



# Client Agreement & Client Responsibilities

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## **Exodus provides clean, safe, independent living for individuals seeking recovery**

1. Exodus Community Services, Inc.: 501(c) (3) Non-Profit organization. Entering into this agreement with an individual for the purpose of providing them with drug and alcohol-free housing, and 12-step program support. Exodus Community Services, Inc. may hereafter be referred to as "Exodus" within the context of this contract and / or the Client Application.
2. Client Application: Binding document by which the lodging agreement between Exodus and an individual may be entered. This application shall contain an individual's personal information, as well as background information, as deemed necessary by Exodus. Any information provided by the individual on this document will be used to assess the individual's current status, mentally, physically, and emotionally, as well as determine the individual's compatibility with our program (defined below). This document may hereafter be referred to simply as "application", or individually appropriate as, "his application", "her application", or "their application" within the context of this contract and / or the Client Application.
3. Client: Individual(s) entering into a lodging agreement with Exodus, for the purpose of obtaining drug and alcohol-free housing, and / or 12-step program support. A client may hereafter be referred to as a "Client" within the context of this contract and / or the Client Application.
4. Meeting: A 12-step or spiritually-specific event, typically in a group setting, an individual will attend to learn about themselves and addiction, or to progress with their spirituality. A "meeting" may include: bible study, church service, sponsor appointment, 12 step meeting, or house meeting.
5. Program: A 12-step oriented process by which clients learn about addiction, obtain tools to cope with their problems, and learn proper ways of living. A program is inherently specific to a client, and therefore may be referred to as "their program" or "his or her program" as well as "a program" within the context of this contract, and / or the Client Application. "The program" or "our program" within the context of this contract and / or Client Application refers to general expectations of the client, as outlined within the aforementioned documents. An Exodus specific program outline can be found within the document titled "Program Format" for phases 1, 2, and 3 respectively.
6. Phase: Specific progression of a client's program within Exodus. Each "phase" will have different requirements and participation expectations. Participation expectations can be found within the document titled "Program Format" for each phase, 1, 2, and 3. Requirements for each phase are outlined within this contract.

## **Policy & Procedures:**

### **Responsibility of Exodus Community Services**

Exodus Community will provide a safe, structured, substance and alcohol-free environment where one can



start the process of recovery. Exodus holds a zero-tolerance approach with the use of any illegal substance.

THIS AGREEMENT, entered between Exodus and the Client, regarding clean living residency at one of Exodus' recovery homes, includes the following conditions:

The Client, as named on his or her application, understands and acknowledges that the program is an alcohol and drug-free shared housing property managed by Exodus. The Client resides in the capacity of a lodger, sharing a housing unit, and not as a tenant with rights or possession of space exclusively. The Client agrees to pay all program fees of \$120.00 per week or \$480.00 per month, as agreed upon by both the client and Exodus during the intake process. Weekly program fees are due every Friday by 5:00pm.

Monthly program fees are due by 5:00 on the first Friday of the month. Refunds are given on a prorated basis.

The Client agrees to participate, and abide by the policies and rules. The Client agrees to vacate the shared accommodation when the rules are violated. The following house policies are to be observed by all Client. These policies have been set forth to maintain a clean, safe, and healthy living environment for those in recovery. Our goals are to help each Client attain their goals of self-sufficiency by staying clean and sober, and finding and maintaining employment.

#### **Complying with terms of this agreement.**

Client are expected to comply with the terms of this residency agreement and requirements. Client will be expected to participate in activities to improve life skills, support independent living and promote recovery including attending 12 step groups, self help groups, or another program to support recovery which may include job training or searching for work.

#### **Client Rights, Privacy:**

1. The addresses of our men's homes are published, and publicly accessible. Clients are allowed to receive mail at our homes during their stay with us. Upon leaving our residence, you must submit a change of address with the Postal Service as soon as possible. Exodus is not responsible for any of your mail after you leave.
2. Client are not allowed to enter another Client room without their permission, and the resident must be present. Manager's rooms are completely off-limits unless the manager is present. Client have access to all other living quarters.
3. A client's billing agreements will not be discussed with other Client.
4. A client's housing concerns will not be discussed with other Client, unless deemed appropriate by a manager.

#### **Client Rights, Environment:**

1. Every client has a right to a quiet, peaceful environment in which to pursue a 12-step program. Any action preventing this must be addressed by management.



2. Threats, intimidation, or violence is absolutely **not** tolerated. Any of these will result in an **immediate** dismissal from the program and notification to any appropriate supervising agencies.
3. Each client may practice cultural, religious, or spiritual customs of his or her choosing. Do not impose your beliefs on others, or try to recruit anyone for your religion. Actions involving smoke or fire are **not** to be performed in any of our homes.

#### **Client rights:**

Visitation Rights - Client can see family members, children (with supervision), friends, court representatives and federal and state government representatives. Personal Property Rights - Client can keep and use personal property that they bring to the Premises. Clothes and personal possessions are common examples.

Right to Equal Treatment - Client have the right to fair and equal treatment while in the home. Fair and equal treatment for Client means applying all rules and regulations of the sober living the same regardless of the Participant and not singling out Participants.

Right to Rules and Information - Client have the right to receive a copy of all rules and regulations.

Right of Enjoyment of the Premises. Client have the right to enjoy the premises.

Right to Privacy - Client have a right to privacy in their space and communications with family members and other visitors with the exception of those listed on the emergency contact list and authorization to release information.

Right to File Grievances - Client have the right to file grievances. They also have the right to be free of retaliation for filing grievances.

Right to Review Inspection Reports - Client have the right to review the most recent certification or licensure and all Company policies upon request.

#### **Client Responsibilities:**

1. All Participants of the Exodus Community Services Inc. are required to attend anonymous meetings (AA, CA, HA, Celebrate Recovery, SMART) and provide documentation of attendance by chairperson of each meeting. Documentation to be turned in weekly and placed in Client file.
2. All Participants are required to meet with their sponsor on a weekly basis.
3. All Participants are required to remain clean and sober.
4. All Participants are required to attend Back to Basics and/or Step meetings.
5. All Participants are required to adhere to All Houses Rules detailed in the Client Orientation Package.

1. **Curfew:** You are to return to the house before curfew, as defined within each Phase (see below). Failure to do so may result in a dismissal from our program.
2. **Noise Levels:** We ask that you respect your fellow Client and play radios and televisions at a reasonable volume level.
  - a. Headphones are not allowed in community areas, to prevent isolation.
3. **Smoking:** Absolutely **NO** smoking in our houses, due to insurance liabilities.

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4. **Pets:** Client are not allowed to keep pets on property. Visitors may bring them, but only at the discretion of your house manager.
5. **Visitors:** Visitors are to remain only in community areas. Under no circumstances are visitors allowed in bedrooms. Visitors are allowed to stay for one hour.
6. **Sanitation:** Program participants have the right to live in a clean and welcoming environment. Client will keep the premises clean at all times, and upon discharge will leave the premises in as good condition as when this agreement was entered.
  - a. Each Client is required to eat food in common areas, and wash their own dishes immediately after eating.
  - b. Client are responsible for cleaning of all community living areas, such as, kitchen, bathroom, living room, den, patios, backyard & grounds, and laundry room.
  - c. All Client are assigned a house chore, and / or kitchen night.
7. **Sexual Activity:** No sexual activity in the house or on the grounds at any time.
8. **Drug or Alcohol Use:** Occupancy is made available on the strict understanding that the house is to be, at all times, drug and alcohol free. Alcohol and illegal drugs are not allowed on program premises nor is K-2, Spice, and the many synthetic marijuana products. Medical marijuana patients will not be allowed entry into the program. Methadone and Suboxone patient entries are to be approved by the Program Director (see below).
  - a. Guests of a Client who are under the influence of any type of mind-altering substances are not permitted, at any time on the grounds.
  - b. Buying or selling drugs or alcohol on property is grounds for immediate dismissal, and possible exemption from future program entry.
  - c. Client found to have knowledge of other Client using or drinking, and not coming forward with the information are equally guilty, and may be asked to relocate.
9. **Medication:** The program does not dispense medication, but you are required to submit a medication log to the house manager and secure medication in locker provided by Exodus. Non-prescription medications or supplements are not required to be secured, but still need to be treated with care. Our policy prohibits abusing medications.
  - a. Sharing or selling medications to other Client is grounds for immediate dismissal, and possible exemption from future program entry.
10. **Methadone / Suboxone:** Any incoming Client undergoing maintenance treatment on these medications must be specifically approved by the Director.
11. **Dress Code:** All Client must be properly attired in the common areas. No "bare chests" are allowed, and Client are required to have sandals or shoes in community areas at all times.
12. **Pornography:** No pornography is allowed in the house at any time.
13. **Alterations to Property:** Client may not make any alterations to the property due to Exodus' lease agreement with the property owners. This includes installation or changing of paneling, flooring, built in decorations, partitions or railings, shades, blinds, window guards, in or outside of the premises, or drilling or attaching anything to the floors, walls or ceiling.
  - a. Client may not bring in any dish washing or clothes washing equipment, water filled furniture, or a coffee pot into the bedroom.



14. **Vehicles:** To operate and/or park a motor vehicle while residing at the facility, a valid driver's license, proof of insurance and registration are required.
  - a. Non-running vehicles are NOT allowed to be parked at any of the residential facilities, and WILL be towed at your expense.
15. **Weapons:** No weapons of any kind are allowed on premises.
16. **Probation / Parole:** If you are on probation/parole or supervision of any kind, you must be honest about this on your application. You must provide your parole or probation officer's name and phone number. You are also required to inform your house manager of any changes.
17. **Service Fees:** Weekly service fees are due on Friday, and monthly service fees are due on the first Friday of every month. If an emergency or hardship occurs, please inform your house manager so you can agree on options for repayment of the service fees that are past due. **Refund of prepaid fees are subject to management approval and is calculated by unused weeks.**
18. **Payment Plans:** Payment plans will be written for Client that are \$300.00 or more behind in- s e r v i c e fees. They will be written by the house manager and the client together. Once Client agrees to the Payment Plan the document will be signed and enforced.
19. **Refund policy.** Client have a right to have their fees refunded on a prorated bases based on last day of occupancy.

#### **Additional Requirements / Information:**

1. **Activity / Work Plan:** We require all Client to participate in service work around the house. You will be given a house chore and / or kitchen night, and there will also be weekly duties as deemed necessary by your house manager. The idea is to give back to our community
2. **Community Service:** Client can participate in community service at each property if approved by parole/probation officer. House manager will supervise and sign off on all work.
3. **Curfew Extensions and Passes:**
  - a. A curfew extension will not be granted until you have been residing with us for 4 weeks.
  - b. You must provide written request, 3 days in advance.
  - c. An overnight pass requires a written request, 7 days in advance.
  - d. One overnight pass must be completed before a 48-hour pass will be given.
  - e. A 48-hour pass also requires a written request, 7 days in advance
4. **Sleeping:** Client are required to sleep in their bed, not in the living room. Sleeping during the day is discouraged, **especially if you are unemployed and should be seeking work.**
5. **House Activities:** All Client are asked to participate in all house activities including weekly house meetings, group sessions, Exodus events, and weekly housekeeping duties.
6. **Curfews:** Client curfews are as follows: **Phase 1 – 5:30 pm, every day. Phase 2 – 8:00pm, Sunday thru Thursday; and 10:00pm, Friday and Saturday. Phase 3 – no curfew.**
7. **Meetings:** Meeting attendance requirements are as follows: **Phase 1 and Phase 2, 5 (five) 12-step oriented meetings per week. Phase 3, 1 (one) house meeting per week. Program graduates not in a Phase 3 house are required 3 (three) 12-step oriented meetings per week.** Client with meeting



attendance slips will turn them in to the house manager at weekly house meetings.

8. **Sponsors:** Client are required to obtain a 12-step sponsor, and begin step work. For clarification on sponsorship or step work, please see your house manager.
9. **House Liability:** Exodus is not liable for any personal property during or after a Client discharge from a house. Please limit what you bring. There are no locks on the interior doors.
  - a. Exodus provides wall mounted safes with a digital combination.
  - b. Exodus will dispose or donate your personal property 10 days from discharge date, if not picked up by Client or authorized party. A written notice by Client must be submitted to the house manager
  - c. upon departure for anyone else to pick up personal property.
10. **Notification of incident:** Client agrees that the emergency contact listed will be notified if any of the below occur;  
if the individual: Dies while a Client of the sober living home, has an illness or injury that requires immediate intervention by an emergency medical services provider or treatment by a health care provider. Appears to be incapable of handling financial affairs, or Is not complying with the residency agreement.

#### **Phase 1 Program Requirements:**

1. You are a self-described addict or alcoholic.
2. You have not been convicted of arson.
3. You have not been convicted of a sex crime.
4. You have discussed your current situation with a house manager and Intake Coordinator and has filled out an application.
5. Most importantly, you want help.

#### **Phase 2 Program Requirements:**

1. You have shown a willingness to change and learn a 12-step program
2. You have obtained sustainable employment.
3. You have been attending your required meetings, and attending in house functions.
4. You have obtained a sponsor, and begun your step work.
5. You have discussed moving on to this Phase with the Intake Coordinator.

#### **Phase 3 Program Requirements:**

1. You are a graduate of our program (See below for requirements).
2. You have discussed moving on to this Phase with the Program Director.
3. Provides mentorship for new Client.



### **Client voluntary termination of residency**

Client at any given time may terminate their residency with Exodus for any reason; including failure of Exodus to adhere to its program description.

### **Refund Policy**

\*Participant has the right to obtain a refund from Exodus in the event participant leaves or moves to any location the participant chooses. \*Refunds will be calculated based on number of days in program and do not carry any additional fees.

### **Personal Property**

Any personal property that is on the premises is the responsibility of the Client. Exodus is not liable for any lost or damaged items that were brought in while a Client of the organization.

Exodus will carefully box up any items left behind and place in a secure storage for 2 weeks. Every attempt will be made to contact Client and or family members to gather items left behind. After 3 weeks (21 days) Exodus will donate property to a local charity.

### **Consequences for loss of sobriety:**

Exodus believes that not all is lost in the event of a relapse. If a participant drug/alcohol screen is positive then Exodus will give participant the opportunity to go to an outside testing facility (paid by Exodus) to confirm Client' results. This step is not required by the Client.

Exodus will assist in placing Client in various other facilities, including offering transportation to Detox or inpatient facilities of the Client desires.

### **Description of Room:**

Exodus Client share a room with another Client in recovery. The rooms will have a bed, dresser and lockbox for securing medications.

### **Terminating Residency**

Client reserve the right to terminate residency for any reason, including not receiving services needed.

### **Right to file complaint:**

Exodus Client have the right to file a complaint about Exodus or its management. Our grievance policy is on separate attachment. If Client feel that

they require to file a complaint with the Arizona Dept. of Health Services they can do so by contacting. Address: 150 N 18th Ave, Phoenix, AZ 85007 Phone: (602) 542-1025



**Graduation: Guidelines for graduating our 6-month program are as follows:**

1. You have 180 consecutive days in our program without relapse.
2. You have gone above and beyond your house work and meeting requirements.
3. You have maintained a relationship with a sponsor.
4. You have progressed with your step work.
5. You have learned to see yourself in others, and have begun to share your knowledge and experience in an effort to help.
6. You have honored your financial obligations with child support, court fines, restitution, creditors and Exodus.

I attest that I have been orientated to Exodus Program and expectations and have been given the opportunity to ask questions regarding this client contract.

Client Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Managers Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_



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