesty, open-mindedness and willingness are indispensable for your recovery.

C. Progress House has prided itself on being a totally abstinence-based program since 1961! You will be required to remain totally abstinent for your entire length of stay. Abstinent or Abstinence is defined as self-enforced restraint from indulging in the use of alcohol or illicit drugs. This does NOT include prescription medication taken as directed by a qualified prescriber.

D. Medical-Dental Care and Medications - NO expired medications are permitted. All Medication Assisted Treatment (MAT) residents will surrender their MAT medication(s) at admission, and they will be kept under lock and key. Progress House reserves the right to consult with a medical consultant to determine if a medication will be allowed to be brought in without compromising your or any other resident's recovery. It is Progress House's policy to NOT GIVE medical or medication advice. More information regarding Progress House's medication policy can be found in Topic 12, page 11.

Progress House Certifications
INARR Certified Level IV Recovery Residence
DMHA Recovery Works Provider
SMHA Addiction Service Provider
Outpatient Certification



Resident Rights

As a resident of the Progress House, you have the following rights:

- To practice your own religion
- To receive visitors at reasonable hours
- To refuse to participate in research projects
- To not be restrained or secluded while living in the Progress House
- To receive considerate, respectful and confidential recovery living conditions
- To send and receive sealed mail and have access to letter writing materials and postage, at your own expense

Resident Responsibilities

As a resident of the Progress House, you have the following responsibilities:

- To immediately begin working the 12 Steps and to complete them in their entirety.
- To fully comply with all program and house rules.
- To be considerate of the rights and welfare of other residents and staff.
- To accept all of your financial obligations associated with your stay at Progress House.
- To remain current on all program fees or to meet with staff to mutually agree upon a written payment arrangement when not current. Compliance to this is mandatory.
- To follow the approved grievance protocol should you have a need.
- To participate in household chores, prescribed programming, and in-house activities,
- To promptly notify staff of any House and/or Program violations. This includes violations committed by other resident's. Failure to report any violation(s) only enables that person and places undue risk on all the residents and staff in the house.
- To assist staff with any requests for assistance.
- To review updates found on House Information Boards located throughout the House.
- As a resident you must be willing to participate in our social model of recovery, which is our “community.” This is critical to your recovery. If you do not actively participate in the “community” aspect of our program, staff reserves the right to ask you to leave to open up space for those who are willing.



Progress House Business Office Hours

Monday through Friday 9:00 a.m. – 5:00 p.m.

Evening and/or weekend hours are available by appointment only.

In the event of an emergency please seek out a staff member or go to the front desk. Staff can help determine the urgency and can provide you with appropriate staff numbers or resources to help.

Misconduct and Dismissal Form Program

If your behavior and conduct are disrespectful or disruptive towards any resident, visitor, guest, or staff, you will be asked to leave. The following are additional grounds for dismissal:

- Disregard for safety standards.
- Vandalism, defacement, or damaging of any facility property.
- Smoking in the building (including e-cigarettes and vaping).
- Assault, bodily harm, aggressive behavior, or abusive/threatening language towards any resident, visitor, guest, or staff member.
- Use of alcohol, illicit drugs, unprescribed medications, abuse of over the counter (OTC) medications while on the premise or at a Progress House event.
- Any type of sexual advancement or misconduct towards any resident, visitor, guest, or staff member. Remember that if a female visitor is found in any resident's room you will be discharged.
- Violation of a Behavioral Contract and/or Individual Recovery Plan.
- Repeated violation of Progress House rules and guidelines despite staff interventions. This includes PAST DUE program fees.
- Food and beverages are NOT permitted in any resident room with the exception of water, coffee, and tea. This helps reduce pest control costs and keeps the room fixtures/flooring from being stained or damaged.
- Unauthorized kitchen entry.
- Curfew violations or AWOL status.
- Positive drug screen or alco-sensor.
- Persistent pattern of non-compliance of House and Program rules.

Rules and Guidelines

The following pages are rules and guidelines we expect you to follow. They are in place for your safety and the safety of others. At Progress House we follow a Therapeutic Community model of living. This model focuses on the whole person and overall lifestyle changes, not simply abstinence from drug or alcohol abuse. We encourage you to examine your personal behavior to become more pro-social and to engage in “right living” based on honesty, accepting responsibility, hard work and the willingness to learn. This model also emphasizes social learning, mutual self-help, helping other residents and taking on some of the responsibility for your peers’ recovery. These are all important parts of changing oneself.

If for any reason you cannot or will not follow these rules, you will need to find another program. We are here to help you get better, to grow and to assist you in any way possible to provide you with the Recovery Tools necessary to live free of substances. We will do our part. Please do yours.

1. Program Requirements (Meetings & Phase II)

Monday night: Gary B. Speaker Meeting at 7:30 p.m., Friday: Through the Fire at 7:30 p.m., and Sunday Morning Men’s Breakfast (mandatory for all residents) at 9:00 a.m.. Programming states that all residents are to attend 4 meetings per week—2 in-house and 2 outside meetings. Progress House staff provides regular transportation to and from outside meetings frequently and also provides bus passes if transportation is a barrier.

The Sunday morning 9:00 a.m. Breakfast meeting is mandatory for your entire stay. You may be excused from meetings only with an approved work schedule, an approved pass, or staff approval. If you are sick and cannot attend any mandatory Progress House meeting, you must notify the person at the front desk (POD) before the meeting to obtain approval. Residents are not to leave meetings before they are finished.

As agreed upon during your admission, you will attend 12-step meetings and be provided a sheet to be signed at every meeting you attend. These will be reviewed by staff weekly and placed in the meeting folder with POD. Full sheets will be filed. It is your responsibility to check on the times of these meetings.

Each week, all residents in Phase I and Phase II must attend at least four 12-step meetings and meet with their sponsor. A sponsor must come from outside the facility and cannot be one of your peers. Next Step/Georgia Street residents are allowed to sponsor Progress House residents.

Certain 12-step meetings are “required” while others are “optional,” but all contribute to the required four 12-step meetings per week.

2. Dress Code

Sunglasses are not permitted to be worn inside the house. Footwear is expected to be worn at all times. Shower shoes must be worn at all times while showering. This helps stop the spread of athlete's foot. Shower shoes will be provided if you cannot afford to purchase them. Appropriate dress is required throughout the house.

Prohibited items include, but are not limited to: stained, torn, or dilapidated clothing; gang-related clothing or costumes; clothing with drug, alcohol, or bar slogans or ads. If there is a complaint or staff deems a tattoo, body art, or piercing to be offensive, you may be asked to cover or remove the item. Progress House defines what is offensive, not you. If asked, cover it or remove it, otherwise, you will be asked to leave.

Additionally, no wearing hoods inside the house, and we will not tolerate sagging pants. Sleeping in the nude is not allowed. You are in the process of change. Let it reflect in your attire and appearance.

3. Hygiene

Appropriate personal hygiene is required. This includes showering daily and wearing clean clothes. Personal hygiene rules and housekeeping guidelines must be followed. This is a courtesy to yourself, residents, staff, visitors and guest. If your person or clothing is found to be sub-standard, you will be confronted by staff. Having good hygiene also helps to minimize the spread of germs and infections. According to the Center for Disease Control (CDC) washing of hands is the #1 prevention against the spread of germs and illness. Wash your hands frequently! Practice universal precaution at all times in regards to body fluids. Body fluid kits are available at the front desk.

4. Infectious Disease/Blood Borne Pathogens

As a Health Care Facility, Progress House is required to report certain types of infections and diseases to the Indiana State Board of Health. This includes Hepatitis C and HIV/AIDS. This reporting is done under strict confidentiality. Your name will never be shared. If you feel that you may have or currently have an infection please notify staff immediately. Progress House can refer you to an agency that can provide support, education, testing services, and possibly medication at a reduced rate.



5. Cleaning/Room Maintenance

Your room and the common areas are meant to be clean and picked up at all times, no exceptions. Remember, the condition of your room and appearance is often a reflection of the condition of one's internal condition(s). Trash cans need to be emptied, and beds need to be made daily. Floors are to be swept, furniture is to be dusted, and vents, interior windows, and sills are to be cleaned weekly. Progress House reserves the right to inspect rooms at any time and notify the resident if their room is not up to standards. If a resident consistently ignores the notifications, staff will review the problem and assess the resident's motivation and progress toward recovery. This can be grounds for discharge.

The volume of TV and radio needs to be low enough to not disturb other residents or staff and to not be heard outside your room. Music with vulgar or offensive lyrics is not permitted.

NO BEVERAGES OR FOOD OTHER THAN WATER, COFFEE, AND TEA ARE ALLOWED IN YOUR ROOM. Progress House will not tolerate a lack of respect toward the facility or campus. If it is determined that you have shown disrespect, it may lead to discharge.

Generally, YOU ARE NOT PERMITTED TO OPEN WINDOWS WITHOUT STAFF APPROVAL. Progress House may post signs throughout the house during times when it is permitted.

6. Inspections/Major Cleanup

Rooms are generally inspected everyday. If your room is substandard a note will be left on your door to correct it. Ignoring the note will lead to a consequence, up to discharge.

A major house cleanup will be conducted on the first weekend of every month. No passes will be allowed during a Community weekend. Please report any pest or maintenance issues to staff immediately.

7. Emergency Exits

Use of an emergency exit in a non-emergency situation, including the kitchen gate without authorization, will result in immediate discharge from the House.

8. Confidentiality

Confidentiality must be respected and protected by all. We urge residents to be respectful of other residents' confidentiality. A gross breach of another resident's confidentiality could be reason for discharge. When in doubt, seek staff advice.

9. Community Meetings

Community Meetings are mandatory, and one is held every Sunday promptly at 11:00 a.m.. There may be special circumstances where a Community Meeting is called during the week, and this is also a mandatory meeting. Community Meetings provide a chance for residents and staff to communicate with all the residents at one time. Residents can ask questions and share their joys, concerns, and issues, and staff can communicate new program services or house and program rules. It is also a safe time for staff to hear feedback from residents about Progress House.

Only an Operations staff member can approve an absence from a Community Meeting. Failure to attend Community Meetings can result in discharge.

During a Community Meeting, staff or a resident will be asked to record important updates that were discussed. Certificates of merit and Winners Jackets are awarded in Community Meetings.

10. Consequences – Infractions

Infractions occur when a resident fails to meet their responsibilities. They include:

A. Being late or missing a House Detail, meeting, 12-step meeting, therapy session, assessment, case management meeting, skills group, or medical appointment.

The using or having sound coming from an electronic device during any of the mentioned activities above.

B. Any other infractions that staff levies during the week.

Keep in mind that any staff member can issue an infraction. If an infraction is severe, any staff

11. Meals And Food

Mealtimes are scheduled as follows:

Breakfast:	Monday thru Saturday	5:30 a.m. – 8:30 a.m.
Lunch:		12:00 p.m. – 1:00 p.m.
Dinner:		5:00 p.m. – 6:00 p.m.

Vending machines are located in the dining room.

Meals are designed to aid in your recovery. We provide well-balanced, cost-effective meals and snacks. There is always plenty for you to enjoy.

If you are working during dinner hours you may qualify to receive a Late Plate. To qualify for a Late Plate you will need approval from staff and sign-up on the Late Plate sign in sheet. Dinner's are prepared from the evening meal and can be picked up at the POD office or in the Cafeteria. Please see POD staff for the sign up sheet.

If you are working during lunch hours you can receive a sack lunch. Sack lunches can be picked up at the POD on your way out and are on a first come first served basis. Late plates and sack lunches are only for residents that are working.

Make sure you clean up after yourself. Return dirty dishes in the appropriate bin. Scrape all dishes and throw away all trash before placing them in the bin. Empty beverage glasses in the bucket near the bin. DO NOT USE THE SINK TO POUR ANY LEFT OVER BEVERAGES IN. DO NOT use dining room cups to place food in. DO NOT REMOVE ANY ITEMS from the dining room. Remember you will receive an infraction or possible discharge for food or beverages that are found in your room.

While we do have assigned details for the kitchen and the dining room clean-up, everyone is encouraged to be a team player and help each other and the kitchen staff as you are available or when asked.

Beverage area and food table are resident's responsibility and they are a special privilege. Everyone is expected to help keep it clean and organized. Re-fill water, ice dispenser, make tea, re-fill coffee, sugar, etc. as needed.

Cleanliness in the dining room and kitchen is always expected!

DO NOT ENTER the storeroom, freezer or kitchen area. Violators will be **DISCHARGED**.

Please see kitchen Staff if supplies are needed:
i.e.: condiments, sugar, ice, etc.

The use of any electronic devices, such as a cell phone's, iPod's, MP3 player's, iPad's, Macbook's, and/or laptops are not permitted in the Dining room. Ear buds and/or headphones are to be out or away from your ears. This includes guests.



12. Prescribed Medications

Aspire Indiana Health has medical services available on-site through their FQHC (Federally Qualified Health Center). You will have appointments scheduled with Aspire to determine your medical care and medication needs.

All medications that you bring in will be evaluated by staff upon admission. Some medications may be placed under lock and key, and you will need to request them each time you require a dose. Expired medications are not permitted and will be destroyed. Prescription medications that are prescribed or refilled during your stay also require staff approval before being filled. Not all prescription medications are appropriate for Progress House. It is imperative that you disclose your medication(s) prior to your admission.

All Medication Assisted Treatment (MAT) residents must surrender their MAT medication(s) upon admission, and they will be kept under lock and key. If you seek out MAT without a Progress House referral, you will not be able to bring your medications back into the house.

Medication Pass & Monitoring Schedule: Monday - Sunday

Morning:	6:45 a.m. - 8 a.m.
Evening:	4:45 p.m. - 6 p.m.

Over-the-counter (OTC) medications must be checked in at the POD before being taken to your room. The POD has a list of acceptable OTC medications. No mood-altering chemicals or paraphernalia are allowed in the house, on Progress House grounds, or at special events. This includes but is not limited to, natural or man-made products. Examples include: Ayahuasca Inhalants (Dust Off, Glue, Paints), Khat, Kratom, DXM, Loperamide, Salvia, Steroids (Anabolic), Synthetic Cannabinoids (Spice, K2), & Cathinones (Bath Salts).

Progress House rights concerning any medication or health care product are:

- The right to secure any type of medication or health care product to protect you or any other resident's recovery
- The right to validate any prescription with your prescriber and monitor the quantity.
- The right to require that refills be filled by a Progress House-approved pharmacy or medication provider.
- The right to request any refills or new prescriptions to be placed in "Bubble" or "Blister" packs.
- The right to consult with a medical consultant to determine if a medication will be allowed without compromising your or any other resident's recovery.
- The right to search your room, person, or vehicle to determine if you have brought any type of medication or illicit drug into the building, onto Progress House Grounds, or at a Progress House-sponsored event.

13. Drug Abuse

If any resident knows about or suspects drug or alcohol use, he should contact the staff or houseman on duty immediately. (Refer to the RESIDENT RESPONSIBILITY section) This is imperative to your recovery here and in keeping the Progress House a safe and sober environment.

Sharing (diversion) or substituting medications is drug abuse and grounds for discharge. A resident who is using puts the entire House at risk and jeopardizes your recovery.

Residents should be aware that OTC supplements are not regulated by the FDA and may contain substances which could affect drug screens. Please keep in mind that most supplements have been proven to have little or no useful properties.

14. Smoking

Progress House is a non-smoking facility. This includes cigarettes, cigars, e-cigarettes and vapors. Smoking is only allowed outside the building. Smoking is a privilege not a right. Since smoking areas are outside and within public view residents should have a clean appearance and are not to be making any inappropriate comments, gestures, or using foul language.

Smoking or vaping anywhere in the building will lead to an immediate discharge. Residents are also required to keep the smoking areas clear of clutter, butts, and trash. If the smoking areas are not kept up to House standards smoking may be temporally or permanently

15. Room Cleaning/Housekeeping

Your room is expected to be clean and organized at all times, no exceptions. Floors need swept and dressers need dusted at least once per week. Beds are to be made EVERY DAY. TV and radio volumes must be at a level that they do not disturb any other residents or staff and cannot be heard down the corridor. Do not hang items on the wall. No food of any kind or beverages other than tea, water, and coffee are allowed in your room. Powdered protein is allowed in your room: however, you must bring it down to the Dining Room to mix your servings. Bottom line, the condition of your room and person is a direct personal reflection on where you are in your recovery. We will not tolerate any disrespect or lack of respect to our facility or grounds. Failure to do so will result in immediate discharge.

Space heaters, halogen lights, lava lamps, black lights, candles, and incense are not allowed. Power strips are allowed; however, they must meet the following standards:

Power strips are allowed however they must meet the following standards:

- been approved by a independent testing laboratory such as Underwriters Laboratories (UL), MET, ETL
- contain surge protection
- 15 or more amps and 1800 watt power rating
- 400+ Joules absorption rate
- and have been approved by Progress House Facilities Department.

Resident windows are to remain closed at all times. During transitional seasons, "WINDOW OPEN" signs will be posted throughout the building. This is to maintain consistent and constant ambient temperatures in the building without straining the HVAC system or the utility budget. You are not allowed to open windows without staff approval, and appropriate consequences will follow if this rule is violated.

16. Exercise Room

Exercise room hours will be posted on the doors. Only water and sports drinks with lids are permitted; no open containers are allowed. Music containing vulgar, offensive, or foul language is not permitted at any time. If you are asked to turn down the volume or turn off your device, do so, or face consequences and possible discharge. Negotiating with staff will be considered non-compliance.



Closed-toe shoes must be worn at all times. Flip-flops, house slippers, or any non-heeled shoes are not permitted. Loose-fitting clothes should be avoided. Always use a spotter when lifting and do not drop weights. Re-stack weights when you are finished with your routine.

DO NOT USE VULGAR, OFFENSIVE, OR FOUL LANGUAGE AT ANY TIME. Warnings will not be given, but consequences will follow if such language is heard. Keep this area clean and pick up weights, or the room may be temporarily or permanently shut down. Having an exercise room is a privilege, and any violations can result in losing that privilege.

17. TV Room

We have a large-screen television for your enjoyment. Channel and programming selection is determined by a majority vote, though some major sporting events may take priority. Failure to keep the room clean and picked up can result in a temporary shutdown of up to or longer than one week. If a meeting is taking place in the building, the TV room is considered closed. The use of the dining room TV requires staff approval.

The TV room is also considered a quiet area. Talking while other residents are trying to enjoy a program should be kept to a minimum. There should never be vulgar, offensive, or foul language. Yelling, screaming, or loud conversations are not permitted. Having a TV room is a privilege, so please respect it as such.

18. Restrooms

All gender restrooms are for visitors and staff.

19. Maintenance

Progress House understands that many residents have skills that can be applied to fixing or repairing items throughout the House. Progress House appreciates a resident's desire to help, however it is an issue of liability when it comes to fixing or repairing these items. Progress House tracks many of the repair items and at times things maybe covered under warranty or are part of our preventative maintenance program. Progress House requests that if you see an issue or something needs repaired to report that to Staff.

20. Legal Issues

All residents on parole, probation, home detention, etc. must register their information with staff. Any omissions or failure to report may result in eviction. Consent(s) must be signed to communicate the status of your program compliance to your reporting agency. If you revoke your consent at any time, Progress House is still obligated to communicate that with those involved with your legal issue(s).

Many residents come here with unresolved or ongoing legal issues. Since most staff are not legal experts Progress House cannot provide legal advice. We can however provide lived experience with you. We strongly encourage you to share your legal issues or concerns with staff. Staff may be able to help guide you through any processes and can provide you with other legal resources where Progress House cannot help. Please request any legal letters from staff one week in advance.

Progress House has a great rapport with many county probation, parole, community corrections, and other legal departments so don't hesitate to seek out staff. Staff can help you coordinate your program here with the appropriate agencies. Arrest on any new charge(s) will result in discharge

21. Alcohol/Drug Screening

As a condition of your residency, you have signed an agreement that states upon admission or at any other requested time to submit yourself to a breathalyser and/or urine drug screen (UDS). Refusing to take one will lead to an immediate discharge from the program.

Most screenings are done on a random basis. If you are asked to do a UDS and can not produce an immediate sample you will be given a three (3) hour time frame to produce one. During this time you will be asked to drink water and stay in the lobby area. Under no circumstance are you allowed to leave the premise, go to your room or the TV room.

You are allowed to dispute a positive UDS, however you must be willing to obtain an independent analysis at your own expense after consulting with staff. Staff have the right to discharge a resident regardless of any test results.

Residents are required, if they know about or suspect any alcohol or illicit drug use by another resident, to contact staff immediately. This is to help protect your and other residents' recovery. Residents who do not comply are only enabling the addiction of others and are jeopardizing their own recovery. Progress House has a zero tolerance policy for alcohol or illicit drug use. Keep in mind that "there is no such thing as a snitch" during your stay here.

22. Curfew

Curfew Sunday through Thursday is 11:00 p.m.. until 5:00a.m.. Friday and Saturday is Midnight until 5:00a.m.. TV room, pool room, house recreational and dining areas are shut down at curfew. If you know you will be late, you must call the Progress House Staff for approval. Emergency pass requests are to be approved only by the Operations staff.

23. Telephone Rules

The office phones can only be used for an emergency situation. Staff determines what constitutes an emergency. Cell phone use is not allowed in the dining room, TV room or during Therapeutic, Peer Recovery, Life Skills, or Assessment sessions.

24. Employment Assistance

Progress House offers employment assistance as part of our Recovery Services. We have staff that can assist you with job coaching, resume writing, interviewing skills, and career goal setting.

Progress House has a working relationship with various local agencies and employers and may be able to assist you in finding employment.



25. Pass Policy

The pass policy for Progress House is as follows:

- After 30 days, you may be eligible for one (1) 24 hour pass. Pass must be approved by staff.
- After successful completion of 60 days, you may be eligible for two (2) overnight passes in a 30-day period. Two (2) consecutive (back-to-back) passes will not be granted. The pass must be approved by staff.
- After 90 days, you are approved for two overnight passes of up to 48 hours.
- Phase II residents may be approved weekly for 48-hour passes. The pass must be approved by staff.
- You are required to check with the POD when leaving for and returning from any pass. You will be breathalyzed and may be asked to submit to a UDS. Once you return to Progress House grounds for any reason, your pass has ended. No pass-outs will be granted.

Emergency Passes:

In the event of family emergencies, any emergency pass must be approved by senior staff.

Pass Procedure:

When you believe that you qualify for a pass, you are required to fill out a Pass Request Form in the TV room. Pass request forms must be turned in to the front desk by 6:00 p.m. on Wednesdays. After that, passes requested will not be accepted. Remember, turning in a Pass Request Form does not automatically guarantee that the pass has been approved!

During major house activities, such as Cleanup Weekend, fundraisers, special speaker events, pass request forms will not be accepted. Residents requesting an out-of-town/county/state pass will need to include a travel itinerary on the form or a separate document, including travel times and the destination address.

If you are under court jurisdiction (home detention, parole, probation, etc.), authorization from the court and/or court officer must be included with the Pass Request Form.

Approved passes will be posted on bulletin boards the following Thursday.

Pass Length:

Residents may request an extended pass length, but it must be approved by staff. Unless otherwise approved, a 24-hour pass is for 24 hours, and a 48-hour pass is for 48 hours.

Information for Holiday passes will be posted.

26. Big Brothers

The Big Brother Program is based on the principal of one alcoholic/addict helping another alcoholic/addict.

Your Big Brother will do the following:

- Familiarize you with the House/Program guidelines and rules.
- Perform a search for contraband in your vehicle if necessary.
- Orient you to House meetings and activities.
- Introduce you to staff, residents, and Phase II residents.
- Be available for you when you have questions.

Your Big Brother will NOT do the following for you:

- Loan you money.
- Work your program for you.
- Find a job for you.
- 12 Step Recovery Sponsor.
- Wash your clothes.

The term is brother, not mother! Many long-term friendships have developed out of this arrangement.



27. Grievance Protocol And Chain Of Command

Progress House supports your right to have a say in your recovery. Please consider those currently seeking help before posting negative or disparaging remarks or comments on any social media platform. Such posts can cause doubt and fear in the minds of those who are here. Our experience has shown that most postings are directed at a specific individual or situation, not our overall programming. Many times, it's just a misunderstanding or someone has been given the wrong information.

On a philosophical level, you probably wouldn't want to be defined by your last worst act, and neither do we. Below is the recommended Chain of Command/Grievance Protocol—we ask that you start there. You've likely been given a second chance, so why not give us one as well?

When you have any questions, concerns, or grievances, initially direct them to your Big Brother or a Phase II Resident. If still unresolved, ask staff to schedule a meeting with leadership to discuss your needs.

28. Vehicles

If you bring a vehicle you must first register it during the admission process. If you bring one later you must register it immediately. Unauthorized vehicles may be towed at your expense.

- Items that you will need to register your vehicle are:
- Valid Driver's License (car, truck and motorcycle)
- Valid State ID (scooters and mopeds)
- Valid Registration (Expired registration normally indicates expired plates - car, truck, motorcycle and scooters)
- Proof of Insurance (car, truck and motorcycle)

All the above must remain current and valid throughout your entire stay. Residents who are driving a non-registered vehicle may be discharged. If you wish, your Big Brother can make a perfunctory check of your vehicle to ensure that there are no remaining alcohol or drugs left in your vehicle. If you attempt to register a vehicle that has been reported stolen we will notify the authorities and you will be discharged or denied admission. Only one car per resident is allowed on Progress House premises. Scooter's, mopeds, and bicycles are permitted however securing them is your responsibility.

Words of advice - Do not lend your vehicle to anyone! Our experience has shown that you could very well be giving your vehicle away - Not a good idea! Residents in the past who have borrowed vehicles have returned them severely damaged, if at all, caused damaged to another vehicle or property, or may have been used to commit a crime. Remember that you will be responsible for any type of damage caused.

29. Violence And Abusive Remarks

Violence of any sort or threats of violence are prohibited. If this occurs, we will call law enforcement, and you will be discharged and placed on our No-Trespassing List. All firearms and any other type of weapons are prohibited. If found, they will be confiscated and possibly turned over to law enforcement. You may also be discharged. Pocket and/or work-related knives are permitted as long as the blade is not over 3 1/2 inches. However, we ask you to secure them and not leave them in plain sight.

Verbal abuse or sexual harassment of any kind toward any resident, staff, alumni, visitor, guest, and/or board member is not permitted. Keep in mind we do employ female staff. Please be respectful.

30. Pornography/profanity

Pornography of any kind is prohibited and is grounds for discharge. This includes websites, movies, tapes, posters, and magazines showing nude people. Attending strip clubs or soliciting prostitutes is forbidden.

Profanity is not a sign of spiritual growth and will not be tolerated. You will receive an infraction if you are heard cursing, and it can and will lead to discharge. Be respectful of all staff and visitors.

31. Gambling

Gambling (including online betting) is not allowed or tolerated, as residents are here to change. Gambling can be an addiction and is grounds for discharge. Casinos are forbidden!

32. Lending Money

Our experience here at Progress House has shown that this creates a number of problems in the House and many times the residents never receive the money they have loaned out. You could be bank-rolling someone's drug or alcohol binge. Progress House has many options for indigent residents. No one is denied food or privileges here at Progress House. This policy of no loaning out money helps a resident to learn one of the most important words in recovery, which is "NO."

If you lend it (money, valuables, car, cd's, phones, etc.) be prepared to lose it!

If a resident is indigent, he may perform details for the other residents for a minimum of \$20.00. This is allowed so that disadvantaged residents can earn some honest pocket money. The rate is \$20.00. If you are offered less than \$20.00 you are being taken advantage of. Don't take it! Get your money first!

33. Plasma Centers

Selling blood at PLASMA CENTERS is PROHIBITED!

In our experience many of the clientele are in active addiction and are there to get quick money for their addiction. This environment puts residents at risk. This “easy money” is not a path to self-sufficiency. Regular work precludes the need to sell plasma. Progress House provides meals, some clothing, bikes, laundry and toiletries for those who are indigent. There is no need to sell plasma while at Progress House. Violation of this policy may result in discharge.

34. Food Stamps

Food stamps are not allowed at Progress House. They serve no purpose other than being traded for money and sometimes drugs. The goal of Progress House is to help men become self-sufficient and we feel food stamps preclude this growth. Men who receive food stamps as part of their disability entitlements see staff for appropriate disbursement. (e.g. wic, children). Violation of this policy will result in eviction.

35. Pets

Personal pets are not allowed.

36. Motorcycles

Please refer to Section 29 for additional rules and registration.

37. Scooters, Mopeds, And Bicycles

Mopeds are best stored locked up in the scooter cage overnight. Gate key is kept at POD. Bicycles should be chained to the interior of the bike cage. Theft is a problem, use a secure lock at all times.



38. Televisions, Room Devices, And Furniture

Progress House understands the desire to have many of the modern conveniences of a home environment. It is important to us that you have a great recovery experience. Due to the sheer number of residents, we cannot allow you to bring in any type of electronic device or furniture. We need to consider being environmentally friendly.

The following is a partial list of the electronic devices and furniture allowed in your room:

- One (1) 32" or smaller television per room (wall or ceiling mounts are not allowed)
- Keep the room furniture the same as when you began your journey here. No additional storage, mirrors, dressers, nightstands, etc.
- One (1) 20" box or equivalent oscillating fan per room
- We discourage the use of laptops; however, up to four (4) per room are allowed
- We discourage the use of video gaming systems; however, only one (1) from each type of platform per room
- Up to 3 power strips with 6 outlets per room (see item #15 Room Cleaning/Housekeeping for strip requirements)
- Unless you are charging an electronic device, all other devices should be turned off if you are not in your room. If we find any device on when you are not present, you will receive only one (1) warning, and if not followed, we will remove it from your room.

Be aware that while we allow DVD and Blu-ray players and gaming systems, our experience has shown that many times these have been stolen from the house by residents who went AWOL.

The following is a partial listing of the electronic devices and furniture NOT allowed in your room:

- No coffee makers (including Keurig)
- No extension cords or daisy-chaining cords
- No refrigerators
- No lamps except clip-type or personal ones
- No additional beds, nightstands, or dressers allowed
- No space heaters
- No halogen lights
- No lava lamps
- No black lights
- No candles or incense



39. House Etiquette - Code Of Conduct

Etiquette can be simply defined as the customary code of polite behavior in society or among members of a particular profession or group. Synonyms include manners, accepted behavior, rules of conduct, decorum, courtesy, and niceties. The following are some social norms we expect you to follow while you are here. These may seem basic, but they will help you in your journey to have that spiritual experience. Remember that in most cases, we need to change everything, including what is considered acceptable societal behavior.



- Shake hands when you meet someone, especially the first time you meet them.
- Make direct eye contact with the person you are speaking with.
- Do not curse, period.
- Be kind to the elderly and ladies, such as opening a door or giving up your seat.
- If you hit or bump into someone by accident, say "I'm sorry."
- Flush the toilet after use and always wash your hands when finished.
- Say 'please' when asking for something and 'thank you' when someone does something for you.
- Call to let someone know if you will be late or are not going to show up for an appointment.
- Don't interrupt someone while they are talking. Wait for them to finish and then take your turn.
- Do not use a cell phone during a conversation, meeting, class, or while eating. Turn it off!
- No texting or making calls during a conversation, meeting, class, or while eating.
- Ask the person leading the meeting or class if you need to use the restroom. Never just get up and leave.
- Do not listen to music with headphones while having a conversation, meeting, in a classroom, or while eating.
- Come to the meeting, class, or an appointment prepared with a book, paper, pen, etc.
- Never read other material during a meeting or during class.
- Do not be rude to the person leading the meeting or class, or to the attendees.
- Arrive at appointments, meetings, and classes on time. If you are late for a meeting or class, apologize and take your seat.

Remember that your spiritual condition is at stake. We are here to help you develop. Please give us the respect we deserve. Your being here is contingent on it.

40. Meeting Etiquette

Several 12-Step Meetings are held at Progress House each week. You may be venturing into a twelve-step meeting for the first time and unsure what to expect or how to conduct yourself. If you are new to 12-Step Meetings, please see item #41, “5 Things to Know Before Your First Meeting,” for tips on navigating those first few meetings.

First, remember that each group you visit is going to do things a little bit differently. Here are some basic suggestions. When we suggest something, think about it in the same terms as telling you to wear a parachute when you go skydiving. These are expectations for the meetings you attend, especially at Progress House. Learning to be a kind and respectful participant of a meeting, even one you may never return to, helps the group uphold its primary purpose: to carry its message to the still suffering member.

1. Avoid cross-talk.

It is generally accepted to avoid cross-talk, which addresses a share at another person rather than the group. When shares are directed to the group, everyone can benefit from the message being offered, and no one individual is singled out. Additionally, members will often try to limit their shares to their own experience, using “I” rather than “you.” Sit quietly and listen to your peers while they share; that is why you are there.

2. Avoid double-dipping.

While each group has its meeting practices, many meetings will observe a spoken or unspoken suggestion to avoid double-dipping, sharing more than once in a meeting. By only sharing once, more people in the group have an opportunity to participate. Also, if you chair a meeting and introduce the topic, you are expected to pass and only share again if there is time left at the end of the meeting.

3. Do not share beyond your experience.

Now is an excellent time to stop sharing your opinion about experiences you have never had. We share our experience, not our advice. Take a moment to reflect on the job you have done managing your own life up to this point. It would help if you got out of the advice-sharing business. An example, if you are attending a meeting and the subject is the 4th Step, writing an inventory, and you have not written inventory ...then pass! There are people in the meeting, including you, that will benefit from hearing from those that have written inventory. Again, do not share beyond your experience. Do you want to share about the 4th Step? Go write inventory and come and tell us about your experience.

4. Limit the ups & downs.

We're not talking about emotional ups and downs, but actual physical ups and downs during the meeting. Get your coffee, take your final smoke break, and make that last run to the bathroom before the meeting starts. Of course, nature may call. When that happens, try to be as the least disruptive as possible when you leave, preferably waiting for the person sharing to finish before getting up.

5. Limit conversation during the meeting.

Sharing in a meeting can be an intimidating or anxiety-inducing experience for a lot of people. Additional chatter or side conversations can be distracting and even harmful to the person sharing and those trying to listen.

6. Be respectful of the meeting topic.

It's generally best practice to stick to the meeting topic when sharing in a meeting. Many groups, however, will offer an opportunity to share at the beginning or end of the meeting if something is threatening your sobriety. These might be called "burning desires," that thing you need to get off your chest. It also helps to arrive early to a meeting or to stay after so you can connect with other group members about ideas or experiences going on in your life at the time.

7. Be mindful of how long you share.

Though certainly not all, many meetings will offer a suggested time limit for how long each person may share. Some meetings may even have a timekeeper. Staying within the recommended time limit allows more people a chance to participate and to have their voices heard. A recommended time for a share is generally between 3 - 4 minutes.

8. Remember what fellowship you are visiting.

Going to a meeting outside of your typical fellowship is a lot like visiting someone else's home. You want to respect their practices where you can. You do not earn extra points by introducing yourself as an alcoholic or an addict. Practice humility and do not use your introduction to brand or market yourself. By doing that, you are setting yourself apart from everyone else, which is part of the problem we must overcome.

9. Limit cell phone use.

It can be hard to step away from the scroll but try to wrap up that last dip into Instagram or Snapchat before the meeting begins and finish up phone calls and text messages. But everyone is aware that emergencies or time-sensitive issues occur and if you need to step out to take a call or respond to a message, then try to do so with as little disruption as possible. Remember, all meeting attendees must silence their cell phones during Progress House meetings. No cell phones are allowed to be used by residents in the dining room under any circumstances.

10. Respect anonymity.

As one of the guiding principles of twelve-step programs, anonymity protects the individual and twelve-step programs as a whole. Each person who attends a twelve-step meeting has a right to have their anonymity observed.

When meetings go sideways, with rants or excessive religiosity, etc., there's a risk of giving a new person in attendance the wrong impression of the fellowship. There is also the chance we have cheated someone who needed a meeting from hearing the message they needed to listen to stay clean or sober for that day. We all have a responsibility to steer our meetings back to order, firmly and kindly, for the good of the attendees and the fellowship.

Learning to put others first at 12-Step meetings and abide by the customs and traditions of the group and fellowship has shown to be most helpful to all and is an excellent practice for growing less self-centered and more focused on the needs of people around us. Most twelve-step meetings are warm and inviting spaces. If something doesn't make sense or you have a question, ask. Everyone was new once, and most people at meetings are more than willing to help answer questions or provide insight into how the group runs. Your presence at the meeting is important, and the group wants you there.



41. Noise And Loud Music

Disturbing noise, music, or loud conversations are prohibited. The rights of fellow residents need to be respected. Please be respectful of others who live, work, and visit here. This includes the use of vulgar, offensive, crude, or foul language. Use of the "F - WORD" should not be a part of your ordinary vocabulary. If you use it be prepared to face the consequences. The volume of televisions and radios are not to be heard from outside your room.

PLEASE DO NOT SLAM DOORS!

42. Visitors

Visitors, family, significant others, twelve step members: Visitors are to sign in when they arrive and sign out when they leave. Family visiting is permitted on Saturdays and Sundays, 1:00 p.m. – 6:00 p.m. Visitors are only allowed to go to the second floor with Staff approval. Under no circumstances are visitors allowed to be in any of the rooms. This is grounds for immediate eviction. Should someone need to see you outside of visiting hours, please stop at the desk and make arrangements with on-duty Staff.

43. Gossip And Rumors

Recovery requires first of all accountability, responsibility, and rigorous honesty. Gossip perpetuates game-playing and old behavior.

Rumors need to be self-addressed in the staff-directed community meetings. It is better to bring the rumor to group and find out the real truth rather than perpetuate half-truths, misconceptions, and falsehoods.

Covering for someone or lying for them will result in severe consequences leading up to and including discharge.

44. House Details

Details are posted weekly. You will be assigned a detail. Details may change, check the list daily. There also is a team leader that you may ask for assistance if you have any questions about your detail. He will also instruct you on where to find supplies and the necessary tools to form your detail. The residents are rotated on a regular basis. New Phase II Residents will remain on details until they are reassigned.

45. Vans

Progress House has a multi-passenger van that can be used for Progress House sponsored events and functions. This includes taking men to outside 12-step meetings. Due to insurance the van can only be driven by Progress House authorized drivers. Smoking is never allowed in the van. If a group of men are returning from a Progress House authorized trip, the van can make one, and only one, stop at a convenience store or gas station. Please don't abuse this privilege.

46. Valuables

Progress House will not be responsible for any lost or stolen property of individuals. Each person is responsible for his/her own belongings and valuables, including money. Progress House residents are discouraged from having large sums of money, laptops, or expensive jewelry in their rooms or on-site.

47. Security Cameras

Cameras are located in several strategic locations throughout the common areas and property. They serve as protection and deterrents from vandalism, theft, and other security concerns. The cameras are a means to facilitate safety and security at the House without infringing on residents' privacy.

48. Discharge Procedure

When it comes time for you to discharge from Progress House and you're ready to get on with your life, please make arrangements to have a discharge/exit interview with staff. Exit interviews are mandatory for a successful completion of your program. Completing this interview allows you to evaluate your stay here and provide us with feedback on what we did right and wrong. It is also traditional the week before a resident successfully moves out that he address the community during the Community Meeting. This allows you the opportunity to thank the House and the residents for their participation in your Recovery.

If any resident who is successfully or unsuccessfully discharged leaves their belongings behind, we will hold them for 24 hours and then donate them to local charities. Progress House is not your storage unit.

49. Check-out Procedure

The day you actually check out your personal belongings, notify staff or let the POD know you are leaving that day so they can take care of your linens and other things in your room that need to be cleaned.

50. Evacuation Plan

Every resident needs to become familiar with the emergency evacuation plan for the Progress House located on the back of each resident's door.

Disaster plans are located in the POD office. There is a fire extinguisher marked on the evacuation routes in every hallway and posted throughout the house. If you have discharged an extinguisher, immediately contact staff or the POD so that we may have it refilled.

51. Fire

Immediately call 911. Notify house staff. Follow evacuation route procedures that are posted throughout the house.

52. Medical Emergency

Call 911 or go to the Emergency Department at either Methodist or Eskenazi Health Hospitals. These are the two closest hospitals to the Progress House. Notify Progress House staff as soon as possible. The Administrator or Manager's cell phone numbers are available from the person at the front desk POD.

53. Tornadoes

Evacuation Plan:

See section. Evacuate to 1st floor east.

554 Work Schedules

These are due every Sunday at noon. ALL residents must submit and accurate and specific work schedule on a weekly basis. This schedule must be approved by staff.

2nd and 3rd shifts are strongly discouraged for your entire stay and require staff approval. Remember that you are not permitted to work at all during your first two weeks.

During Phase I, you can only work part-time—up to 20 hours per week.

During Phase II, you can work full-time—up to 40 hours per week.

55. Lockers

We provide a locker and a combination lock as a privilege. In order to maintain this privilege, you need to comply with the following guidelines:

A. you are to keep your combination private, do not give out your locker combination to another resident.

B. you are to use your locker to store valuables.

C. your locker is not storage for any perishable food. If perishable food is found in your locker it is an dischargeable offense, no different than having food in your room.

If you aren't sure about storing an item in your locker, PLEASE ASK STAFF.

Lockers are meant for personal valuables such as jewelry, money, credit cards, etc.

Again, if you are uncertain about whether or not you should store something in your locker, please ask a staff member.

56. Sign Out

Sign out with the POD when working late. To qualify for a late plate, you must sign up on the late plate list in the kitchen by 4:00 p.m. Late plates are only served for those with later work hours approved by Staff.





Aspire Indiana Health

PROGRESS HOUSE

We're glad you are here! We have been helping men Recover for over 60 years. Where there is Progress there is Hope!



Please sign the Handbook Review Agreement and turn it into Staff.

201 Shelby Street, Indianapolis, Indiana, 46202 www.progresshouse.org (317) 637-9816

Handbook Review Agreement

Policy agreements with additional details will be distributed in House Orientation. These agreements are to be signed and turned into staff. A copy will be provided to you upon your request.

I have read, understand and agree to abide by the rules and conditions of this handbook.

Resident Signature: _____

Date: _____/_____/_____

Big Brother Signature: _____

Date: _____/_____/_____

Staff Witness: _____

Date: _____/_____/_____

Progress House Records Copy



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