



Tranquil Ways
Living, Lasting Recovery



HOUSE RULES

Located In The Heart Of The Philadelphia Area

www.tranquilwayshouse.com

Vision Statement

Our vision is that every individual seeking long-term, sustainable recovery has access to a high-quality sober living environment dedicated to fostering an atmosphere of recovery.

Mission Statement

Our mission is to provide every client with a high-quality sober living environment that supports sobriety through structured programs. These programs cultivate the skills necessary for long-term recovery and eventual transition to independent living.

What We Offer

Tranquil Ways Supportive Housing offers clients an affordable, clean, and structured living arrangement that fosters recovery.

Important: All clients must read and sign off on these program rules upon acceptance into housing. Please refer to them whenever in doubt about an issue. For further clarification, questions can be addressed with the resident manager or brought up during the next house meeting. Resident house meetings are held on the 2nd and last Monday of each month.

Maintaining Sobriety

Maintaining sobriety is critical to the success of each individual and the recovery residence. For the safety and well-being of the community, it is imperative that participants, along with visitors, family members, and friends, remain abstinent from alcohol and drugs while on the premises. Any substance use jeopardizes the well-being of everyone in the residence. Residents are required to remain 100% abstinent during their stay.

- **Relapse Policy:** If a resident drinks or uses substances during their stay, they will be required to attend a stabilization program (detox or residential treatment) before returning to the residence.
- **Participation in Outpatient Programs:** Tranquil Ways is a community dedicated to healing. All participants must engage in an outpatient program as recommended by their treatment assessment. This may include PHP, IOP, or individual counseling.

- **Peer & Community Support:** Participation in peer support programs is mandatory, with each resident required to attend at least 3 meetings or gatherings per week. Approved programs include 12-Step meetings, SMART Recovery, Double Trouble, Dharma Recovery, Celebrate Recovery, Church, CPS/CRS meetings, etc. Residents unsure about a program's qualification should consult with the resident manager.
- **Drug Testing:** Drug tests will be administered weekly or if there is reasonable suspicion of use. Breathalyzers may be utilized for suspected alcohol use. Residents must complete drug tests in the presence of the house manager or designated staff. Refusing or failing a drug test will be treated as a failed screen. In case of relapse, the resident will be assisted in finding a stabilization program and may return upon completion.
- **Medication Management:** All prescription medications must be reported to the resident manager. Medications must be taken exactly as prescribed. Any deviation, such as taking more or less than the prescribed dosage, will be treated as substance misuse and require stabilization. Medications should be kept locked up when not in use, and diabetics should handle syringes discreetly. Any changes to prescribed medications must be reported to the resident manager immediately.
- **Prohibited Substances & Behavior:** No alcohol, drugs, paraphernalia, or suggestive material are allowed on the property. Residents are expected to behave responsibly, which includes treating others with dignity, actively participating in their treatment, maintaining employment or volunteering if unable to work, paying rent on time, following all program rules, and contributing to the household with chores.

Resident Expectations

- Treat others with dignity and respect.
- Respect personal boundaries.
- Collaborate and work together to foster a recovery-focused environment.
- Share and maintain communal resources and spaces, including the washer/dryer, TV, kitchen, etc.
- Follow the Golden Rule: "Treat others as you would like to be treated."

Rent

Rent can be paid by check, money order, or debit/credit card.

- **Move-in Costs:** A \$75 application fee and the first week's rent (\$275 total) are required at the time of move-in.
- **Weekly Rent:** The standard rent is \$200 per week, or as adjusted by the program manager. Rent is due by Friday at 7 PM each week. A \$35 late fee will be charged for late payments unless an extension is arranged with the house manager. Failure to pay rent on time or arrange a payment plan will result in discharge from housing. There are no refunds for payments made.

New Residents

New residents must maintain full-time employment (30+ hours per week), be a full-time student (14+ credit hours per semester), or participate in full-time day treatment. Those with legal disability status and unable to work must complete 20 hours of documented community service per week. Assistance will be provided to help new residents comply with these requirements, but failure to meet them within 30 days may result in discharge from the program.

- **Adjustment Period:** New residents will have a 14-day adjustment period to get accustomed to the rules and house procedures. During this time, they must remain in the house unless at work or treatment or accompanied by a senior house member or with approval from the resident manager.

Employment Restrictions

Residents are not permitted to work in the following types of establishments:

- Casinos/gambling establishments
- Sex shops, strip clubs, or pornography stores
- Stores selling drug paraphernalia

For any questions or uncertainties, residents should consult with the resident manager.

Vehicle Policy

Each resident is allowed to have only one vehicle at the house.

House Meeting

Each resident is required to attend a weekly house meeting. These meetings are held every Sunday. Residents are allowed to miss no more than one house meeting per calendar month due to work or special circumstances, and the house manager must be informed in advance of any planned absence.

Curfew and Guests

Curfew Guidelines

- **Residents enrolled in IOP or OP (not on adjustment period)** must spend at least 6 nights per week in the house, between **10:00 PM and 5:00 AM**. Residents cannot stay out for more than 1 night per week unless under special circumstances and with prior approval. Upon returning, residents will be drug tested.
- **Curfew Hours:**
 - **Sunday to Thursday:** Curfew is **12:00 AM**.
 - **Friday and Saturday:** Curfew is **1:00 AM**.
 - **For clients in a partial hospitalization program (PHP):** Curfew is **10:00 PM** every day of the week. Any exceptions must be approved by the resident manager.

If a resident cannot meet the curfew due to work or other legitimate reasons, they must notify the resident manager in advance. Residents who work evenings or weekends may speak with the resident manager to request an adjustment to their curfew as needed.

Guest Guidelines

Residents are responsible for their guests and their actions while on the premises.

- **Guest Conduct:** Guests should never be left unattended in the house and must abide by all house rules. Guests under the influence of drugs or alcohol are strictly

prohibited. Additionally, individuals with a history of substance use disorder must be abstinent for at least 30 days before being allowed on the property.

- **Guest Restrictions:**

- Guests must leave the residence by curfew.
- No romantic relationships or sexual activity are allowed in the house.
- Guests are allowed only in **common areas** or your personal bedroom (with permission from your roommate) but must not be left unattended if you have a roommate.
- Guests should not be left unattended for more than **15 minutes**.
- Residents must meet guests at the door upon their arrival.
- The **washer and dryer** are for house use only and should not be used by guests.

Quiet Hours

Quiet hours are in place to ensure all residents can rest and enjoy a peaceful environment.

- **Sunday through Thursday:** Quiet hours are from **10:00 PM to 8:00 AM**.
- **Friday and Saturday:** Quiet hours are from **11:00 PM to 8:00 AM**.

During these hours, please limit activities that could disrupt others, including loud music or social gatherings.

Chores & Cleanliness

Every resident is responsible for maintaining a clean and organized environment at Tranquil Ways. This includes cleaning up after yourself, keeping common areas tidy, and completing your assigned chores in a timely manner.

- **Clean as You Go:** Residents are expected to leave each room in the same or better condition than when they entered. This includes:
 - Cleaning up the kitchen (stove, sink, counter, table, etc.) after preparing food.
 - Rinsing dirty dishes and loading the dishwasher.

- Putting away items after use.
- Moving furniture back to its original position.
- Throwing away trash.

You are required to clean the kitchen within one hour after use. If the house manager has to complete your chores, there will be a **\$20.00 fee** for their service.

The following behaviors are unacceptable:

- Leaving dirty dishes in the sink.
- Leaving personal items (shoes, coats, etc.) in public areas of the house or yard.
- Leaving clothes or towels on the bathroom floor.
- Leaving the stove dirty after cooking.
- Leaving laundry in the washer/dryer or a dirty lint filter.
- Littering the yard with cigarette butts or trash.
- Placing trash next to a full trash can. If it's full, take it out!

The following behaviors are acceptable:

- Storing a few personal items in the bathroom cabinets.
- Keeping DVDs or personal belongings in the living room (with house approval).
- Storing personal dishes or food in the kitchen (using a reasonable amount of space).

Chore Assignments

Each resident will be assigned chores on a rotating schedule. Chores must be completed by **Sunday before midnight** each week, with vacuuming done between **9:00 AM - 9:00 PM**.

- **Chore Inspections:** The house manager will inspect chores once completed.
- If the house manager asks you to redo your chores, you must comply or risk being discharged from the program.
- If you know you'll be unavailable to complete your chore, you may arrange for another house member to cover it.

Daily Kitchen Detail

Residents will rotate daily kitchen duties, which include:

- Wiping down countertops.
- Sweeping and mopping the kitchen floor.
- Taking out trash (including bathroom trash) when full.

Kitchen detail must be completed between **7:00 AM - 11:00 PM**.

- **Cleaning Supplies:** Mops, buckets, and other cleaning supplies should be rinsed and left in usable condition after each use.
- **Appliances:** Ensure appliances (stove, coffee maker, etc.) are turned off after use to prevent fire hazards.

General / Miscellaneous

- **Smoking, Vaping, and Tobacco:** Smoking, vaping, and using tobacco products is not allowed inside the house. These activities are only permitted in the designated outdoor area at the back of the house. Cigarette butts must be disposed of in the appropriate containers—no littering.
- **Maintenance and Damage:** All maintenance issues or damage to the house must be reported to the house manager or owner as soon as possible. If you break something, you are responsible for fixing or replacing it. Failure to do so may result in discharge from the program.
- **House Manager Access:** The house manager and owners reserve the right to enter any room at any time if there is reasonable cause to do so. Efforts will be made to respect residents' privacy, including knocking and announcing their entry. Please refrain from any behavior you would not want others to witness.
- **Entering Another's Room:** No resident is allowed to enter another resident's bedroom without permission. If necessary, such as preventing a hazard, the house manager or another house member must accompany the person, and the resident should be notified as soon as possible. Theft of property or food will result in immediate discharge and a report to the police.

- **Prohibited Activities:** The following activities are strictly prohibited on the premises:
 - Gambling
 - Prostitution
 - Possession, sale, or purchase of stolen property
 - Operating a business
 - Giving or receiving tattoos or piercings
 - Pets
 - Viewing pornography in public spaces or on house TVs
- **Conflicts:** Any unresolved conflict between residents should be brought up at the bi-weekly house meeting. Conflicts should not be allowed to fester and disrupt the house environment. The ability to solve problems in a healthy, constructive manner is crucial for recovery.
- **Lending Money:** Lending money between house members is strongly discouraged. Financial disputes can strain even the closest relationships, so it's advised to avoid lending or borrowing money.
- **Thermostat and Utilities:** The house thermostat should be kept between **68°F and 75°F**. If you require additional heating or cooling devices, such as a personal heater or AC unit, a monthly fee of **\$75** will be charged. Discuss this with the resident manager. Payment is due with your rent on the first of the month.

Behavior

Tranquil Ways is a community dedicated to recovery. Residents are expected to be considerate, respectful, and actively support each other. Everyone is required to participate in house business and activities.

- **Outpatient Participation:** If you are attending outpatient programming, it is mandatory to attend all scheduled sessions or notify outpatient staff in advance if you must miss one. A positive and cooperative attitude is required when interacting with outpatient staff.

- **Disruptive Behavior:** Any behavior that disrupts the house environment or interferes with others' recovery will not be tolerated and may result in discharge. Examples of disruptive behavior include:
 - Ongoing conflicts, uncooperative behavior, lying, or stealing
 - Entering another resident's room without permission
 - Using others' food or personal items without consent
 - Aggression, threats, or physical violence toward house members, guests, or neighbors
 - Excessive profanity during disputes
 - Interfering in another resident's personal life
 - Not completing chores, missing house meetings, or breaking house rules
 - Arguing with the resident manager
 - Lack of active participation in recovery

Behavioral Contracting

Behavioral contracts aim to help residents develop the skills necessary for recovery and life. Adjusting to a recovery-based lifestyle can be challenging and uncomfortable, but these contracts are designed to address behaviors that disrupt the house environment.

Residents may be placed on a behavioral contract for the following reasons:

- Failure to complete assigned chores
- Tardiness or absence from resident meetings
- Missing mandatory support group meetings
- Violating curfew
- Unexcused absences from the house
- Lack of employment, schooling, or community service
- Non-compliance with outpatient programming
- Late rent payments

- Leaving personal items in common areas
- Repetitive behavioral issues such as fighting, arguing, or using others' belongings without permission
- Not cleaning up after yourself (e.g., dishes left in the sink, messy common areas)

Failure to comply with the terms of a behavioral contract may result in discharge from the program.

Discharge from Program

Residents may be discharged from the program for failing to comply with house rules or behavioral contracts. If a resident is found to be under the influence and refuses treatment (such as detox or residential care), they will be given **two hours** to pack their belongings, contact a family member, counselor, sponsor, or Uber, and leave the premises.

- **Assistance Leaving:** The resident manager will request the resident's car keys and help arrange transportation (e.g., Uber or a family member). If the individual attempts to drive under the influence or poses a danger to themselves or others, the resident manager is required to call the police. In cases of severe intoxication, paramedics may be called.
- **Emergency Contact Notification:** The resident's emergency contact will be informed of the situation. Personal belongings left behind will be stored in the basement for **10 business days** before being donated to charity.

Grievance Process

At Tranquil Ways, we are committed to maintaining a respectful and supportive environment. If you have a concern or issue, we encourage you to follow the steps below to resolve it:

1. **Discuss the Issue:** First, try to address the concern directly with the person involved. Open and respectful communication is key to resolving many issues.
2. **Submit a Formal Grievance:** If the issue is not resolved through direct discussion, you may submit a formal grievance using the form below.
3. **Complete the Form:** Fill out the grievance form completely and clearly. This helps us understand the issue and respond appropriately.

4. Submit the Form:

- Email: Send the completed form to tranquilwayshouse@gmail.com with the subject line: "Grievance Submission."
- Mail: Alternatively, you can mail the form to:
Tranquil Ways LLC C/O
15 Perlman Dr Ste 120
Spring Valley, NY 10977

5. Acknowledgement and Response: Please wait up to 48 hours for acknowledgement of your grievance. We will review the details and work towards a resolution.



Grievance Form

Client's Name: _____

Date: _____ / _____ / _____

Nature of Grievance:

Please describe the issue in detail:

Including relevant dates, persons involved, and any attempts made to resolve the issue.

Desired Resolution:

(What outcome or resolution are you seeking?)

Additional Comments:

(Any other relevant information you wish to provide.)

Signature: _____

➤ Daily Chores



Kitchen:

- Wipe down all counters and appliances
- Empty trash

Common Area:

- Wipe down and straighten all furniture and fixtures

Grounds:

- Pick up sticks and any trash on grounds
- Empty ashtrays
- Shovel and salt sidewalk/driveway during snow or ice

Bathroom #1, Bathroom #2, Bathroom #3:

- Restock toilet paper
- Sweep the floor
- Empty trash if needed
- Wipe down the sink and clean the mirror

Floors:

- Sweep all hard surface floors (dining room, kitchen)

Laundry:

- Sweep or vacuum floor and hallway
- Wipe down machines

➤ Weekly Chores

Kitchen:

- Deep clean microwave, coffee maker, oven, and refrigerator

Common Area:

- Dust all furniture and fixtures
- Vacuum all upholstery and floors
- Take out the trash

Grounds:

- Mow grass (seasonal)
- Rake yard (seasonal)

Bathroom #1, Bathroom #2, Bathroom #3:

- Deep clean the entire bathroom (scrub toilet, sink, tub, and shower)
- Sweep and mop the floor
- Empty trash
- Clean mirror

Floors:

- Sweep and mop all hard surface floors using appropriate cleaner
- Vacuum area rugs
- Shake out/sweep mats

Laundry:

- Sweep and mop or vacuum floor and hallway
- Empty dryer lint filter
- Wipe down machines



➤ *Emergency Contact Sheet*



FOR EMERGENCY SERVICES:

Dial 911

Suicide Prevention & Crisis Hotline:

1 (800) 273-8255

Police (Radnor Township):

(610) 688-5600

Fire & EMS:

(610) 687-3245

Bryn Mawr Hospital:

(484) 337-3000

Paoli Hospital:

(484) 565-1000

PECO (Electric Company):

1 (800) 841-4141

Poison Control:

1 (800) 222-1222

Water Department:

(877) 987-2782

ProVive Wellness:

(610) 947-0800

489 Devon Park Drive, Ste 306

Wayne, PA 19087

Resident Manager (Hardy):

(835) 238-5461

738 River Rd

Bridgeport PA 19405

Client Acknowledgment Form

The resident handbook describes important information about The Proville Wellness Supportive Housing. Since the information and guidelines described here may be subject to change, I acknowledge that revisions to the handbook and guidelines may occur. I understand that Proville Wellness Supportive Housing may supersede, modify, add to, or eliminate existing guidelines.

I have received these guidelines and reviewed them with the resident manager. I acknowledge that I understand them, and that it is my responsibility to comply with the guidelines contained in this handbook, including any revisions made to it.

- CLIENT'S NAME (printed): _____
- EMERGENCY CONTACT: _____
- EMERGENCY CONTACT PHONE NUMBER: _____
- CLIENT'S SIGNATURE: _____
- WITNESS NAME (printed): _____
- WITNESS SIGNATURE: _____
- DATE: _____
- PAYMENT RECEIVED: YES / NO **AMOUNT \$** _____





Tranquil Living, Lasting Recovery

We partner with Proville Wellness to ensure that our residents have access to comprehensive, holistic care that addresses both mental health and substance use. We believe in treating the whole person, integrating physical, mental, and emotional support to promote lasting change.