



NEW ROADS **WOMEN'S** THERAPEUTIC RECOVERY COMMUNITY

# Resident Handbook



December 2025

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## **YOUR HANDBOOK**

This handbook is provided to orient you to New Roads Women's Therapeutic Recovery Community (WTRC). You will find the programs, services, rules, regulations, and key staff members in this book. Please take a moment to read it.

### **New Roads Women's Staff:**

Intake & Discharge:

Phone: 250-940-5080 Ext. 4729

Site Manager:

Phone: 250-415-5012

24-Hour Support Staff:

Phone: 250-940-5080 Ext. 4733

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## **WELCOME TO NEW ROADS**

Welcome to the New Roads Women's Therapeutic Recovery Community. New Roads is a program of Our Place Society with the values of hope, unconditional love, teamwork, belonging, and safety. We recognize that this may be a very challenging time, and we are here to support your recovery. We will provide the services and resources to support your success, but your commitment and engagement is essential.

New Roads is an integrated addictions centre that provides supports in many areas. We have ongoing therapeutic and medical supports as well as employment, educational, work experience and traditional supports. We provide an opportunity for residents to live within a collaborative and supportive community that encourages each community member to participate and take accountability for both their individual and the community's wellness.

This handbook will provide you with information that can assist you in getting the most out of your stay at New Roads. Please review the handbook as there is a great deal of information, and if you have questions, please ask them.

Director

New Roads Women's Therapeutic Recovery Community

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## PROGRAM OVERVIEW

The Women's Therapeutic Recovery Community operates a daily structured program. Residents are required to participate in all aspects of the program; residents must have stable mental and physical health.

Segments of the program include:

• Therapy sessions	• In-house 12 step meetings
• Recreation activities	• Relapse prevention planning
• Relaxation groups	• New Roads Community meetings
• Psycho-Educational groups	• Recovery programming
• Daily community assignments	• Continuing aftercare services
• Women's Health	• Work as Therapy

These opportunities are offered as tools to assist you in achieving your overall recovery goals and objectives. Our staff will assist you to develop an individualized recovery plan.

## PROGRAM COMPONENTS

### 1. Stages of the Program

- The Recovery program is organized into four major phases (orientation, primary recovery, early re-entry, and re-entry) and stages of recovery that reflect a developmental view of the change process.
- The program phases and stages of recovery allow for individual goals to be established and incremental learning to take place. **Residents earn privileges as they move through the phases.**
- During the early re-entry and the re-entry phases residents are required to engage with outside support networks (e.g. AA, NA, Smart Recovery, Life Ring, She Recovers, Religious Organization, etc.).
- Prior to moving to the final re-entry phase of the program residents are required to secure a sponsor or mentor associated with support network (e.g. AA, NA, Smart Recovery, Life Ring, She Recovers, Religious Organization, etc.).

### 2. Program Separateness

- New Roads Women's Therapeutic Recovery Community (WTRC) is in a setting that allows residents to disconnect from networks of drug-using friends and to relate to new drug-free peers.

## **PROGRAM COMPONENTS (Continued)**

### **3. The Therapeutic Recovery Community**

- The WTRC environment has many common areas for holding group activities and promoting a sense of community. These areas include the dining room, recreation, and group areas.

### **4. Program Activities**

- Recovery and educational services take place in the context of the peer community. Virtually all activities occur in groups or meetings where residents can interact and learn from one another.
- Group activities include:
  - At least two daily meals prepared, served, and shared by all members.
  - Daily group meetings and seminars.
  - Organized recreational activities.

### **5. Staff as Community Members**

- Each staff member is a part of the recovery community. They are members of this community and are there to help and support residents with the program. Staff members function as consistent and trustworthy rational authorities and as role models, facilitators, and guides in the community-as-method approach and the self-help and mutual self-help learning processes.
- Residents are expected to follow staff direction. Refusal to follow staff directions may result in discharge.

### **6. Peers as Role Models**

- Senior residents are expected to demonstrate the desired behaviors and reflect the values and teachings of Recovery. They serve as role models for new and junior residents.
- The strength and integrity of the community as an arena for social learning depend on the number and quality of its peer role models.
- Residents serve in leadership and teaching roles in the community.

### **7. A Structured Day**

- Each day has a schedule of recovery and educational activities with prescribed formats, fixed times, and routine procedures.

- Order, routine activities, and a schedule are the opposite of the characteristically disordered lives of residents and leave little time for negative thinking and boredom—factors that often contribute to relapse.

## **PROGRAM COMPONENTS (Continued)**

### **8. Work as Therapy and Education**

- Consistent with the recovery self-help approach, all residents are responsible for the daily operation of the house, which includes cleaning, meal preparation, maintenance, schedule coordination, and meetings.
- Job assignments provide residents with a sense of responsibility and affiliation with the house.
- Jobs provide opportunities for self-examination, personal growth, and skill development.

### **9. Instruction and Repetition of Recovery Concepts**

- Recovery concepts embody the programs values and belief system, which are antidotes to the values and beliefs of drug and alcoholic subcultures.
- The concepts, messages, and lessons are repeated and reinforced in group sessions, meetings, seminars, and peer conversations, as well as in suggested readings.

### **10. Awareness Training**

- All recovery and educational interventions involve raising residents' consciousness of the effect of their conduct and attitudes on themselves and others.

### **11. Emotional Growth Training**

- Community residents learn to identify feelings, express them appropriately, and manage them constructively in stressful situations.
- The interpersonal and social demands of living together in the recovery community provide many opportunities to experience this training.

### **12. Planned Duration of Recovery**

- A period of intense recovery programming is needed to ensure the internalization of recovery teachings.
- The length of time residents must be in the recovery program depends on their progress in achieving individualized behavioral goals in each program phase and stage of recovery. This program is 9-24 months; To successfully complete the program, a minimum of 9 months is required.

## COMMUNITY RULES

### **Main Rules that will result in discharge:**

1. Physical violence.
2. Use of drugs, alcohol, or possession of related paraphernalia.
3. Threats of physical violence, or intimidation against any person.

### **Major Rules that may result in discharge:**

1. Contraband.
2. Sexual activity between any New Roads residents.
3. Positive urine or breathalyzer test (random testing is done in program).
4. Misuse of prescribed medication (medication will not be changed for the first 2 months of the program unless medically necessary).

### **Community Rules that will result in progressive consequences:**

1. Unacceptable performance of chores.
2. Non-acceptance of guidance from staff.
3. Smoking or vaping outside of designated times / areas.
4. Punctuality.
5. Proper manners.
6. Personal hygiene.
7. Other rules as determined by the community process.

*Please Note: Residents in the Women's and Men's programs are not permitted to visit each other on site regardless of phase. Acquaintances in separate programs are welcome to communicate with each other via letter mail (all phases) and/or telephone (starting in Phase 2).*

**ACKNOWLEDGEMENT:** I have read and agree to follow these rules.

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Resident Signature

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Date

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Staff Member (witness) Signature

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Date



## **RULES AND REGULATIONS**

1. Residents are expected to participate in all program activities and all meals unless excused by program staff.
2. For the first 45-60 days, a resident is in the orientation phase. This allows full attention to be given to recovery without the distraction of outside issues or concerns. During this phase, residents do not use telephones or have visitors to ensure residents involve themselves within the therapeutic community. Cell phone use is permitted once a resident enters the third phase of the program.
3. Residents receive their medication from the Nurse's Station. All medication needs to be handed in to staff. Vitamins and/or herbal or nutritional supplements must be approved by the medical team.
4. Residents are expected to keep their rooms and personal belongings in a clean and orderly condition, your room is subject to inspection and search at any time. New Roads is not under the Residency Tenancy Act. Unless sick, residents do not lay in bed between the hours 8:00am and 4pm. Doors to residents' rooms must not be locked at any time.
5. To maintain the condition of our walls, nothing is to be attached directly to the walls. This includes but is not limited to nails, screws, adhesive strips and tape. Please use the designated cork boards for all posting and displaying needs.
6. Residents are not to use abusive or inappropriate language and ethnic or sexual jokes.
7. Gambling or the lending or borrowing of money is not permitted at any time.
8. Transactions between staff and clients are prohibited.
9. Residents may not initiate new intimate relationships while in the 1st and 2nd phases of the program.
10. Dietary supplements may not be used while in the program this includes energy drinks, weight gain powders, cleansing formulations, etc.
11. Food items may not be stored or consumed in resident's bedrooms.
12. Outside food is not permitted on-site and may not be stored in the kitchen.

## RIGHTS AND RESPONSIBILITIES

New Roads Women's Therapeutic Recovery Community (WTRC) supports and protects your basic rights. Your personal dignity is recognized and respected.

You have the **right** to:

1. Considerate and respectful care by staff, volunteers, board members and other persons, that acknowledges your individuality in terms of race, color, sexual orientation, marital status, creed, religion, age, national origin, and ethnicity.
2. Be provided safe, healthy, and comfortable accommodations (facility, furnishings, and equipment) that meet your needs and keep and use personal clothing and possessions as space and safety allows, providing it does not infringe upon the rights of others, or the orderly management of the Community.
3. Be free from verbal, emotional, mental (intellectual) or physical abuse and/or inappropriate sexual behavior.
4. New Roads follows the Canada Food Guide. Dietician assistance is available if required and will be assessed on an individual basis. This is an exemption to the Residential Care Regulations Section **83(2)(3) (b)(c)(i)(ii)(iii)**.
5. New Roads complies with Residential Care Regulations staffing requirements. A dietician will be available as needed under an exemption to Section 44(2)(a) until the Canadian Society of Nutrition Management credential is met, valid through December 1, 2026.
6. Be assured of confidential handling of your personal and medical records. You may approve or refuse the release of information to any individual outside of New Roads WTRC, except as otherwise provided by law or the courts.
7. Be fully informed of all rules and regulations governing conduct and responsibilities.
8. Be fully informed of New Roads WTRC staff, including names, titles, and availability.
9. Be involved in the planning of your recovery through discussions with staff on your progress.
10. Make appropriate and reasonable suggestions to staff about policies and services.
11. Expect the staff to respond to your reasonable requests appropriately and in a timely manner.
12. You are free to discharge yourself at any time from New Roads WTRC.
13. Be free to attend on site spiritual services or activities of your choice. You can have visits from a spiritual advisor, provided:
  - a. you are in Second Phase of the program
  - b. these services or activities are not already offered at New Roads
  - c. they do not conflict with the New Roads program schedule or requirements.

## RIGHTS AND RESPONSIBILITIES (Continued)

You have the **responsibility** to:

1. Follow New Roads community standards.
2. Remain drug and alcohol free.
3. Abide by the community rules.
4. Participate in the daily schedule of groups, meetings, work, and educational functions.
5. Maintain a clean physical space and personal hygiene.
6. Act responsibly to self, others, and the community.
7. Read the entire New Roads Women's Therapeutic Recovery Community Handbook and, if there is anything in it you do not understand or about which you have questions, to bring that to the attention of the staff.
8. Participate in WTRC services, taking an active part in your recovery program by working to understand and deal with your problems/addiction.
9. Honor the confidentiality and privacy of other community members.
10. Get to know the members of the staff of New Roads, making an effort to follow their directives and report to them any changes in your condition.

**ACKNOWLEDGEMENT:** I have been personally advised and have received a copy of my personal rights and responsibilities and have been informed of the provisions for complaints at the time of my admission:

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Resident Signature

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Date

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Staff Member (witness) Signature

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Date

## PROGRAM GUIDELINES

### USE OF ALCOHOL OR DRUGS

One of the benefits of a recovery program is providing an environment that helps you to remain free of alcohol and other drugs. The urge to use may be strong for many people in the initial stages of recovery, but any drug use may be grounds for immediate discharge.

Anyone using substances is continuing to cause themselves harm and may hinder the progress of others. Occasionally community members are aware that another member is drinking or using drugs. If this is ignored the individual is not helped and others may be hurt.

### VIOLENCE, THREATS, AGGRESSION, INTIMIDATION TO OTHER RESIDENTS OR STAFF – ZERO TOLERANCE

Violence is any behavior or communication of intent to injure that gives staff / other residents reasonable cause to believe there is risk of injury, direct or indirect, that causes harm or threat of harm to that person or persons and property. This includes physically violent behavior such as, hitting, pushing, kicking a chair, 'throwing dishes', 'getting into someone else's face' and damaging property. More indirect forms may include verbal threats, using intimidating behavior, and sexual harassment.

There will be no tolerance of any behavior that threatens the safety of others. This includes all forms of discrimination, such as racism, sexism, and homophobia and the behaviors that lead to the development of violence, hostility, and exclusion (i.e., bullying, verbal abuse, insults, harassment, or name calling, social rejection and exclusion).

**IF A SITUATION ARISES ALL INVOLVED MUST CEASE (STOP) AND DESIST (BACK DOWN AND WALK AWAY) AND SEEK STAFF HELP IMMEDIATELY.**

### RELATIONSHIPS

During early recovery, people are emotionally vulnerable. It is important to the recovery process that you do not enter any physical or exclusive relationship with another community member, which includes relationships with members of the Men's TRC. This is grounds for discharge.

Residents must restrict their socializing to the common leisure rooms and grounds of the house. Reminder: You are not allowed to visit any bedrooms.

### SMOKING POLICY

Times and location for smoking and vaping are posted in common areas for residents' information. Cigarettes and vape are available for purchase on-site. Help to quit smoking is available through the medical staff on site.

## **PROGRAM GUIDELINES (Continued)**

### **MAIL**

All incoming mail should be addressed in the following manner:

**Resident's Name**  
New Roads - **WTRC**  
94 Talcott Road  
Victoria BC V9B 6L9

### **PHONE**

New Roads has In-house community telephones that can be accessed for outgoing calls **after** the completion of the Orientation phase of treatment. The facility does not have a dedicated phone line for residents and all incoming calls are transferred via program staff. In the 3rd and 4th phases of the program personal cell phones are permitted. This is an exemption to the Residential Care Regulation 18(a).

In-house community telephone use is permitted **after** the orientation phase during non-program times.

Excessive phone use in the common areas is an irritant to other residents and is discouraged.

### **VISITORS & VISITING HOURS**

**After** the Orientation phase, residents can have visits from friends and family during visiting hours. Visiting hours are held on weekends unless other arrangements are made and approved by staff.

Visitors must schedule visits Thursday morning prior to the weekend visit.

All visiting must be done in the communal visiting areas as directed by staff.

Visitors are not permitted in the smoking area.

Visitors must follow all rules and regulations. Visitors who have been drinking or using or appear intoxicated will not be allowed in the facility.

### **TV VIEWING TIMES**

TV is only to be used during the hours posted.

### **LANGUAGE CODE**

To maintain a positive atmosphere at New Roads Women's Therapeutic Recovery Community, please show respect for yourself and others by being aware of your language. We understand that some people may be in the habit of swearing and it may be very difficult to stop, but your co-operation is appreciated.

## **PROGRAM GUIDELINES (Continued)**

### **LATENESS**

Structure is important in recovery and being consistently late at New Roads Women's Therapeutic Recovery Community is not acceptable. Community process will be utilized to explore behavior, attitudes, and motivation.

### **USE OF RADIOS/CAMERAS/TV/MUSIC**

Radios/Music - Music may be played on earphones in some areas of the facility including in your room.

Cameras/Photographs – No photos may be taken by residents inside the house. Photos of other residents may be taken outside with their permission. Photos taken by residents should not be posted on social media.

TV's – Residents may not have their own TVs.

Video Games – Video game playing is not permitted.

### **HOUSEKEEPING**

We are proud of our house and ask for your cooperation in keeping it clean and orderly - for yourself and for those who come after you. If you have been using the dining room or common rooms, please tidy up when leaving the area.

### **MEALS AND KITCHEN**

All meals are served in the dining room at designated times. Snacks will be available mid-morning, afternoon, and evenings. The Chef and kitchen crew are responsible for preparing, serving and the cleanliness of the kitchen. Breakfast is available between 7:15-8:00 am, lunch is served between 12:30-1:00 pm and dinner between 5:30-6:00 pm. Meals may be saved in the resident fridge for a limited time (e.g. 24 hours).

### **DINING ROOM GUIDELINES**

Personal grooming must be completed prior to arriving in the dining room. Work boots and work clothing are not considered proper attire during the dinner meal.

All food is to be consumed in the dining area only.

### **MEDICAL**

To promote stability in your early recovery no non-essential medication changes will be made for the first two-months you are at New Roads.

## **PROGRAM GUIDELINES (Continued)**

### **ILLNESS**

If you are feeling ill, you must report to nurse, support staff and the business coordinator before missing any program activities or work. If, after consultation with the nurse, it is determined that you need to see the Nurse Practitioner for treatment, an appointment will be made.

### **ELECTRICAL APPLIANCES**

With the exception of alarm clocks and mp3 players, electrical appliances are not to be brought to the WTRC. This includes things like blenders, bean grinders, electrical fans etc.

### **LOUNGE AND KITCHEN AREAS**

The common areas are for socializing. All members of the community are responsible for seeing that the area is cleaned up. Clean up includes putting away all games and cards, dishes and coffee cups as well as stacking the magazines and newspapers.

### **LAUNDRY**

As part of the community, members are required to do their own laundry including washing their bedding weekly.

## **DAILY ROOM CLEAN UP**

1. Make bed.
2. Hang up clothes neatly in the closet.
3. Put dirty clothes in a laundry hamper in the closet.
4. Place shoes in row in your room.
5. Put away papers and books or stack them neatly on the desk or table.
6. All drawers closed.
7. Hang up towels and washcloths.
8. Items may be stored neatly under the bed.
9. Nothing hanging on lamps, doors, doorknobs, etc.
10. Toiletries neatly arranged or put away.
11. Floor swept daily including the tops of baseboards.
12. Empty wastebaskets daily and replace plastic liners.



## GROUP GUIDELINES

1. Recovery groups have expectations for how the residents are to behave and interact with each other during group sessions. We call these our Group Guidelines.
2. The group facilitators are present to guide the group process. It is the residents' role to discuss their recovery feelings and issues with each other.
3. Group usually begins with a brief "here and now check in".
4. The use of "I statement" is encouraged because they help the speaker "own their feelings."
5. Feedback is important and encouraged, the speaker will ask for feedback but advice giving should be avoided.
6. One person talks at a time. "Crosstalk" must be avoided.
7. Confidentiality is extremely important to the functioning of the group. What is said during group stays in the group. This means that while residents may discuss their own issues with other community members and/or staff when outside of group, they are NOT to discuss other group members' issues outside the group.
8. If an individual begins crying, the other group members should follow the facilitator's lead in the process. (Talking during a silence, touching, or giving tissues can sometimes interrupt rather than help.)
9. When an individual is asked to leave the group, they are expected to leave without argument. No group member should try to stop another from leaving.
10. The group sessions should start and end on time.

## CONFLICT RESOLUTION

The following community process (taught in the orientation phase) outlines how conflicts in community are resolved:

**Step One:** Talk with the person and use communication skills. If you or the other party is unable to communicate in a positive way or manage emotions go to step two.

**Step Two:** Speak with your mentor and the other persons mentor to get an outside view on the conflict and once calm have mentors approach the other resident to see if you can work through the conflict. If this doesn't resolve the conflict go to step three.

**Step Three:** Speak with the assistant and or house coordinator (who are skilled at mediation) and request a mediation. The house assistant and or house coordinator will speak with both parties to listen to concerns. A mediation will be facilitated.

Mediation is a tool used to resolve conflicts between two or more peers. Both parties will have an opportunity to express themselves. Mediation takes place in one of the group rooms and will include the peers involved in the conflict as well as mentors and the house leaders. During the early phases of the program staff will facilitate.

1. **D = DESCRIBE** the situation. This is to help everyone know how you see what is happening. Make sure your description helps clarify the situation rather than complicate it. Try dealing with only one issue at a time. Don't try and describe the other person's attitudes, motives, or intentions. Avoid mind reading. You should include what you think the other person is saying, i.e. "if I understand you correctly, I think you mean..."
2. **E = EXPRESS** what emotions you are feeling about the situation you have just described, using "I" statements. Don't blame the person for your feelings ("you make me mad.") Avoid words that may insult the other person and or swear words. Manage your emotions and be low key rather than dramatic.
3. **S = SPECIFY** how you would like the situation to be different. You should try to change only one behavior at a time. Outline what you will change and give the other party several choices or options on how the situation could be changed. You might want to ask the other person for ideas of what they think might work. Be willing to accept a compromise rather than the exact solution you had in mind.
4. **C = CONSEQUENCES** express what the consequences will be if the behavior is changed. These should be positive consequences that will result from the change in the situation and will include improved relationships, role modelling to the community, and success with communicating in a healthy way, etc.

## **RULES FOR MEDIATION**

1. No baiting.
2. Must support the sitting verbal position always facing each other.
3. Must remain sitting while the mediation is occurring.
4. No attacking.
5. Support the topic.
6. Keep information relevant.
7. Manage gestures.
8. No yelling.
9. Confidentiality.

## GRIEVANCE PROCEDURE

### 1. Purpose of the Procedure/Introduction

New Roads Women's Therapeutic Recovery Community aims to ensure that residents with a grievance relating to their residency can use a procedure, which can help to resolve grievances as quickly and as fairly as possible.

### 2. Informal Discussions

If a resident has a grievance about their residency, they should discuss it informally with a staff member immediately. We hope that most concerns will be resolved this way.

### 3. Stage 1-Internal Complaint Resolution

If the resident feels that the matter has not been resolved through informal discussions, they should put their grievance in writing to the Director of New Roads Women's Therapeutic Recovery Community.

### 4. Stage 2-The Grievance Meeting

Within two (2) working days the Director will respond, in writing to the statement, inviting the resident to attend a meeting where the alleged grievance can be discussed. This meeting should be scheduled to take place as soon as possible and normally 5 working days' notice of this meeting will be provided to the resident.

After the meeting, the Director must write to the resident informing them of any decision or action and offering them the right of appeal. This letter should be sent within two (2) working days of the grievance meeting and should include the details on how to move a 'Stage 3: External Complaint Resolution', should the result not be satisfactory to the resident.

### 5. Stage 3-External Complaint Resolution

At any time or if the matter is not resolved to the resident's satisfaction, they may contact the Island Health directly to file a complaint.

<b>In writing:</b> <b>Island Health</b> South Island – Victoria 201 – 771 Vernon Avenue Victoria, BC V8X 5A7	<b>By phone:</b> 1-250-519-3401  <b>By fax:</b> 1-250-519-3402
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Enquiry BC can assist you in contacting a Licensing Officer. Call 1-800-663-7867 and asked to be connected to the telephone number of the office nearest you.

***You have the right to be treated with the same quality of service,  
and with dignity and respect while filing a complaint.***

## **ADDITIONAL TERMS**

1. I accept and agree to comply with the Rights & Responsibilities and Community Rules of New Roads Women's Therapeutic Recovery Community. I have received a copy of these documents, and they have been clearly explained to me.
2. In addition to the above conditions and requirements the Resident agrees not to engage in criminal activity on the premises or in the community, including but not limited to:
  - a. Any activity that threatens the health, safety or wellbeing of staff or other Residents or persons.
  - b. Any activity involving alcohol, street drugs or illicit use of medications.
  - c. Theft, assault or threatened assault and battery.
  - d. Unlawful use of a firearm or other weapon.
3. The Resident agrees that their room and locker will be inspected by staff at random times; the resident will be notified of the outcome.
4. The Resident accepts that drug and alcohol testing is a mandatory program component and agrees to provide a urine sample and breathalyzer when requested by staff and further agrees that:
  - a. The procedure of providing a sample be witnessed by staff to ensure no substitutions; and
  - b. Residency may be discharged for refusal to provide a sample or for having a sample test positive.
5. The Resident agrees they will not wear clothing or display posters that promote alcohol, drugs, sex, or violence.
6. The Resident agrees to treat all information about other residents as confidential.
7. The Resident agrees to take their medication as prescribed and to meet with the medical team to discuss medication changes and alternatives.
8. The Resident agrees to follow conditions as laid out by the Court or community supervision order if applicable.