



POLICY AND PROCEDURES

EXHIBIT A

1. Serenity House of Green Bay, LLC may amend these policy's and procedures at any time and for any reason.
2. Any use or possession of alcohol, recreational drugs, drug paraphernalia, unauthorized prescription medications, whether such items are held on lodger's person or within the home, including visitors, is strictly prohibited.
3. Possession of deadly weapons or explosives of any kind within the home is strictly prohibited.
4. Theft of, or reckless or intentional misconduct with respect to, the property of others is strictly prohibited.
5. Lodger must maintain an active program of recovery. Maintaining an active program of recovery may consist of but not limited to:
 - Holding everyone in the house accountable for there actions and whereabouts.
 - Finding a home group in a twelve step fellowship where lodger does more than shows up. Lodger would help set up meeting, clean up before or after meeting, greet people at door welcoming them to meeting, provide newcomers with information on recovery, extra.
 - Participate in recovery activities and functions.
 - Hanging out with people in recovery outside of twelve step meetings.
6. Lodger must attend a minimum of (4) four outside 12-step meetings per week.
7. Lodger must have weekly sponsor contact. Sponsor must be approved with Serenity House of Green Bay, LLC.
8. Lodger must have weekly service/12 step work.
9. Lodger must participate in all home meetings as set by Serenity House of Green Bay, LLC.
10. Be courteous and considerate when using any TV, radio, stereo, and other similar devices.
11. Threats, violence, physical or other abuse toward any other lodger, visitor, or Serenity House of Green Bay, LLC representative are strictly prohibited.

12. Be mindful and respectful of others' work and sleep schedules.
13. No lying around or sleeping all day. Lodgers must be up by 9:00 a.m.
14. Allowing guests will be at the discretion of Serenity House of Green Bay, LLC. Guests who have recently relapsed or been discharged from other sober houses or treatment centers are not allowed to visit until they have been sober for at least 30 days.
 - a. Guests are not allowed in lodger rooms at any time.
 - b. Guests must remain in the common living areas.
 - c. No overnight guests are allowed at any time.
15. Overnight passes/permission: Not coming home will result in discharge.
 - a. Lodgers shall process overnight stays in advance with Serenity House of Green Bay, LLC.
 - b. Last minute notifications to stay elsewhere/off the premises will not be accepted (unless due to an unforeseen emergency) and can result in immediate discharge from Serenity House of Green Bay, LLC.
 - c. All lodgers will be accountable to each other and to Serenity House of Green Bay, LLC as to their whereabouts at any given time.
16. Home meetings.
 - a. All lodgers are required to attend all home meetings and in-house Big Book studies.
 - b. House meetings will be every Sunday at 2:00 pm.
17. All lodgers shall keep the home and their individual spaces clean and neat.
 - a. Weekly cleaning chores (including lawn and yard care in summer, shoveling and snow removal in winter) will be assigned by Serenity House of Green Bay, LLC and are required to be completed before the following week's home meeting. (See weekly cleaning sheet/board)
 - b. Keep personal items out of common areas.
 - c. Keep personal space clean, neat, and presentable at all times. A clean room consists of the bed being made, clothes and other items off the floor, trash discarded, and no open food, dishes, or empty food packaging in the room.
18. Shared spaces/common areas are the responsibility of all house members. Clean up after yourself. If something needs to be cleaned that is not assigned, just do it and discuss with Serenity House of Green Bay, LLC if necessary to add to chores list.
19. Dishes are not to be left in the sink. Do your dishes after you use them!
20. No locks are allowed on bedroom doors.
21. Food and Meals.
 - a. Each lodger is responsible to supply his or her own food, meals, condiments etc.
 - b. Lodgers must label any and all food or it will be thrown out.
 - c. Do not eat other people's food. Eating food or using any items that are not yours or provided specifically by the home is considered stealing and grounds for discharge.
 - d. Meals should be eaten in kitchen/dining areas.
 - e. Eating in bedrooms or other areas of the home is not allowed.
 - f. Food shall be stored appropriately in the kitchen, basement, or unopened food in plastic totes

in bedroom. Any food that can attract insects, mice, etc. cannot be stored in rooms if it is open, such as chips, crackers, sugar, cereal etc.

g. Lodger must insure that any and all of their food is not expired or moldy. If food is expired or moldy Serenity House of Green Bay, LLC can and will dispose of it.

22. Any medications MUST be prescribed by a doctor and taken only as directed by that doctor.

a. Any drug that can trigger a positive drug test or has any amount of street value is prohibited.

b. Over the counter medications that have alcohol or other addictive substances such as mouth wash with alcohol, certain diet pills, etc., are not allowed.

c. Medications must be kept in lodgers lock box.

d. Strictly follow all doctors' orders regarding medications.

e. Do not abuse over-the-counter medications.

f. Serenity House of Green Bay, LLC must be kept informed of all medications and/or any changes to medications. This includes prescription and over the counter medications. If a lodger has a need for any addictive/pain medicine due to accident or injury, this must be discussed with and approved by Serenity House of Green Bay, LLC prior, during, and after any such medical care.

23. Smoking within the home is strictly prohibited. An outdoor smoking area will be provided.

24. Personal space

a. Lack of respect for others' personal space and/or personal boundaries will not be tolerated.

b. Do not go into others' rooms without their permission.

25. Serenity House of Green Bay, LLC and its lodgers will respect and follow the traditions from the recovery community with a commitment to anonymity and confidentiality.

26. Lodgers who perform service work for Serenity House of Green Bay, LLC will be strictly volunteer. Any lodger that does provide Serenity House of Green Bay, LLC with any volunteer work will not be treated any differently than any other lodger not volunteering.

27. Any of Serenity House of Green Bay, LLC owners, contractors or volunteers must never become involved in lodgers personal financial affairs. This includes lending or borrowing of money, property or services. The only exception Serenity House of Green Bay, LLC may make to this is with respect to payments and fee from lodger.

28. Any emergencies or interaction with law enforcement, Serenity House of Green Bay, LLC must be notified immediately.

a. Eric Ebbole (920) 205-7797

b. Adam Brouchoud (920) 680-9496

c. Brittany Brouchoud, RN (920) 655-3772

29. Serenity House of Green Bay, LLC will keep all personal records of lodgers ether off sight or in a secure locked file cabinet. Only Serenity House of Green Bay, LLC owners will be able to access these.

30. Serenity House of Green Bay, LLC realizes that lodgers are greatly impacted by the policy's and procedures. Therefore, input of lodgers ideas and thoughts on the policy's and procedures may be brought up during house meetings.

31. Lodgers fully understand that grievances may be filed with Serenity House of Green Bay, LLC, anytime for any reason without worry of termination or punishment to lodger. All grievances filed will be addressed with Serenity House of Green Bay, LLC and its board members for a quick, unbayous resolution to any and all issues lodger may have. Before any grievances are filled, Serenity House of Green Bay, LLC, advise lodger to attempt to resolve the issue on there own with there sponsor followed by prayer and meditation. If lodger can't resolve grivence after those meassures have been taken, lodger will call Adam (920) 680-9496, Eric (920) 205-7797 or Brittany (920) 655-3772, to further discuss the grievance to resolve. If a call is made to Adam, Eric, or Brittany, a response (not resolution) will be made with lodger within 24 hours. As a last resort lodgers can file grievances lodger may file

with DHS/Division of Quality Assurance Behavioral Health Certification Section or WASH Community at the below contact information.

- DHS/Division of Quality Assurance Behavioral Health Certification Section
PO Box 2969
Madison, WI 53701-2969
Call (608) 261-0659 or email: dhsdqamentalhealthaoda@dhs.wisconsin.gov
<https://www.dhs.wisconsin.gov/guide/recovresdir.pdf>
- Wash Community
<https://www.washcommunity.org>
Call (262) 295-7150

32. Persons who are paying the fees on behalf of lodger are encouraged to read and understand the terms of the agreement, along with the policy's and procedures. Such persons should understand that they are powerless over lodger's behavior and that lodger's actions can result in lodger's discharge from the home and loss of the pre-paid lodging fees.

33. Lodger understands that Serenity House of Green Bay, LLC will notify lodger of any and all payments made by any and all third party(s) on lodgers behalf.

34. All inquiries, questions and concerns must go through Serenity House of Green Bay, LLC except in the event of a life-threatening emergency when the manager can't be contacted.

35. In the event that Serenity House of Green Bay, LLC removes the lodger for a violation of the policy's and procedures, the lodging fee will be forfeited.

36. Terms of the length of stay for lodger will be at the digression of lodger and Serenity House of Green Bay, LLC.

37. Lodger should always ask a Serenity House of Green Bay, LLC representative for clarification or explanation if lodger does not understand a given policy or procedure. However, Serenity House of Green Bay, LLC representatives will not be required to provide lodger with the reason or justification underlying any policy or procedure.

38. It is Lodger's responsibility to familiarize himself or herself with, and understand, the policy's and procedures.

39. Any inconsistencies will be resolved solely by Serenity House of Green Bay, LLC in its sole and absolute discretion.

40. Serenity House of Green Bay, LLC does not discriminate on the basis of race, color, religion, gender, gender expression, age, national origin, disability, marital status, sexual orientation, or military status, in any of its activities or operations. All Staff of Serenity House of Green Bay, LLC will be provided with access and expected to learn all training's regarding specific populations which include but are not limited to LGBTQ+, and Latinx.
41. Lodgers will obtain a sponsor within 3 weeks of intake at Serenity House of Green Bay, LLC. Your sponsor's contact info, and phone number will be given to Serenity House of Green Bay, LLC. If you are having issues getting a sponsor, please bring it to the staff's attention.
42. All rooms may be subject to random inspection at any given time.
43. Door lock code must not be given to anyone. No exceptions.
44. Lock box code must not be given to anyone. No exceptions.
45. Lock box code must never be changed. If there are any issues let Serenity House of Green Bay know immediately.
46. All maintenance, adjustments, or changes to any of Serenity House of Green Bay's property is to be done only by Serenity House of Green Bay. Lodgers are to notify Serenity House of Green Bay for any and all needed maintenance, adjustments or changes.
47. All lodgers must sign in and sign out any time they leave Serenity House of Green Bay.
48. All lodgers must participate in morning meditation and prayer daily, signing off on sheet verifying that it has been done.
49. All lodgers must participate in nightly inventory checking next to name when completed verifying that it has been done.
50. Tampering in any way of security cameras will not be tolerated and will result in termination of lodger. Tampering will be defined as but not limited to, any moving, covering, adjusting, or unplugging of camera system.
51. Lodgers must follow phase requirements that lodger is placed in. Phasing will be evaluated weekly for lodger at house meeting every Sunday. See exhibit B for phasing explanations.
52. All lodgers will be allowed up to 2 write ups. On 3rd write up lodger will be terminated from Serenity House of Green Bay, LLC. However, after 30 days from each write up, that write up will be removed from lodgers record.
53. Any write up that occurs with lodger will result in a phasing drop of lodger. The time frame of this phasing drop will be determined by Serenity House of Green Bay, LLC. If lodger is on phase one and a write up occurs, lodger will remain in phase one for an extended time that will be determined by Serenity House of Green Bay, LLC.
54. All sponsors of lodgers must be approved from Serenity House of Green Bay, LLC.

55. Lodger must have lights out Sunday – Thursday by 11:00 pm and Friday – Saturday by 12:00 am.
56. All lodger must maintain proper hygiene, this includes but is not limited to showers daily, brushing teeth daily, use of deodorant daily, ect.
57. All lodgers who are receiving long term lodging fee assistance, will open up a savings account, no longer than 2 weeks after receiving assistance. This savings account must be proven to Serenity House of Green Bay, LLC. Each week lodger must put weekly lodging fee amount into the savings account and provide proof to Serenity House of Green Bay, LLC that this was done. This savings account balance must not be used in any way until lodger is no longer residing at Serenity House of Green Bay, LLC.
58. If lodger has a vehicle, lodger must have everything up to date for registration of vehicle, valid drivers licenses, and proof of insurance. Lodger must provide Serenity House of Green Bay, LLC copies of these before lodger is allowed to have vehicle on property of Serenity House of Green Bay, LLC. Lodger must ensure at all times that vehicle is in proper working condition and doesn't leak any fluids.
59. All Serenity House of Green Bay, LLC staff, volunteers, and lodgers must undergo a background check. This background check will consist of use of CCAP website to ensure that there are no violent crimes or sexual crimes committed, past or present of any persons who will be living in, volunteering, or working for Serenity House of Green Bay, LLC.
60. If Lodgers encounter any bio hazards or body fluids, Serenity House of Green Bay, LLC staff must be notified immediately. Lodger understands they are not to attempt any clean up of bio hazards or body fluids, rather block off area affected and oversee area until Serenity House of Green Bay, LLC staff is able to clear the area and situation.
61. All lodgers, staff, and volunteers of Serenity House of Green Bay, LLC understand the importance of being a “good neighbor”. Therefore, all lodgers, staff, and volunteers of Serenity House of Green Bay, LLC shall share common goals, which include but are not limited to:
- a. Maintaining a peaceful, safe, and clean neighborhood and community.
 - b. Sharing open and honest communication.
 - c. Helping each other address concerns and solve problems.
 - d. Offering public service for the benefit of the neighborhood and community. Respecting others and their properties.
 - e. Being an active partner that works to help sustain the overall surroundings and economic environment of the immediate neighborhood.
 - f. If neighbor does complain to any lodger, lodger must give neighbor phone number to Eric (920) 205-7797, Adam (920) 680-9496, or Brittany (920) 655-3772 to resolve the issue. Whoever receives this complaint will respond to the matter in a maximum of 24 hours.
 - g. If complaint gets addressed from neighbor, Serenity House of Green Bay, LLC will bring up issue at next house meeting. This will be addressed to insure all lodgers understand and work together to keep piece and good neighbor conduct in place.
62. Serenity House of Green Bay, LLC will abide by Wisconsin state confidentiality and privacy law, including WI statute 995.50.

63. During their stay at Serenity House of Green Bay, LLC, lodgers are expected to take responsibility and ownership over their own health and safety and to support other lodgers in doing the same.
64. Lodger understands that Narcan is available in a Nalox-zone box for anyone on the property of Serenity House of Green Bay, LLC to use.
65. Lodgers understand that training for Narcan is available at lodgers request at no cost to lodger.
66. All Serenity House of Green Bay, LLC, staff and owners will be trained in Narcan administration.
67. All lodger understand that recovery plans will be created with each lodger and Serenity House of Green Bay, LLC. This recovery plan will be updated and evaluated weekly at house meeting with Serenity House of Green Bay, LLC holding each lodger accountable to there specific recovery plan.
68. Lodgers who have been in the home longer (phases 3 & 4) shall seek out opportunities to mentor the newer lodgers.
69. Any data collected will be used for recovery planning purposes and quality improvement processes by Serenity House of Green Bay LLC and will not be released without prior written consent according to state law.
70. Serenity House of Green Bay, LLC lodgers rights are as follows:
 - a. To be treated with dignity and respect.
 - b. To participate actively in your recovery.
 - c. To be given information regarding informed consent prior to the start of your stay.
 - d. To be seen by a private physician with the understanding that all costs will be the responsibility of the resident.
 - e. To have all information pertaining to stay held in confidence.
 - f. To receive information regarding costs.
 - g. To be fully informed at the time of admission of the rights and responsibilities set forth herein and of all the policies and procedure along with the phasing system guidelines.
 - h. To initiate a complaint or grievance procedure and understand that you may begin the process by filling out a grievance slip or contacting Serenity House of Green Bay, LLC or volunteer.
 - i. To request referral resources in the event of your dismissal from Serenity House of Green Bay, LLC.
 - j. To not be required to perform services for Serenity House of Green Bay, LLC.
71. All lodgers fully understand that Serenity House of Green Bay, LLC will provide a 24/7 on call registered nurse free of charge for any and all questions or concerns related to but not limited to medical issues or concerns and or medications. All lodgers understand that Serenity House of Green Bay, LLC's registered nurse will only be able to operate in the scope of there degree and will not for any reason go outside of this scope. Lodgers understand they must keep Serenity House of Green Bay, LLC's registered nurse fully updated with any and all changes and or concerns in lodgers medical conditions and or medications. If questions or concerns of the lodger go outside of the scope of practice of registered nurse stated by the state of Wisconsin registered nursing board, registered nurse will direct lodger to appropriate personnel.

72. All lodgers fully understand that they must be actively involved in or recently been through a treatment plan that consists of but not limited to:

- a. Skill development that trains life skills to thrive in sobriety.
- b. Education that teaches about their disorders and coping methods.
- c. Refusal training that helps teach ways to effectively refuse substances.
- d. Relapse prevention that teaches behaviors and or rationalizations that contribute to relapse, learning how to reduce vulnerability and recognize signs of relapse before returning to use of substances.
- e. Family groups that reveal and address any challenges in family system.
- f. Individual counseling therapy that consists of but not limited to:
 1. Cognitive-behavioral therapy that helps reform thoughts into more effective behaviors.
 2. Behavioral therapy that helps develop emotional resilience and other life skills.
 3. Dual diagnosis therapy that helps with mental health and substance abuse disorders.
- g. Peer support groups that reinforce therapy and provide ongoing accountability.