

Address concerns early. Speak directly. No surprises at the house meeting.



## OBSERVE A VIOLATION

Notice a specific behavior that may violate the License Agreement, Rules and Responsibilities Addendum, or affects recovery, cleanliness, safety, or sobriety.

- ✓ What happened?
- ✓ When?
- ✓ Where?
- ✓ What rule, responsibility, or house value was affected?

### EXAMPLES

- Missed curfew
- Chore not completed
- Disrespectful behavior
- Unsafe or disruptive conduct
- Suspected substance use
- Cleanliness or hygiene issue affecting the house



## USE NVC WITHIN 24 HOURS

If something is bothering you about another member, try to address it respectfully within 24 hours and talk with your sponsor.

- ✓ Address concerns early.
- ✓ Speak directly.
- ✓ Stay factual.
- ✓ Use respectful language.
- ✓ Focus on correction, not blame.



## COMMITMENT TO CORRECT

The other resident responds with words and action.

- "You're right. I'll fix it and follow the rule moving forward."
- "I hear you. I'll take care of it today."
- "Thank you for telling me directly. I'll correct it."



## CORRECTION IS MADE

Acknowledge the correction. Encourage positive behavior. Move forward without gossip, shaming, or punishment.

- ✓ Thank you. Let's move forward.



## IF NOT CORRECTED

Do not argue, attack, or gossip.

- Document the concern factually in the house log.
- Call your sponsor.
- Prepare to raise the issue at the next house meeting if it remains unresolved.



## HOUSE MEETING DISCUSSION

If the issue remains unresolved after direct NVC communication, it may be brought up during the "What's on your mind?" or open discussion portion of the house meeting.

- ✓ Discuss concerns respectfully.
- ✓ Identify solutions.
- ✓ Support recovery.
- ✓ Protect the house.



## HOUSING DIRECTOR REVIEW

The Housing Director determines the next step, which may include:

- Continue with Notice to Vacate
- 30 days probation with conditions
- Other corrective action when appropriate

Serious safety violations, intoxication, or refusal to provide a drug or alcohol specimen may require immediate action.



## RESIDENT SCRIPT: SAY THIS

"Hey, when you [specific behavior], I feel [concerned / uncomfortable / disrespected] because we all rely on each other to keep this place [clean / organized / safe / sober]. Would you be willing to [specific request]?"



**OBSERVATION:** What I saw or heard, without judgment.



**FEELING:** How I feel about it.



**NEED / VALUE:** Why it matters to our house.



**REQUEST:** What I am asking you to do.



## NO SURPRISE RULE

Before bringing a concern to the house meeting, the person involved should already be aware of the concern whenever possible.

- ✓ Do not surprise someone publicly with an issue they have not heard privately.
- ✓ Address the person directly first.
- ✓ Use the house meeting for unresolved concerns, solutions, and accountability.



## FORMAL ESCALATION

If the behavior continues or is not corrected, SoberHomes may issue a formal 10-day notice.

Resident may be given the option to complete a formal Commitment to Correct that includes:

- ✓ Written and verbal commitment
- ✓ Specific corrective actions
- ✓ Timeline for completion
- ✓ Conditions for continued housing



## OUR COMMITMENT

We are committed to a safe, respectful, and sober environment. Accountability, compassion, and communication help us grow together.