



POLICY & PROCEDURES

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Sisu Living House Overview

Sisu Living House, a recovery and transitional living space, is a level I home. We provide a shared-living house that is alcohol and drug-free. It is a place where clients can feel safe and secure knowing we have a zero-tolerance alcohol and drug policy so they can work on their empowered new beginning. We work with clients to make them feel heard, provide opportunities for accountability and self-growth, and provide an environment where they are encouraged and supported to make healthy decisions for themselves and as a group. We foster an environment where people can grow and feel empowered to move on to permanent housing when ready.

We adhere to all non-discriminatory state and federal requirements.

Our Living Spaces

Sisu Living House is a shared living space. To help our clients heal and get back on their feet, we pay for all utilities; and provide an initial set of bed linen, pillow, comforter, mattress protector, shower caddy, laundry basket. We will provide incidental items, such as cleaning supplies, garbage bags, etc. Our house has a refrigerator(s) and space for each client's food.

We provide all tools and items necessary for performing chores around the house.

There is designated space in the backyard for smoking or congregating.

Mission statement

Our mission is to provide safe and transformative transitional living spaces for both women and men—each in separate homes—including those with children, who are navigating difficult life situations such as domestic violence recovery, homelessness, justice involvement, or other personal challenges.

Vision Statement

Sisu Living House envisions a future where every woman, man, and family in need has access to a safe, supportive, and empowering environment to rebuild their lives. Through compassionate care, structured resources, and community partnerships, we strive to break cycles of instability, foster personal growth, and create lasting pathways to independence and wholeness.

Our Values

At Sisu Living House, we believe that every client deserves to live with dignity and respect. We strive to create an environment that fosters independence and accountability and promotes a sense of community among our clients.

1. Uphold the client's rights.
2. Provide a place that feels like a home while focusing on health, self-esteem, self-worth and self-care.
3. Provide an environment of empowerment, accountability, and community.
4. Provide a safe place to live away from temptation.
5. Provide information about the recovery community and provide support or guidance to find these places.
6. Provide a staff of empathy and understanding as well as their own lived experience with these challenges.
7. Be a good roommate and neighbor.
8. We promise to adhere to all fair housing guidance and requirements.

Program Based Sober and Transitional Living

Sisu Living House operates as a structured sober and transitional living program and not as traditional rental housing. Bed placement at Sisu Living House is program-based and conditional, meaning the opportunity to have bed placement in the home is dependent upon continued participation in the Sisu Living House program and compliance with the community expectations outlined in this agreement and the house rules. Participation in the program includes personal development, accountability, and community engagement designed to support clients in building stability, independence, and personal growth. Failure to comply with program expectations may result in termination of program participation and termination of the bed license agreement in accordance with applicable notice requirements.

Sisu Living House is NOT an assisted living facility or a nursing home and the LANDLORD & PROPERTY MANAGER DOES NOT provide assistance with activities of daily living, medicine management, bathing, brushing, shaving, cutting food, toileting, transportation, supervision outside of the residence, incontinence care, dressing, movement or other daily activities. Outsourced 3rd parties may stop by and provide these services to the "Licensee" if the "Licensee" has a relationship with this outsourced 3rd party to provide these services, however, under no circumstances does Sisu Living House provide these services directly.

Fees

The Licensee, the Licensee's representative, and/or the Licensee's legal representative agree that the Client/Licensee (or other specified party) will pay program participation fees in order to participate in the Sisu Living House sober and transitional living program and occupy a bed within the home. Program participation fees support the operational costs of maintaining the program environment, including housing accommodations, utilities, furnishings, shared household supplies, and program administration.

At the time of intake, the Licensee agrees to pay a non-refundable transition-in fee of \$162.50. Following intake, the Licensee agrees to pay a weekly program participation fee of \$162.50, due each Friday by 12:00 PM. Payments not received by 12:00 PM on Sunday will be considered late. One late or missed program participation payment may result in termination from the Sisu Living House program, and termination of the accompanying bed placement and bed license agreement.

Drug Screening and Laboratory Billing

Sisu Living House may coordinate drug and/or alcohol screenings as part of program expectations and accountability.

Drug screenings are processed through a third-party laboratory. When applicable, the Licensee's insurance information may be provided to the laboratory for billing purposes.

Sisu Living House does not bill for or receive payment for laboratory services.

Licensees without insurance may need to complete a hardship request form directly with the laboratory to request a waiver or reduction of any associated costs.

Any questions related to billing, charges, or financial responsibility for laboratory services must be directed to the laboratory provider.

Failure to comply with required drug screening may be considered non-compliance with program expectations and may result in action under the Sisu Living House Program Accountability Process.

Weekly Program Fee Period

Program participation fees are assessed on a weekly basis and apply to the entire program week regardless of the specific day the Licensee vacates the premises. Licensees who voluntarily leave or are terminated from the program during a weekly fee period acknowledge that the weekly program fee covers the entire program week and will not be prorated for partial weeks. Refunds for prepaid weeks beyond the current program week may be issued at the discretion of Sisu Living House unless otherwise required by applicable law.

Advanced or Alternative Program Payment Arrangements

Licensees may request to pay program participation fees on a bi-weekly or monthly basis for convenience. Approval of alternative program payment schedules is at the discretion of Sisu Living House. Regardless of the payment schedule selected, all payments represent program participation fees for the opportunity for bed placement in Sisu Living House and participate in the Sisu Living House program, and do not constitute rent for a fixed tenancy period.

Licensees understand and agree that prepayment of fees for future weeks does not guarantee continued program participation and bed placement if the Licensee:

- violates program rules
- is terminated from the program
- voluntarily leaves the program
- creates a disruptive or unsafe environment for the community

If a Licensee leaves the program voluntarily or is removed from the program before the end of a prepaid period, Sisu Living House may, at its discretion, refund the portion of prepaid program participation fees corresponding to unused future time periods. Any approved refund will be calculated beginning the day after the Licensee exits the premises and removes all of their belongings. All refund determinations remain at the sole discretion of Sisu Living House, unless otherwise required by applicable law. Any voluntary exit agreements signed by the Licensee may establish specific refund terms that supersede this section.

Program Participation Requirement

Licensee acknowledges that bed placement at Sisu Living House requires active participation in program activities designed to support personal growth and accountability. Program participation may include but is not limited to:

- Attendance at scheduled house meetings
- Participation in personal development programming, including Her Sisu personal development modules

- Participation in behavioral health IOP, substance abuse IOP, and other related support groups and/or therapy
- Completion of short-term and long-term goal setting activities
- Participation in house responsibilities and community expectations
- Engagement with accountability practices designed to support personal progress

Failure or refusal to participate in required program activities may be considered program non-compliance and may result in termination from the Sisu Living House program. Termination from the program includes termination of accompanying bed placement in accordance with the notice provisions of this agreement.

Program Completion and Residency Eligibility

Licensee understands that bed placement at Sisu Living House is conditional upon continued participation in the Sisu Living House program. If a Licensee voluntarily withdraws from the program or is terminated from the program due to non-compliance with program expectations, the Licensee may no longer be eligible to reside at Sisu Living House. In such circumstances, the Licensee agrees to cooperate with the transition process and vacate the premises within the timeframe established by Sisu Living House in accordance with applicable notice requirements. Licensees acknowledge that continued occupancy of the premises is dependent upon active participation in the program and not solely upon payment of program participation fees.

Program Accountability Process

Sisu Living House is committed to maintaining a structured and supportive living environment. When concerns arise regarding a Licensee's participation, behavior, or compliance with program expectations, the following accountability process may be used.

Program Concern Notice Licensees who fail to comply with program expectations may receive a written Program Concern Notice outlining the behavior or participation issue and expectations for improvement.

Program Probation If concerns continue, the Licensee may be placed on Program Probation. During probation, the Licensee will be given specific expectations and a timeframe for improvement.

Program Removal Licensees who fail to demonstrate improvement or who significantly disrupt the program environment may be removed from the Sisu Living House program. Termination from the program includes termination of the bed license agreement in accordance with the terms of this agreement and applicable notice requirements.

Termination/Program Removal

Grounds for Immediate or Accelerated Termination

Sisu Living House may initiate an involuntary discharge if a Licensee:

- Engages in behavior that significantly disrupts the operations of the home;

- Creates an unsafe or hostile environment for other residents;
- Requires a level of medical, psychiatric, or behavioral health care beyond the scope of services provided at Sisu Living House;
- Refuses to seek recommended outside support when symptoms or behaviors are impacting the shared living environment.

Sisu Living House is not a licensed clinical treatment facility and does not provide on-site medical or behavioral health services. Licensee understands that violation of this agreement may result in termination of program participation and termination of accompanying bed placement in accordance with applicable law.

Direct Resolution Protocol

Sisu Living House encourages Licensees to develop healthy communication and conflict-resolution skills as part of the program environment. When concerns arise between residents, the following process should be used whenever safe and appropriate:

Step 1: Direct Communication Licensees are encouraged to respectfully address minor concerns directly with the other Licensee involved.

Step 2: House Meeting Discussion If the concern cannot be resolved through direct communication, the issue may be brought to a scheduled house meeting for discussion and guidance.

Step 3: Operator Review If the matter remains unresolved or involves significant rule violations, safety concerns, or repeated conflicts, the matter may be escalated to the Sisu Living House operator for review and decision.

Licensees are expected to engage in this process in good faith to maintain a respectful and cooperative community environment. The grievance process remains available, and Licensees are encouraged to attempt direct resolution first when appropriate.

Rules Community Participation Expectation

Sisu Living House is a shared community living environment. Licensees are expected to contribute to maintaining a respectful and cooperative household atmosphere. Licensees are expected to:

- Attend scheduled house meetings unless excused by Sisu Living House staff
- Communicate respectfully with house leadership and other Licensees
- Participate in maintaining shared spaces and responsibilities
- Engage in reasonable interaction within the community environment

Persistent refusal to participate in community expectations or behaviors that isolate or disrupt the shared environment may be considered program non-compliance and may result in review of continued participation in the Sisu Living House program.

Program Review

Sisu Living House reserves the right to periodically review a Licensee's participation in the program. Licensees who are not actively participating in program expectations or who significantly disrupt the community environment may be placed on program review, probation, or may be terminated from the program.

Security

Sisu Living House doors will have a keypad lock and each client will have a unique code to enter the house. We will have cameras throughout the common areas and around the perimeter of the house. Clients will not be allowed to move or block any camera in the house.

If a resident breaks a rule and is asked to leave, we will cancel their code for entering the house.

Length of stay

Clients are encouraged to stay for at least 1 month up to 12 months. Evidence has shown that the longer the stay, the more successful long-term recovery will be. However, this is not required.

Intake process

We want to make sure that all clients feel safe in our home. That means that we will do the following intake process for all of our incoming clients.

- We have a list of questions that we will ask at intake. Our intake form is electronic and available on our website, <https://sisulivinghouse.com>.
- We will interview the person and find out their story and how they feel about their recovery so we can best support them. We want clients to be serious about recovery and about participating in a community of peers working towards the same goals of sobriety and stability.
- We will provide background checks on all incoming clients that are not referred to us by an agency or directly from the justice system. That said, many of our clients may be coming from incarceration. We will not have any clients in the home that we believe are a danger to the community or that we think may be disruptive to our other clients.
- All staff go through a background check. They will go through any necessary first-aid training that we adhere to.

Client personal data

When a client moves in, we gather information to help us better support that resident. All clients will sign a Client Bed Agreement, Release of Information, Marketing Agreement, House Rules, and Goals Form.

Any data we have on an individual will be gathered either on a form or electronically. If on a form, we will keep in a secure location or store using password protected software. We will shred any red data once transferred electronically. Red data consists of sensitive data, such as credit card data, social security numbers, etc. Other sensitive data may consist of medications that the client is taking, recovery history, and crimes committed. If a client wants to share information about themselves, we will be sure to respect their privacy and not share with other clients or staff unless it pertains to their mental or physical well-being.

Data will also be used to have continuous improvements to our intake process, demographics, and house processes.

Only Sisu Living House staff will have access to any personal information and will only share with others with the client's written or verbal permission.

We will keep data on individuals for two years after the resident moves out. Any information regarding that resident will be shredded or destroyed after two years.

Forms that new clients will sign

Sisu Living House uses a software system to process forms. Any new clients that are accepted into the house will sign the following agreements:

- Bed Agreement
- House Rules
- Release of Information
- Goal Sheet
- Marketing Agreement

Recovery and Life Management Goals

Once a client is accepted in the house, the intake process will help document any recovery or life management goals. These goals may be already identified with the case manager or probation officer or drug court, and the house manager should be aware of any goals and formally document them as part of the client's plan during their stay at our home.

The house manager will have one-on-one meetings with each resident on a regular cadence. At these meetings, the house manager will review the goals on a monthly basis to make sure that they have the support to reach their goals and to see if goals need to be updated.

There may be software that helps track and define these goals as well. Sisu Living House continues to explore software options to meet the mission and vision for our brand at the writing of this document.

The release of information form allows Sisu Living House to discuss recovery and life management goals with Sisu Living House staff, the client, medical team, behavioral health team, therapist, and any other case worker or probation officer necessary.

Code of Ethics

If there is an ethical issue, it shall be resolved by the operator of the house. Please let us know if you see any code of ethics being broken so we can address it immediately. If the code of ethics is broken by an operator, anyone can escalate the concern to the Sisu Living House Operator. The Sisu Living House Operator will review the ethical concern with the Sisu Living House Board Members and will conduct an investigation and provide a return response within 30 days.

Payments

Prior to electronically signing the bed agreement to transition into Sisu Living House, the client will know how much it will cost them and any amount that another organization will be paying on their behalf. This will be outlined in the bed license agreement.

Accounting tools

Sisu Living House uses an electronic invoicing system to document all their expenses and payments. We also use a variety of resources, such as secure P2P systems, ACH transfer, certified check, cash, debit or credit card payments. The client is responsible for bank transaction fees for payments made by credit card, debit card, or ACH transfers. Clients understand there are no refunds. Clients are to provide a 30-day notice prior to voluntarily exiting Sisu Living House.

Recovery and life management support

Sisu Living House will have a list of resources for clients to access recovery and or life management resources such as AA meetings, essential needs, etc. Sisu Living House staff will coordinate with the appropriate case managers and support networks for each individual client.

Sisu Living House staff will provide learning opportunities and additional emergency resources on a case by case basis. Ongoing performance support and training are provided for staff.

Transitioning In

What to expect when you enter Sisu Living House

There are several steps required at intake, which include:

1. A UA test when you first move-in.
2. If recently released from incarceration, the first 30-days are a blackout period. You may only leave the house for work, church, grocery shopping, medical appointments, or recovery related meetings. All requests for exceptions must be approved and documented in writing by the house manager.
3. Review all rules & policies of the house and sign the bed license agreement, house rules forms, marketing, release of information, and goal forms..
4. A tour of the home / shared room, and meet all clients present at the time of intake.

Rules and policies of the house

Safety

The safety of our clients is of the utmost importance to us. You will find that each room has a smoke detector, carbon dioxide detectors, fire extinguishers in the kitchen, and review of evacuation exits in the home.

We will complete quarterly emergency evacuation drills based on the Sisu Living House Safety Plan that is documented and posted in the house.

Inspection of the safety devices throughout the home will be completed on a quarterly basis.

Check-In / Check-Out Requirement

Participants are required to comply with the program's check-in/check-out procedures as outlined in the Emergency Preparedness and Evacuation section of this handbook. Compliance with the check-in/check-out process is part of maintaining a safe, accountable, and cooperative shared living environment.

To support resident safety, emergency preparedness, and accountability within the home, all participants are required to complete the program's check-in/check-out process when leaving or returning to the property.

Sisu Living House primarily utilizes an electronic location-based check-in system to confirm when participants are on-site or away from the home. This process supports emergency response efforts, evacuation planning, wellness checks, and overall program operations.

In situations where a participant's electronic device is temporarily unavailable, inoperable, or when the electronic system is temporarily out of service, Sisu Living House may utilize a manual paper sign-in/sign-out process as an alternative method of documentation.

Failure to consistently follow the required check-in/check-out process may result in a Program Concern Notice, Program Probation, or program review in accordance with the Sisu Living House Program Accountability Process, as accurate occupancy awareness is an important component of community safety and emergency preparedness.

Privacy Policy

Sisu Living House is committed to protecting your privacy. This Privacy Policy describes how we collect, use, disclose, and protect your information when you visit our website, sisulivinghouse.com, or interact with us in any other manner.

Information We Collect

We may collect the following types of information from you:

Personal Information: When you contact us through our website, phone, or email, we may collect personal information that you provide, including your full name, phone number, email address, and mailing address.

How We Use Your Information

We use the information we collect for the following purposes:

- Following up on messages
- Sending invitations for events
- Responding to client inquiries
- Sharing information about the business program

SMS Terms of Service

By opting into SMS from a web form or other medium, you are agreeing to receive SMS messages from **Sisu Living House**. This includes SMS messages for conversations (external). Message frequency varies. Message and data rates

may apply. See privacy policy at sisulivinghouse.com/privacy-policy/. Message HELP for help. Reply STOP to any message to opt out.

Consent to Receive Text Messages

You are not required to consent to receiving text messages from **Sisu Living House**. By providing your phone number and opting in, you consent to receive text messages from **Sisu Living House** regarding your inquiry, our services, or related legal matters. Message and data rates may apply. You can opt out of receiving text messages at any time by replying "STOP" to any text message you receive from us. Please note that opting out may limit our ability to communicate with you regarding your case or services.

Information Sharing and Disclosure

We do not sell, rent, release, or transfer your SMS consent or phone number to any third parties for marketing purposes.

Data Security

We implement reasonable security measures to protect your personal information from unauthorized access, use, disclosure, alteration, or destruction. However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

Your Rights and Choices

Opting Out: You may opt out of receiving marketing communications from us by following the instructions in those communications or contacting us directly. If you opt out, we may still send you non-promotional communications related to your legal services or our ongoing business relationship.

Access and Update Information: You have the right to access, update, or correct your personal information. To do so, please contact us using the information provided below.

Third-Party Websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these third-party sites. We encourage you to review the privacy policies of any third-party websites you visit.

SMS Message Communication

We may send any **Sisu Living House** Text (SMS) Message, either directly or via a third-party agent or authorized service provider, through your communication service provider in order to deliver it to you. You agree that your communication services provider is acting as your agent in this capacity. No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. All the above categories exclude text messaging originator opt-in data and consent, this information will not be shared with any third parties. This includes affiliate or business partners the Opt in is not transferable to another party involved in their process.

Children's Privacy

Our website is not intended for children under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that we have inadvertently collected personal information from a child under 13, we will take steps to delete such information.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated “Last Updated” date. We encourage you to review this Privacy Policy periodically for any updates.

Contact Us

If you have any questions or concerns about this Privacy Policy or our privacy practices, please contact us at:

Company Name: ***Sisu Living House***

Mailing Address: 8041 Brier Creek Parkway, Unit 1083, Raleigh NC 27617

Contact Information

- Email: info@sisulivinghouse.com
- Phone number: (984) 381-6313

House Rules & Community Expectations

Sisu Living House is a structured sober and transitional living program designed to maintain a safe, respectful, and supportive environment for all participants. Clients are expected to follow these rules to support the shared living community and their personal growth. These house rules are part of participation in the Sisu Living House program and are a condition of continued bed placement in the home.

Operator Authority and Rule Interpretation

Sisu Living House reserves the right to establish, clarify, and enforce reasonable household expectations necessary to maintain a safe, respectful, and cooperative living environment. The rules listed in this document represent the primary expectations for clients; however, they are not intended to be an exhaustive list of every possible situation that may arise in a shared living environment. Clients agree to follow reasonable guidance and instructions provided by Sisu Living House staff when situations arise that are not specifically addressed within these written rules.

Failure to comply with reasonable program expectations or staff guidance may result in action under the Sisu Living House Program Accountability Process, which may include:

- Program Concern Notice – A written notice identifying behavior or participation concerns.
- Program Probation – A period in which the client must demonstrate improvement and compliance with expectations.
- Program Removal – Termination from the Sisu Living House program and loss of eligibility to reside in the home.

Certain violations involving safety, illegal activity, violence, or serious disruption may result in immediate program removal.

Clients are expected to contribute to a peaceful, respectful, and cooperative living environment. Small daily choices such as cleaning up after oneself, managing noise, and respecting others' space help maintain the stability of the home.

1. Respect for Personal Property Clients must respect the personal belongings of others.

- Do not take, borrow, or use another client's items without clear verbal permission each time.
- Do not enter another client's room at any time.
- Do not open locked cabinets or closets.
- Do not lend or borrow money, vehicles, or personal property from other clients or neighbors. Violation of this rule may be considered theft and may result in immediate program review or removal.

2. Safety and Security

The safety of the household is a top priority.

- No firearms or weapons of any kind are allowed in the home.
- No illegal drugs, alcohol, or unprescribed medication are allowed on the property.
- Clients are subject to random drug and alcohol screenings.
- Do not light candles, incense, or use open flames in the home.
- Do not use the fireplace.
- Ensure heat-producing devices are unplugged after use.
- Entry and exit doors must remain closed and locked.
- Do not share your assigned keypad code with anyone.
- Do not open the door for anyone without operator approval.
- Guests are not allowed inside the home.
- Anyone picking up a client must remain in their vehicle and may not remain on the property longer than 10 minutes.

3. Respectful Behavior

Clients must maintain respectful communication and conduct at all times.

- No aggressive or violent behavior.
- No harassment, threats, intimidation, or bullying.
- No profanity or offensive language directed toward clients, staff, or neighbors.
- No romantic advances toward Sisu Living House staff or helpers.

Behavior that creates a hostile or unsafe environment may result in immediate removal from the program.

Peer Accountability and Respectful Communication

Clients are encouraged to support a respectful and accountable community environment. If a client notices that another client may have forgotten or overlooked a house expectation, clients are encouraged to address the situation respectfully and directly with one another when appropriate.

If the concern continues, or if the client does not feel comfortable addressing it directly, the concern should be brought to the attention of Sisu Living House staff through the appropriate communication channel.

Clients should communicate concerns in a respectful and solution-focused manner and avoid arguments, hostility, or escalating conflict.

Sisu Living House staff will review concerns when necessary and determine whether further action is required under the Sisu Living House Program Accountability Process.

Personal Device Noise

Clients must use headphones or earbuds when listening to music, watching videos, or using audio from personal devices in shared spaces and bedrooms. This helps prevent noise pollution and overstimulation for other clients in the shared living environment.

4. Community Participation

Sisu Living House is a community-based living environment.

Clients are expected to:

- Attend scheduled house meetings (minimum 50% attendance each month).
- Participate in Sisu Living House program activities and expectations.
- Complete required goal-setting activities.
- Communicate respectfully with Sisu Living House staff.

Clients unable to attend a meeting must notify Sisu Living House staff and follow up to receive the information shared.

Work Schedule Communication

Clients who are employed must share their work schedule with Sisu Living House staff.

- If a client has a fixed work schedule, it must be submitted once and updated if changes occur.
- If the schedule varies weekly, the client must submit the upcoming week's schedule by Sunday each week.
- Work schedules must be shared through the designated house communication platform or as otherwise instructed by Sisu Living House staff.

Clients must notify Sisu Living House staff of last-minute schedule changes, and schedule verification may be required when necessary.

5. Cleanliness and Shared Space Responsibility

Clients must maintain cleanliness throughout the home.

- Clean up after using the kitchen, bathrooms, and shared spaces.
- Dispose of trash properly.
- Only flush toilet paper down toilets.

- Food may only be consumed in the kitchen, dining area, or living room.
- Food is not allowed in bedrooms.
- Only sealed water bottles with solid lids are allowed in bedrooms.

Household Chores and Responsibilities

All clients are required to participate in maintaining the shared living environment.

Chore assignments may rotate at the discretion of Sisu Living House staff.

Clients must complete their assigned daily and weekly household chores as outlined in the Sisu Living House chore schedule.

Responsibilities may include cleaning shared spaces, maintaining outdoor areas, or other tasks necessary for the upkeep of the home.

Failure to complete assigned chores may result in a Program Concern Notice or Program Probation in accordance with the Sisu Living House Program Accountability Process.

Clients who repeatedly fail to complete assigned chores may be subject to program review.

Food Ownership and Storage

Food within Sisu Living House falls into three categories:

Personal Food – Food purchased by an individual resident is considered that client’s property and may not be taken or consumed by others without clear permission.

Community Food – Food designated as community food may be used by all residents.

Program or Donated Food – Food provided through donations or community resources is intended for shared household use and must be used respectfully.

Clients must label personal food items when required and store them in designated areas.

Taking or consuming another resident’s personal food without permission may be considered theft and may result in program review or removal.

Food Storage Limits

To ensure fair access to refrigerator, freezer, and pantry space, clients may store no more than approximately one week’s worth of personal groceries at a time.

Clients must store food only in their designated storage areas and ensure items are clearly labeled.

Food items left in common areas without identification may be discarded.

Bulk food storage for long-term personal use is not permitted.

Expired or spoiled food must be discarded promptly.

Sisu Living House staff may periodically review refrigerator, freezer, and pantry storage to maintain cleanliness and space availability.

6. Personal Rooms

Clients are responsible for maintaining their rooms in a clean and orderly condition.

- Beds must be made daily.
- Bed linens must be washed weekly.
- Mattress and pillow covers must be washed monthly.
- Personal items should be stored neatly in designated areas.
- Closet doors must be able to fully close.
- Windows must remain closed unless otherwise approved by Sisu Living House staff. Sisu Living House staff may conduct room checks when necessary.

7. Personal Hygiene Clients must maintain appropriate hygiene.

- Shower daily and brush teeth regularly.
- Dispose of hygiene products properly.
- Personal spaces must not create offensive odors.
- Bathroom use should be limited to 15 minutes when others are waiting.

Shower Use, Bathroom Courtesy, and Time Limits

Clients must use showers only.

Bathing in the bathtub is not permitted.

After showering, clients must turn on the bathroom ventilation fan to help control humidity and prevent mold.

Bathrooms are shared spaces and must be used respectfully so that all clients have fair access.

After using the shower, residents must:

- Wipe down excess water if necessary
- Remove personal items and leave the bathroom clean for the next client
- Clients should avoid leaving personal belongings in shared bathrooms

Clients preparing for work or scheduled commitments should plan accordingly and allow adequate time for other residents to access shared bathrooms. Repeated failure to respect bathroom time limits or cleanliness expectations may result in program review.

8. Curfew and Overnight Passes

Curfew is 11:00 PM daily. Keypad access is active between 6:00 AM and 11:00 PM. Overnight passes are available after 14 days in the program and must be requested 24 hours in advance, unless there is a documented emergency. Clients returning from overnight passes may be subject to drug or alcohol screening.

Failure to return for two consecutive days without an approved overnight pass may be considered voluntary termination of Sisu Living House program participation and bed placement.

Quiet Hours Quiet hours are observed between 11:00 PM and 6:00 AM. During quiet hours clients must:

- Keep voices and conversations low.
- Use headphones for all personal devices.
- Avoid loud phone calls or media.
- Be respectful of others who are resting.

These expectations apply to all areas of the home, including outdoor spaces.

9. Outdoor Areas

- Smoking is permitted only on the backyard patio.
- Smoking materials must be disposed of properly and may not be left on the patio or ground.
- Loitering in the front yard is not allowed.
- Clients may use the backyard patio quietly after 11 PM while observing city noise ordinances.

10. Household Equipment and Property

Sisu Living House property must be respected.

- Do not manipulate, alter, damage, or remove Sisu Living House equipment.
- Printer, laptop, mouse, and electronics must remain in the designated location and not taken into bedrooms.
- Printing should be done in black ink unless staff permission is granted for color printing. Replace printer paper when the paper tray is empty.

Shared Television Use The television in shared spaces must be used at a reasonable volume that does not disturb other clients. Clients using the shared television should be mindful of others in the home and adjust volume levels when requested. The communal television will be turned off by 12:00 AM unless otherwise approved by Sisu Living House staff.

11. Safety Hazards

Clients must avoid creating safety hazards.

- Do not leave items on floors that could cause slips or trips.
- Clean spills immediately and notify others in the home.

12. Garage and Storage

The garage is designated for storage only. Clients may store:

- Two labeled bins per client.
- Up to three bins for Clients with children.
- The garage may not be used for gatherings.

13. Medication and Health

Clients are responsible for managing their own medications.

- Staff must be notified of prescribed medications.
- Medication may not be shared.
- Syringes must be disposed of in a medical sharps container.

14. Laundry

Laundry may only be done on assigned days. Clients must:

- Clean the laundry area after use.
- Not wash another client's clothing.
- Clean the dryer lint filter after use.
- Only use the laundry trash bin for lint from the dryer lint filter.
- Laundry may only be done on assigned days and clothing must be removed from machines immediately after use.

Acknowledgment

My signature indicates that I have read and understand the Sisu Living House House Rules and agree to follow these expectations while participating in the Sisu Living House program. I understand that failure to follow these rules may result in Program Concern Notice, Program Probation, or Program Removal.

Drug and alcohol testing

Sisu Living House is a drug-free and alcohol-free house. We have zero tolerance to anyone using drugs or alcohol on or off the premises while a client is with us.

Drug Testing Policy

When first entering the house as a client, a drug test will be administered.

After entering as a client, a drug test may be required after the first 30 days and / or when any client is suspected of being under the influence of any substance, at the discretion of staff or peers.

Clients will be subject to both random and behavior indicated alcohol and/or drug screening tests. Refusing to submit to a test is grounds for immediate dismissal.

All clients are subject to drug/alcohol testing after an overnight pass or extended trip with no exceptions.

UA testing process

Once a client is asked to take a UA test, they must do it:

1. Immediately
2. Alone in the bathroom
3. Do not flush the toilet

Positive test

If you have a positive test, then you can choose to retake the test at your own cost. If you still believe the test is incorrect, you can choose to go to a facility to do the test at your own cost.

Relapse policy and dismissal process

Sisu Living House is an abstinence-based program and we have a zero-tolerance policy when it comes to relapse and/or drugs and alcohol being found on property. In the occurrence of a relapse, circumstances determine how each situation is handled by staff.

When asked to leave property due to using or failed drug screen/breathalyzer, the client has two options:

1. Vacate the premises immediately with their property or the client's property will be packed for them by the house manager or house operator.
2. Go to detox immediately. If the client is willing to go to detox, they must find their own ride to detox. We can hold their paid bed for 14 days. If detox is complete and there is bed availability, the client can come back to the house, re-sign a license agreement, and take up where they left off in their recovery. If the client's bed is paid for, we can hold their bed for 14 days, and once detox is complete, the client can return to Sisu Living House, and take up where they left off in their recovery. Staff will take the necessary measures to help the client get to a safe place that meets their recovery needs as long as he or she is willing.

Dismissed clients due to relapse may return to the Sisu Living House as long as a bed space is available, and the client meets the following requirements:

- Have one week of continued sobriety confirmed by their sponsor.
- Pass a urinalysis drug test.
- Approval of return by staff and board members.
- Payment of any outstanding fees.

Overdoses on the premises

While this house is a drug-free zone, we realize that people relapse. Our house manager and our house operator will be trained on Naloxone administration and we will collaborate with community partners to secure Naloxone onsite and notify appropriate emergency personnel if a client is in need of Naloxone for an opiate-related overdose.

Medication and illness policies

During the intake process, Sisu Living House staff will identify any prescription or medication-assisted treatment (MAT) drugs that you are taking. The client is **not** allowed to share any prescription drugs with any clients.

Prescription medication

The health and safety of our clients are one of our main values and we want you to be accountable for your own health issues. The house lead and manager should be aware of any medications you are on and where it is stored. Everyone at Sisu Living House is expected to be med-compliant and able to handle their own medications

independently. Sisu Living House does not help with any activities of daily living, including administering medications.

Naloxone (Narcan)

Naloxone (Narcan) is used if you suspect someone has overdosed. The house manager will be trained on how to use it. Naloxone medication will be kept in the house in a secure and accessible location for Sisu Living House staff and clients.

Covid or other infectious illnesses

If a client is feeling ill and has symptoms similar to Covid-19, they should test immediately. If someone in the house tests positive, they should notify the house lead and manager immediately. They will be quarantined in their room for the recommended amount of time according to the CDC. When they leave their room, they must wear a mask in any common area in or around the house until they have two negative covid tests. We will follow all state and federal rules for Covid quarantine.

Accommodations with the client will be made for quarantine if necessary (i.e. moving the affected client into an empty room). Anyone that was in proximity to the person with covid should take covid tests daily to make sure they test positive for up to 5 days.

As part of the chore tasks, the house clients will wear masks and gloves and clean all surfaces and public areas with disinfectant as soon as possible after the client tests positive.

Transitional living residence exposure to bodily fluids and contagious disease policy

Sisu Living House will use “universal precautions” to prevent the spread of disease within the home, as follows:

"Universal Precautions" means an approach to infection control that treats all human blood and body fluids as if they are infectious. Generally, Universal Precautions consist of regular hand-washing after coming into contact with another person's body fluids (mucous, saliva, urine, etc.) and includes the use of gloves when handling blood or body fluids that contain blood.

Specifically, Universal Precautions consist of the following four basic infection guidelines:

1) Hand-washing

- a) Staff and clients should wash their hands:
 - (1) After assisting wiping one's nose.
 - (2) Before preparing or eating foods.
 - (3) After using the toilet.
 - (4) Before and after treating or bandaging a cut.
 - (5) After handling urine test kits or collection of urine.
 - (6) After wiping down surfaces, cleaning spills, or any other housekeeping.
 - (7) After being in contact with any body fluids from another person.
 - (8) Even if they wore gloves during contact with body fluids.

2) Gloves

- a) Staff and clients should always wear gloves:
 - (1) When they come into contact with blood or body fluids that contain blood.
 - (2) When they have open cuts or scratches on their hands.

- (3) When cleaning up urine, stool, or vomit.
- (4) When administering first aid for a cut, a bleeding wound, or a bloody nose.
- (5) And use gloves only one time, for one incident or client.
- (6) Staff must air dry their hands prior to putting on a new pair of gloves.
- (7) And dispose of used gloves immediately after use.

3) Cleaning with a disinfectant

- a) Staff and clients should clean with a disinfectant:
 - (1) On all surfaces and in the resident's room and on an "as needed" basis on any surface that has come into contact with blood.
 - (2) Such as a basic bleach solution, made fresh daily by mixing:
 - (a) 1/4 cup household liquid chlorine bleach in one gallon of tap water, or one tablespoon bleach in one quart of water.

4) Proper disposal of infectious materials

- a) Staff and clients should dispose of infectious materials by:
 - (1) Placing it in a plastic trash bag, tying it with a secure tie, and disposing of it out of reach of clients and any children who may be present.

Governance

While Sisu Living House has house rules, we still want to foster a community of peer governance and participation. Clients will have a weekly meeting run by the house manager or operator to discuss grievances, needs in the house, rules that should be implemented or altered, celebrate successes, or offer support to those in need at the moment. Clients are permitted to miss up to 50% of house meetings each month, and remain accountable to the information shared at the missed house meeting. Clients who are not working or receiving emergency services are to notify the house manager or operator at least 2 hours in advance of the house meeting if they are not able to attend.

Clients are to participate in Sisu Living House in-person community-based or virtual activities.

Clients are to participate in accountability worksheets and to return them by the designated due date as determined by the house manager or lead.

Clients are to maintain at least one additional (not inclusive of the house meeting) in-person check-in with the house manager or lead weekly.

Grievance policy

From time to time, clients will have issues with other clients, house leads, or the operator. We want to make sure that all grievances are heard and addressed in a timely manner. The operator of the house has the final decision in all grievances. If there are additional grievances after all levels of management within the home have addressed the issue, it can be escalated to a Sisu Living House board member.

Resident grievances with each other or house manager

All clients have the right and are encouraged to communicate his or her grievance to a Sisu Living House staff member. There will be no consequences or retaliation for the client filing a grievance.

1. All clients have a right to file a formal written grievance. The client may file a grievance by sending an email to the house operator at info@sisulivinghouse.com.
2. Written grievances shall be forwarded to info@sisulivinghouse.com and include the date and estimated time of the incident, supporting evidence (photos, screenshots), specific details of the situation to include who was involved, what happened, how did it happen, when did it happen, and the location.
3. In the instance where the decision maker is the subject of a grievance, decision making authority shall be delegated to the Sisu Living House board. Sisu Living House clients can escalate concerns after following the escalation process to a Sisu Living House board member at info@sisulivinghouse.com.
4. Timeframe for resolution investigation and follow up is within 30 days upon receipt of the complaint/grievance.
5. The client will be sent a written notice of the grievance outcome.

Grievances against the operator

Throughout this process, the client has the right to contact, make a complaint and/or appeal the grievance outcome to the Sisu Living House board by sending an email to info@sisulivinghouse.com.

Grievances from neighbors or community

Being a good neighbor is a value of Sisu Living House and we take it very seriously. We have the client sign a bed license agreement and house rules so they know how to be a good neighbor and what to do if there is a complaint against the house.

In the case where neighbors or someone in the community complain about something that is going on in the house, then those grievances should be immediately escalated to the house manager and operator.

The operator will contact the neighbor to work out the grievance.

Grievance records

All grievances will be electronically recorded and maintained for a period of 5 years.

Roles and staff for the house

We have the following positions for Sisu Living House.

1. **House leader:** Responsible for overseeing the house. This is typically someone a little further along in their recovery and life management and can work with the house manager or operator to make sure clients are adhering to the rules. For more info, refer to their [list of responsibilities](#).
2. **Chore leader:** Responsible for assigning chores and making sure chores are being performed by clients. For more info, refer to their [list of responsibilities](#).
3. **House manager:** The house manager will be someone who may or may not live in the residences but who monitors and oversees all aspects of each home. They will be visiting the house daily and will check in (in person or by text or call) with all clients and will be working with the house lead or operator to identify any issues or needs to be addressed. For more info on their responsibilities, refer to the [list of responsibilities](#).

Roles and responsibilities of house lead

The house lead is a designated resident that works with the house manager to make sure house rules are being upheld and chores are being completed. The role of a house lead in transitional living includes being a leader and mentor for the “family” that shares the home. Activities performed by house lead in this role are considered mutually beneficial to the leader and the other members of the living arrangement. They must **not** be construed as therapy or assistance for physical or emotional needs of the other clients. These activities are voluntary in nature and not performed with an expectation of compensation. They are programmatic in nature and consist of relationship building with other clients, as opposed to providing therapy or supervision to others.

The house lead will:

1. Engage clients in conversations and activities that are edifying and stimulating.
2. Monitor clients’ rooms for cleanliness.
3. Ensure that clients are properly respecting and maintaining common areas (esp. kitchen, living room, dining room, outdoor space).
4. Monitor that clients are following house rules including curfew.
5. Monitor proper use and functioning of appliances and other household equipment.
6. Observe any unusual activities that may pose a safety or nuisance issue for the clients or neighbors.
7. Model excellent and professional boundaries with both clients and staff.
8. Encourage participation in recovery activities.
9. Demonstrate appropriate recovery / transitional living skills for others to emulate.
10. Meet with the house manager once a week to go over house issues or grievances or learn new skills.
11. Communicate with the house manager via text or phone when issues that they cannot resolve on their own.
12. Communicate via text, phone, or in person with clients to make sure all grievances are being addressed in a timely manner.
13. Lead a weekly meeting with clients to go over any issues with the house, struggles they are having, and to have time together.
14. Participate in mandatory, ongoing health and safety, peer mentoring, or recovery residence training as required.
15. Provide written notes from each weekly meeting to the house manager that outlines what was discussed and any to-do items, such as, we need more laundry detergent or Jack needs help finding a job.
16. Work with the house manager with tasks for new clients moving in.
17. If a house rule is violated, talk to the client and let the house manager know for the house manager to complete an accountability write-up. If it is a house rule that calls for immediate removal from the house, then call the house manager immediately. NOTE: If the client is under the influence or unruly, contact the house manager, and the non-emergency local police, or 911 in extreme cases.

Role and responsibilities of the house manager

The house manager will be a paid position. The house manager assumes the task of the house and chore lead if the roles are unfulfilled.

1. Maintain inventory of all household supplies (i.e. cleaning supplies, cooking utensils, furniture, household keys etc).
2. Prepare bedrooms for all new clients entering into home (i.e. clean linens, dresser drawers, bedroom cleanliness etc).
3. Review program and house rules with all new clients and ensure client compliance with house rules.
4. Facilitate house meetings that the house lead does not perform, community meetings and occasional social and recreational outings/activities.
5. Conduct new client orientations, including reviewing quarterly safety plan drills and locations of fire extinguishers, exit routes, evacuation procedures, and access to first-aid kits.
6. Assist in monitoring property to protect from damage and/or theft.
7. Conduct urinalysis drug screens as required by house rules.
8. Meet with the operator/executive director to discuss operations.
9. Participate in mandatory, ongoing health and safety, peer mentoring, or recovery residence training as required.
10. Provide referral resources to clients when requested or needed (dismissals).
11. Provide letters and other necessary information for clients as needed, ensuring HIPAA compliance.

Roles and responsibilities of chore leader

A chore leader is a person designated in the house that is responsible for making sure the house chores are completed daily, weekly, and monthly. They are to be responsible for interaction with other house clients to assign and make sure chores are completed, add new chores that they see as needed, and discuss any chores that may need altering or removing. These activities are voluntary in nature and not performed with an expectation of compensation.

Responsibilities include:

1. Be familiar with the chore list.
2. Re-distribute chores to clients on a rotating basis.
3. Identify any additional chores that need to be added to the chore list.
4. Identify any chores on the chores list that are not needed and get operator or house manager permission to remove them.
5. Make sure the chore list is displayed in a proper manner in the house so all clients can see their responsibilities.
6. Discuss with the clients their chores.
7. Make sure that the house has the proper items to perform chores on the chore list, e.g., cleaning supplies.

Training of leaders

We want our staff to feel prepared for all situations in dealing with clients and can feel like a leader to make informed decisions and take action. We will supply training for our executive director, house lead, and house

manager in Naloxone training, UA training, and other training we identify as necessary in supporting the house and clients.

All training will be repeated annually to retain the skills that the staff has learned.

Staff chosen for leadership roles have consistently demonstrated overtime compliance with house rules and bed license agreement. Staff performance is evaluated for a 90-day probationary period, and then every 6 months thereafter.

The house manager is committed to ensuring training to support continuous professional development for lead roles and acknowledge staff achievements. The house manager creates a positive and productive work environment for all staff.

Paid positions

If we have a paid position for work at the house from one of our clients, for example, a plumber, the following will apply:

- Paid work arrangements are completely voluntary.
- Clients will not suffer consequences for declining work.
- Clients who accept paid work are not treated more favorably than clients who do not.
- All qualified clients are given equal opportunity for available work.
- Paid work for the operator or staff will not impair participating clients' progress towards their recovery goals.
- The paid work is treated the same as any other employment situation.
- Wages are commensurate with marketplace value and at least minimum wage.
- The arrangements are viewed by a majority of the clients as fair.
- Paid work does not confer special privileges on clients doing the work.
- Work relationships do not negatively affect the recovery / transitional living environment or morale of the home.
- Unsatisfactory work relationships are terminated without recriminations that can impair recovery and / or life management work.

Appendix A: Forms

1. Code of Ethics
2. House rules agreement
3. Release of Information & confidentiality agreement
4. Bed License Agreement
5. Driveway and Vehicle Acknowledgement Form
6. Marketing Photo Release Form

Code of Ethics for Sisu Living House

Operators and staff of transitional living certified as meeting standards shall value and respect each client and put each individual's recovery strengths and needs at the forefront of all decision making. To meet this obligation, we adhere to the following principles:

1. Assess each potential client's strengths and needs, and determine whether the level of support available within the residence is sufficient. Provide assistance to the clients with appropriate referrals.
2. Value diversity and non-discrimination.
3. Provide a safe, homelike environment.
4. Maintain an alcohol- and illicit-drug-free environment.
5. Honor individuals' rights to choose their recovery paths within the parameters defined by Sisu Living House.
6. Protect the privacy, confidentiality and personal rights of each client.
7. Provide consistent and uniformly applied rules.
8. Provide for the health, safety and welfare of each client.
9. Address each client fairly in all situations.
10. Encourage clients to sustain relationships with professionals, recovery support service providers and allies.
11. Take appropriate action to stop intimidation, bullying, sexual harassment and/or otherwise threatening behavior of clients, staff and visitors within the residence.
12. Take appropriate action to stop retribution, intimidation, or any negative consequences that could occur as the result of a grievance or complaint.
13. Provide consistent, fair practices for drug testing that promote the clients' recovery and the health and safety of the recovery environment.
14. Provide an environment in which each client's recovery needs are the primary factors in all decision making.
15. Promote the transitional living space with marketing or advertising that is supported by accurate, open and honest claims.
16. Decline taking a primary role in the recovery / life management plans of relatives, close friends, and/or business acquaintances.
17. Sustain transparency in operational and financial decisions.
18. Maintain clear personal and professional boundaries.
19. Operate within Sisu Living House scope of service and within professional training and credentials.

20. Maintain an environment that promotes the peace and safety of the surrounding neighborhood and the community at large.

The Code of Ethics for Sisu Living House must be read and signed by all those associated with the operation of the Sisu Living House business: transitional living owners, operators, board members, staff and volunteers. By signing below, I affirm that I have read, understand and agree to abide by the Code of Ethics for Sisu Living House.

Name (print): _____ Date: _____

Signature: _____

House rules agreement

House Rules & Community Expectations Sisu Living House is a structured sober and transitional living program designed to maintain a safe, respectful, and supportive environment for all participants.

Clients are expected to follow these rules to support the shared living community and their personal growth.

These house rules are part of participation in the Sisu Living House program and are a condition of continued bed placement in the home.

Operator Authority and Rule Interpretation Sisu Living House reserves the right to establish, clarify, and enforce reasonable household expectations necessary to maintain a safe, respectful, and cooperative living environment.

The rules listed in this document represent the primary expectations for clients; however, they are not intended to be an exhaustive list of every possible situation that may arise in a shared living environment.

Clients agree to follow reasonable guidance and instructions provided by Sisu Living House staff when situations arise that are not specifically addressed within these written rules.

Accountability Process Failure to comply with reasonable program expectations or staff guidance may result in action under the Sisu Living House Program Accountability Process, which may include:

- Program Concern Notice – A written notice identifying behavior or participation concerns.
- Program Probation – A period in which the client must demonstrate improvement and compliance with expectations.
- Program Removal – Termination from the Sisu Living House program and loss of eligibility to reside in the home.

Certain violations involving safety, illegal activity, violence, or serious disruption may result in immediate program removal.

Clients are expected to contribute to a peaceful, respectful, and cooperative living environment. Small daily choices such as cleaning up after oneself, managing noise, and respecting others' space help maintain the stability of the home.

1. Respect for Personal Property

Clients must respect the personal belongings of others.

- Do not take, borrow, or use another client's items without clear verbal permission each time.
- Do not enter another client's room at any time.
- Do not open locked cabinets or closets.
- Do not lend or borrow money, vehicles, or personal property from other clients or neighbors.

Violation of this rule may be considered theft and may result in immediate program review or removal.

2. Safety and Security

The safety of the household is a top priority.

- No firearms or weapons of any kind are allowed in the home.
- No illegal drugs, alcohol, or unprescribed medication are allowed on the property.
- Clients are subject to random drug and alcohol screenings.
- Do not light candles, incense, or use open flames in the home.
- Do not use the fireplace.
- Ensure heat-producing devices are unplugged after use.
- Entry and exit doors must remain closed and locked.
- Do not share your assigned keypad code with anyone.
- Do not open the door for anyone without operator approval.
- Guests are not allowed inside the home.
- Anyone picking up a client must remain in their vehicle and may not remain on the property longer than 10 minutes.

3. Respectful Behavior

Clients must maintain respectful communication and conduct at all times.

- No aggressive or violent behavior.
- No harassment, threats, intimidation, or bullying.
- No profanity or offensive language directed toward clients, staff, or neighbors.
- No romantic advances toward Sisu Living House staff or helpers.

Behavior that creates a hostile or unsafe environment may result in immediate removal from the program.

Peer Accountability and Respectful Communication Clients are encouraged to support a respectful and accountable community environment.

If a client notices that another client may have forgotten or overlooked a house expectation, clients are encouraged to address the situation respectfully and directly with one another when appropriate.

If the concern continues, or if the client does not feel comfortable addressing it directly, the concern should be brought to the attention of Sisu Living House staff through the appropriate communication channel.

Clients should communicate concerns in a respectful and solution-focused manner and avoid arguments, hostility, or escalating conflict.

Sisu Living House staff will review concerns when necessary and determine whether further action is required under the Sisu Living House Program Accountability Process.

Personal Device Noise Clients must use headphones or earbuds when listening to music, watching videos, or using audio from personal devices in shared spaces and bedrooms.

This helps prevent noise pollution and overstimulation for other clients in the shared living environment.

4. Community Participation

Sisu Living House is a community-based living environment.

Clients are expected to:

- Attend scheduled house meetings (minimum 50% attendance each month).
- Participate in Sisu Living House program activities and expectations.
- Complete required goal-setting activities.
- Communicate respectfully with Sisu Living House staff.

Clients unable to attend a meeting must notify Sisu Living House staff and follow up to receive the information shared.

Work Schedule Communication Clients who are employed must share their work schedule with Sisu Living House staff.

- If a client has a fixed work schedule, it must be submitted once and updated if changes occur.
- If the schedule varies weekly, the client must submit the upcoming week's schedule by Sunday each week.
- Work schedules must be shared through the designated house communication platform or as otherwise instructed by Sisu Living House staff.

Clients must notify Sisu Living House staff of last-minute schedule changes, and schedule verification may be required when necessary.

5. Cleanliness and Shared Space Responsibility

Clients must maintain cleanliness throughout the home.

- Clean up after using the kitchen, bathrooms, and shared spaces.
- Dispose of trash properly.
- Only flush toilet paper down toilets.
- Food may only be consumed in the kitchen, dining area, or living room.
- Food is not allowed in bedrooms.
- Only sealed water bottles with solid lids are allowed in bedrooms.

Household Chores and Responsibilities All clients are required to participate in maintaining the shared living environment.

Chore assignments may rotate at the discretion of Sisu Living House staff.

Clients must complete their assigned daily and weekly household chores as outlined in the Sisu Living House chore schedule.

Responsibilities may include cleaning shared spaces, maintaining outdoor areas, or other tasks necessary for the upkeep of the home.

Failure to complete assigned chores may result in a Program Concern Notice or Program Probation in accordance with the Sisu Living House Program Accountability Process.

Clients who repeatedly fail to complete assigned chores may be subject to program review.

Food Ownership and Storage Food within Sisu Living House falls into three categories:

Personal Food – Food purchased by an individual resident is considered that client’s property and may not be taken or consumed by others without clear permission.

Community Food – Food designated as community food may be used by all residents.

Program or Donated Food – Food provided through donations or community resources is intended for shared household use and must be used respectfully.

Clients must label personal food items when required and store them in designated areas.

Taking or consuming another resident’s personal food without permission may be considered theft and may result in program review or removal.

Food Storage Limits To ensure fair access to refrigerator, freezer, and pantry space, clients may store no more than approximately one week’s worth of personal groceries at a time.

Clients must store food only in their designated storage areas and ensure items are clearly labeled.

Food items left in common areas without identification may be discarded.

Bulk food storage for long-term personal use is not permitted.

Expired or spoiled food must be discarded promptly.

Sisu Living House staff may periodically review refrigerator, freezer, and pantry storage to maintain cleanliness and space availability.

6. Personal Rooms

Clients are responsible for maintaining their rooms in a clean and orderly condition.

- Beds must be made daily.
- Bed linens must be washed weekly.
- Mattress and pillow covers must be washed monthly.
- Personal items should be stored neatly in designated areas.
- Closet doors must be able to fully close.
- Windows must remain closed unless otherwise approved by Sisu Living House staff.

Sisu Living House staff may conduct room checks when necessary.

7. Personal Hygiene

Clients must maintain appropriate hygiene.

- Shower daily and brush teeth regularly.
- Dispose of hygiene products properly.
- Personal spaces must not create offensive odors.
- Bathroom use should be limited to 15 minutes when others are waiting.

Shower Use, Bathroom Courtesy, and Time Limits Clients must use showers only. Bathing in the bathtub is not permitted.

After showering, clients must turn on the bathroom ventilation fan to help control humidity and prevent mold.

Bathrooms are shared spaces and must be used respectfully so that all clients have fair access.

After using the shower, residents must:

- Wipe down excess water if necessary
- Remove personal items and leave the bathroom clean for the next client
- Clients should avoid leaving personal belongings in shared bathrooms

Clients preparing for work or scheduled commitments should plan accordingly and allow adequate time for other residents to access shared bathrooms.

Repeated failure to respect bathroom time limits or cleanliness expectations may result in program review.

8. Curfew and Overnight Passes

Curfew is 11:00 PM daily.

Keypad access is active between 6:00 AM and 11:00 PM.

Overnight passes are available after 14 days in the program and must be requested 24 hours in advance, unless there is a documented emergency.

Clients returning from overnight passes may be subject to drug or alcohol screening.

Failure to return for two consecutive days without an approved overnight pass may be considered voluntary termination of Sisu Living House program participation and bed placement.

Quiet Hours Quiet hours are observed between 11:00 PM and 6:00 AM.

During quiet hours clients must:

- Keep voices and conversations low
- Use headphones for all personal devices
- Avoid loud phone calls or media
- Be respectful of others who are resting

These expectations apply to all areas of the home, including outdoor spaces.

9. Outdoor Areas

- Smoking is permitted only on the backyard patio.
- Smoking materials must be disposed of properly and may not be left on the patio or ground.
- Loitering in the front yard is not allowed.
- Clients may use the backyard patio quietly after 11 PM while observing city noise ordinances.

10. Household Equipment and Property

Sisu Living House property must be respected.

- Do not manipulate, alter, damage, or remove Sisu Living House equipment.
- Printer, laptop, mouse, and electronics must remain in the designated location and not taken into bedrooms.
- Printing should be done in black ink unless staff permission is granted for color printing. Replace printer paper when the paper tray is empty.

Shared Television Use The television in shared spaces must be used at a reasonable volume that does not disturb other clients.

Clients using the shared television should be mindful of others in the home and adjust volume levels when requested.

The communal television will be turned off by 12:00 AM unless otherwise approved by Sisu Living House staff.

11. Safety Hazards

Clients must avoid creating safety hazards.

- Do not leave items on floors that could cause slips or trips.
- Clean spills immediately and notify others in the home.

12. Garage and Storage

The garage is designated for storage only.

Clients may store:

- Two labeled bins per client
- Up to three bins for Clients with children

The garage may not be used for gatherings.

13. Medication and Health

Clients are responsible for managing their own medications.

- Staff must be notified of prescribed medications.
- Medication may not be shared.
- Syringes must be disposed of in a medical sharps container.

14. Laundry

Laundry may only be done on assigned days.

Clients must:

- Clean the laundry area after use.
- Not wash another client 's clothing.
- Clean the dryer lint filter after use.
- Only use the laundry trash bin for lint from the dryer lint filter.
- Laundry may only be done on assigned days and clothing must be removed from machines immediately after use.

Acknowledgment

My signature indicates that I have read and understand the Sisu Living House House Rules and agree to follow these expectations while participating in the Sisu Living House program.

I understand that failure to follow these rules may result in Program Concern Notice, Program Probation, or Program Removal.

X _____ Date: _____

Sisu Living House Release of Information & Confidentiality Agreement

Sisu Living House and its staff will respect the privacy of clients. Any information concerning clients, potential clients, and visitors will be treated with the utmost respect. Staff will regularly review confidentiality requirements to comply with state and federal confidentiality laws.

All data collected on clients will be shared with governing agencies to protect individual identities. This data will only be used to improve the quality of services.

Sisu Living House will ensure the safety of client records. Personal information will be protected by reasonable security safeguards against loss or theft, as well as unauthorized access, disclosure, copying, use or alteration.

Confidentiality on client-identifying records may be broken without client consent only in extenuating circumstances, such as when client or staff safety is at risk, child or elderly abuse is suspected, or if a court order is received.

Outside of these circumstances, client-identifying information will never be sold, lent, or given to third parties without client consent.

Sisu Living House will obtain informed voluntary consent from clients before any information is released to agencies or family members.

Sisu Living House staff and clients also have a responsibility for keeping the confidentiality of others in the program. This includes not confirming or denying another client's participation to outside agencies or persons via telephone, in-person, on social media, or in written requests without the client's documented permission.

AUTHORIZATION FOR USE AND DISCLOSURE OF PROTECTED HEALTH INFORMATION 45 C.F.R. Parts of 160; 42 C.F.R., Part 2; G.S. 122C.

This form implements the requirements for client authorization to use and disclose health information protected by the federal health privacy law (45 C.F.R. parts 160, 164), the federal drug and alcohol confidentiality law (42 C.F.R. part 2), and state confidentiality law governing mental health, developmental disabilities, and substance abuse services (G.S. 122C).

I, Client's Full Name, authorize all medical providers to release information to and to obtain information from Sisu Living House. The following listed protected information:

Assessments/Evaluations	Psychotherapy Notes	Lab Results
Screening	Service Notes	Treatment Plan/Plan of Care
Medication Records	Treatment History Summary	Discharge Summary

Other: All documentation necessary for the provision of safe transitional housing and referrals to community agencies and organizations.

The purpose of the disclosure is for the provision of safe transitional housing; and appropriate agency referrals based on the client's needs and individualized goals.

Redisclosure

Once information is disclosed pursuant to this authorization, I understand that the federal health privacy law (45

C.F.R. Part 164) protecting health information may not apply to the recipient of the information and, therefore, may not prohibit the recipient from redisclosing it. Other laws, however, may prohibit re-disclosure. When this agency discloses mental health and developmental disabilities information protected by state law (G.S. 122C), substance abuse treatment protected by federal law (42 C.F.R. Part 2), and HIV infection information which is protected by state law (G.S. 130A-143) we must inform the recipient of the information that redisclosure is prohibited except as permitted or required by these two laws. I understand that the information to be released may include information regarding drug abuse, alcohol abuse, HIV infection, AIDS or AIDS related conditions, psychological, psychiatric, or physical impairments.

Notice of Voluntariness

I certify that this authorization is made freely, voluntarily and without coercion. I understand that Sisu Living House cannot deny or refuse to provide transitional housing if I refuse to sign this authorization, except in limited circumstances, i.e. Services provided solely for the reason of creating PHI for disclosure to 3rd parties.

Revocation and Expiration

I understand that, with certain exceptions, I have the right to revoke this authorization at any time, except to the extent that action has been taken in reliance on it. I understand I may notify Sisu Living House by email at info@sisulivinghouse.com if I decide to revoke this authorization, and I may revoke this authorization at any time by email.

If not revoked earlier, this authorization automatically expires 1 year after the date of signature below unless otherwise indicated.

AGREEMENT AUTHORIZATION

We, the undersigned, have read and under this Release of Information & Confidentiality Agreement.

Print Name: _____

Signed: _____ Date: _____

Sisu Living House Bed License Agreement

I understand that **THIS AGREEMENT IS NOT A LEASE**. Licensee understands that Sisu Living House provides sober and transitional program-based housing and that continued accompanying bed placement is dependent upon participation in the Sisu Living House program and compliance with community expectations.

I understand that Sisu Living House provides and pays for utilities, furnishings, lawn services and controls access to the premises and individual rooms.

PROGRAM-BASED SOBER AND TRANSITIONAL LIVING Licensee understands that Sisu Living House operates as a structured sober and transitional living program and not as traditional rental housing. Bed placement at Sisu Living House is program-based and conditional, meaning the opportunity to have bed placement in the home is dependent upon continued participation in the Sisu Living House program and compliance with the community expectations outlined in this agreement and the house rules. Participation in the program includes personal development, accountability, and community engagement designed to support clients in building stability, independence, and personal growth. Failure to comply with program expectations may result in termination of program participation and termination of the bed license agreement in accordance with applicable notice requirements.

I have read and understand the house rules provided to me.

I understand that Sisu Living House is NOT an assisted living facility or a nursing home and that the LANDLORD & PROPERTY MANAGER DOES NOT provide assistance with activities of daily living, medicine management, bathing, brushing, shaving, cutting food, toileting, transportation, supervision outside of the residence, incontinence care, dressing, movement or other daily activities. Outsourced 3rd parties may stop by and provide these services to the "Licensee" if the "Licensee" has a relationship with this outsourced 3rd party to provide these services, however, under no circumstances does Sisu Living House provide these services directly.

I understand that any damages (other than normal wear) will be my financial responsibility.

FEES The Licensee, the Licensee's representative, and/or the Licensee's legal representative agree that the Client/Licensee (or other specified party) will pay program participation fees in order to participate in the Sisu Living House sober and transitional living program and occupy a bed within the home. Program participation fees support the operational costs of maintaining the program environment, including housing accommodations, utilities, furnishings, shared household supplies, and program administration.

At the time of intake, the Licensee agrees to pay a non-refundable transition-in fee of \$162.50. Following intake, the Licensee agrees to pay a weekly program participation fee of \$162.50, due each Friday by 12:00 PM. Payments not received by 12:00 PM on Sunday will be considered late. One late or missed program participation payment may result in termination from the Sisu Living House program, and termination of the accompanying bed placement and bed license agreement.

WEEKLY PROGRAM FEE PERIOD Program participation fees are assessed on a weekly basis and apply to the entire program week regardless of the specific day the Licensee vacates the premises. Licensees who voluntarily leave or are terminated from the program during a weekly fee period acknowledge that the weekly program fee covers the entire program week and will not be prorated for partial weeks. Refunds for prepaid weeks beyond the current program week may be issued at the discretion of Sisu Living House unless otherwise required by applicable law.

ADVANCED OR ALTERNATIVE PROGRAM PAYMENT ARRANGEMENTS Licensees may request to pay program participation fees on a bi-weekly or monthly basis for convenience. Approval of alternative program payment schedules is at the discretion of Sisu Living House. Regardless of the payment schedule selected, all payments represent program participation fees for the opportunity for bed placement in Sisu Living House and participate in the Sisu Living House program, and do not constitute rent for a fixed tenancy period.

Licensees understand and agree that prepayment of fees for future weeks does not guarantee continued program participation and bed placement if the Licensee:

- violates program rules
- is terminated from the program
- voluntarily leaves the program
- creates a disruptive or unsafe environment for the community

If a Licensee leaves the program voluntarily or is removed from the program before the end of a prepaid period, Sisu Living House may, at its discretion, refund the portion of prepaid program participation fees corresponding to unused future time periods. Any approved refund will be calculated beginning the day after the Licensee exits the premises and removes all of their belongings. All refund determinations remain at the sole discretion of Sisu Living House, unless otherwise required by applicable law. Any voluntary exit agreements signed by the Licensee may establish specific refund terms that supersede this section.

PEST CONTROL AND INFESTATION Bed bug addendum AND other infestation: This addendum addresses situations related to bed bugs and other infestations (roaches, gnats, lice etc.) which may be discovered infesting the dwelling or personal property in the dwelling. You (Licensee) understand that we relied on your representations to us in this addendum.

INSPECTION. You agree that you have inspected the dwelling prior to move-in and that you did not observe any evidence of bed bugs, roaches, or other infestation.

INFESTATIONS. Prior to move-in, Licensee is certifying that they have examined the property for bed bugs, rodents and other bug infestations, and did not observe any evidence of bed bugs or bed bug infestation or any other infestations including roaches, gnats, lice, etc. Therefore, in signing this addendum, Licensee certifies that if bed bugs or other bug infestations are later found in this unit, they will be deemed to have been introduced by the Licensee or one of the Licensee's guests and that the **LICENSEE WILL BE RESPONSIBLE FOR THE PEST TREATMENT**, including all reasonable costs of cleaning and pest control treatments. If we must

move other clients in order to treat adjoining or neighboring dwellings, you will be liable for payment of any lost income and other expenses incurred by us to relocate the clients. If you fail to pay us for any costs you are liable for, you will be in default, and we will have the right to terminate your right of occupancy and exercise all rights and remedies under the license agreement. You will be held directly liable and will deal directly with city officials including but not limited to section 8 inspectors, code compliance inspectors, police and probation officers and any other party that deems the unit unclean and infested and will hold Sisu Living House harmless for bed bug, roach or other pest infestations.

COOPERATION. If we confirm the presence or infestation of bed bugs or other bugs or rodents, you must cooperate and coordinate with us and our pest control agents AT YOUR EXPENSE. You must follow all directions from us or our agents to clean and treat the dwelling that is infested. You must remove or destroy personal property that cannot be treated or cleaned as close as possible to the time the dwelling is treated. We have the right to require you to temporarily vacate the dwelling and remove all furniture, clothing and personal belongings in order for us to perform pest control AT YOUR EXPENSE. If you fail to cooperate with us, you will be in default and we will have the right to terminate your right of occupancy and exercise all rights and remedies under the lease contract. **YOU ALSO AGREE TO ALLOW US TO EXTERMINATE THESE PESTS IMMEDIATELY UPON DETERMINATION THAT INFESTATION HAS OCCURRED AND THAT YOU WILL REIMBURSE US FOR THIS EXTERMINATION.**

RESPONSIBILITIES OF LICENSEE, LICENSEE'S REPRESENTATIVE AND/OR LEGAL REPRESENTATIVE You, your representative and/or legal representative, to the extent specified in this agreement, are responsible for the following: Payment of the program participation fees, supply of personal clothing, activities of daily living, medicine, medicine management and other normal day-to-day items and tasks including but not limited to doctor visits, transportation, case management and social worker appointment meetings and scheduling.

PROPERTY MAINTENANCE A. Licensee's General Responsibilities: Licensee, at Licensee's expense, must: (1) Keep the Property clean and sanitary; (2) Promptly dispose of all garbage in appropriate receptacles; (3) Take action to promptly eliminate any dangerous condition on the Property and/or room; (4) Certify that they will perform all activities of daily living without the help or assistance of any Sisu Living House representative such as showering, taking medications, shaving, cutting and preparing food, toileting, transportation, dressing and any other activity performed on a daily basis. (5) Certify that they have inspected their room and that the room is clean and well-maintained.

INDEMNIFICATION I agree and acknowledge that I am under no pressure or duress to sign this Agreement and that I have been given a reasonable opportunity to review it before signing. I further agree and acknowledge that I am free to have my own legal counsel review this Agreement if I so desire.

Each party hereby agrees to indemnify the other and the other's employees, officers, directors, agents, family members and other related parties against all damages for bodily injury, including death, or damage to real or tangible personal property to the extent proximately caused in the course of performing this Agreement.

It is my intention and I understand that I am binding myself, my heirs, agents, relatives, executors, administrators, assigns and successors in interest, and understanding this, so hereby expressly release and discharge Sisu Living House, its agents, owners, landlords, directors, executives, successors, administrators, assigns, affiliates and agents from any claims against Sisu Living House created or arising out of, or in any way whatsoever related to the service or housing space provided. I hereby waive any claim for damages to persons or property, which may occur as the result of the use of the said premises. This waiver includes any negligent acts or omissions caused directly or in-directly by Sisu Living House or the owners of said Property, including its officers, directors, or employees and understand that my claims, which may in the future arise out of personal injuries, accident, death, hurricanes, tornadoes, rain, fire or other acts of God to the residence, myself or damage to my property of any kind, are hereby waived.

I, and any and all family, relatives, attorneys, assignees and any others acting on my behalf hereby further agree to indemnify and hold harmless Sisu Living House, its owners, representatives, agents or Owners of said Property, including its officers, directors, or employees, from any claims or damages, which may occur to the undersigned licensee or to any child, invitee, or guest of the undersigned.

It is understood and agreed that this agreement includes, but is not limited to, injuries occurring due to: slipping and falling on any surfaces wet or dry, transportation to and from the premises or any other location, fires, sprained or broken limbs, cuts, abrasions, eye injuries, bacterial infections, death, fights, drowning, riots, stabbings, tornados, hurricanes, floods, hail storms, acts of terrorism and any other acts of God, accidents or injuries on the property or off the property.

Licensee assumes all risk of harm resulting from the use of any pools, trampolines, or recreational facilities on Sisu Living House property and waives all claims against the Sisu Living House arising from or relating to the use of said facilities or the participation in such activities and programs by Licensee and his or her guests, even if caused by the Sisu Living House's negligence or gross negligence. The use of said facilities shall be at the sole risk of Licensee and their approved guests.

Each party agrees to indemnify and hold harmless the other party and its employees, members, land-lord, successors, attorneys, family members, agents and assigns, from any claims, liabilities, losses, damages, and expenses asserted against the other party and arising out of the indemnifying party's negligence, willful misconduct, and negligent performance of, or failure to perform, any of its duties or obligations under this Agreement. The provisions of this indemnification are solely for the benefit of the parties hereto and not intended to create or grant any rights, contractual or otherwise, to another person or entity.

Licensee will indemnify and hold harmless Sisu Living House, its agents, owners, directors and officers against all liability, including liability arising from death or injury to person or property during the term of this agreement, and any renewal or extension thereof, caused by any act or omission of the Licensee, or the family, approved guests, agents or employees of the Licensee. b) The Licensee will indemnify and save Landlord harmless from all liability, damage or expense incurred by Landlord as a result of death or injury to

persons or damage to property (including the Premises) where this Lease Agreement required the Sisu Living House to procure insurance for said liability, damage or expense and Sisu Living House failed to do so.

Sisu Living House, its agents, owners, directors and officers shall not be liable for any damage or loss to person or property caused by other licensees or other persons, or caused by theft, vandalism, fire, water, smoke, explosions or other causes unless the same arises solely from the omission, fault, negligence or other misconduct of Sisu Living House. Failure or delay in enforcing Agreement covenants of other Licensees shall not be deemed to be negligence, omission, fault or other misconduct.

Licensee acknowledges that security cameras are used at our facilities to ensure the security of the premises from theft, unauthorized access, or damage to the property. All security cameras record both video and audio, and are strategically positioned so as to not interfere with the peaceful possession of our Clients/Licensees or their privacy. Licensee accepts the monitoring of interior living spaces and exterior spaces by security camera, and agrees not to tamper with the security cameras.

PROGRAM PARTICIPATION REQUIREMENT Licensee acknowledges that bed placement at Sisu Living House requires active participation in program activities designed to support personal growth and accountability. Program participation may include but is not limited to:

- Attendance at scheduled house meetings
- Participation in personal development programming, including Her Sisu personal development modules
- Participation in behavioral health IOP, substance abuse IOP, and other related support groups and/or therapy
- Completion of short-term and long-term goal setting activities
- Participation in house responsibilities and community expectations
- Engagement with accountability practices designed to support personal progress

Failure or refusal to participate in required program activities may be considered program non-compliance and may result in termination from the Sisu Living House program. Termination from the program includes termination of accompanying bed placement in accordance with the notice provisions of this agreement.

PROGRAM COMPLETION AND RESIDENCY ELIGIBILITY Licensee understands that bed placement at Sisu Living House is conditional upon continued participation in the Sisu Living House program. If a Licensee voluntarily withdraws from the program or is terminated from the program due to non-compliance with program expectations, the Licensee may no longer be eligible to reside at Sisu Living House. In such circumstances, the Licensee agrees to cooperate with the transition process and vacate the premises within the timeframe established by Sisu Living House in accordance with applicable notice requirements. Licensees acknowledge that continued occupancy of the premises is dependent upon active participation in the program and not solely upon payment of program participation fees.

PROGRAM ACCOUNTABILITY PROCESS Sisu Living House is committed to maintaining a structured and supportive living environment. When concerns arise regarding a Licensee's participation, behavior, or compliance with program expectations, the following accountability process may be used.

Program Concern Notice Licensees who fail to comply with program expectations may receive a written Program Concern Notice outlining the behavior or participation issue and expectations for improvement.

Program Probation If concerns continue, the Licensee may be placed on Program Probation. During probation, the Licensee will be given specific expectations and a timeframe for improvement.

Program Removal Licensees who fail to demonstrate improvement or who significantly disrupt the program environment may be removed from the Sisu Living House program. Termination from the program includes termination of the bed license agreement in accordance with the terms of this agreement and applicable notice requirements.

TERMINATION / PROGRAM REMOVAL Grounds for Immediate or Accelerated Termination Sisu Living House may initiate an involuntary discharge if a Licensee:

- Engages in behavior that significantly disrupts the operations of the home;
- Creates an unsafe or hostile environment for other residents;
- Requires a level of medical, psychiatric, or behavioral health care beyond the scope of services provided at Sisu Living House;
- Refuses to seek recommended outside support when symptoms or behaviors are impacting the shared living environment.

Sisu Living House is not a licensed clinical treatment facility and does not provide on-site medical or behavioral health services. Licensee understands that violation of this agreement may result in termination of program participation and termination of accompanying bed placement in accordance with applicable law.

DIRECT RESOLUTION PROTOCOL Sisu Living House encourages Licensees to develop healthy communication and conflict-resolution skills as part of the program environment. When concerns arise between residents, the following process should be used whenever safe and appropriate:

Step 1: Direct Communication Licensees are encouraged to respectfully address minor concerns directly with the other Licensee involved.

Step 2: House Meeting Discussion If the concern cannot be resolved through direct communication, the issue may be brought to a scheduled house meeting for discussion and guidance.

Step 3: Operator Review If the matter remains unresolved or involves significant rule violations, safety concerns, or repeated conflicts, the matter may be escalated to the Sisu Living House operator for review and decision.

Licensees are expected to engage in this process in good faith to maintain a respectful and cooperative community environment. The grievance process remains available, and Licensees are encouraged to attempt direct resolution first when appropriate.

GRIEVANCES From time to time, clients will have issues with other clients, house leads, or the operator. We want to make sure that all grievances are heard and addressed in a timely manner. The operator of the house has the final decision in all grievances. If there are additional grievances after all levels of management within the home have addressed the issue, it can be escalated to a Sisu Living House board member.

Resident grievances with each other or house manager All clients have the right and are encouraged to communicate his or her grievance to a Sisu Living House staff member. There will be no consequences or retaliation for the client filing a grievance. All clients have a right to file a formal written grievance. The client may file a grievance by sending an email to the house operator at info@sisulivinghouse.com. Written grievances shall be forwarded to info@sisulivinghouse.com and include the date and estimated time of the incident, supporting evidence (photos, screenshots), specific details of the situation to include who was involved, what happened, how did it happen, what happened, when did it happen, and the location.

In the instance where the decision maker is the subject of a grievance, decision making authority shall be delegated to the Sisu Living House board. Timeframe for resolution investigation and follow up is within 30 days upon receipt of the complaint/grievance. The client will be sent a written notice of the grievance outcome.

Grievances against the operator Throughout this process, the client has the right to contact, make a complaint and/or appeal the grievance outcome to the Sisu Living House board.

RULES COMMUNITY PARTICIPATION EXPECTATION Sisu Living House is a shared community living environment. Licensees are expected to contribute to maintaining a respectful and cooperative household atmosphere. Licensees are expected to:

- Attend scheduled house meetings unless excused by Sisu Living House staff
- Communicate respectfully with house leadership and other Licensees
- Participate in maintaining shared spaces and responsibilities
- Engage in reasonable interaction within the community environment

Persistent refusal to participate in community expectations or behaviors that isolate or disrupt the shared environment may be considered program non-compliance and may result in review of continued participation in the Sisu Living House program.

I am aware that I may be fined and or discharged from the property for violation of house rules and/or destruction, manipulation, or alteration of property and Sisu Living House equipment. I am required to notify the House Leader of Sisu Living House a minimum of fourteen days prior to voluntarily terminating program participation with the Sisu Living House.

My program participation payment (in full) is due each Friday by 12 PM via myself or a third party representative payee or autopay. Program participation payments are considered late after 12 PM Sunday. One late or missed payment will result in an immediate exit from the Sisu Living House program. I understand that upon leaving a Sisu Living House location by my will or as a result from rule infractions I will not be eligible for a refund. I understand there are no refunds under any circumstances. I understand that this agreement is not a lease. Any damages caused by the Licensee will be the financial responsibility of the Licensee. Management of Sisu Living House may terminate this licensee agreement at any time. Violation of house rules may result in fines or my termination from Sisu Living House program participation. Threats or acts of physical violence against other licensees or management will result in immediate termination of this license and may result in filing of criminal charges. Licensee understands that termination from the Sisu Living House program requires the Licensee to remove all of their belongings with them from the property. I understand if I leave belongings behind, I have 48 hours to make arrangements with Sisu Living House staff to pick up my items/property before Sisu Living House discards my belongings.

I understand that Sisu Living House has broad authority to lien and make final decisions for all property contained within the Licensee's room and not retrieved after the 48 hour time period upon exiting Sisu Living House. I understand that the Sisu Living House operator may collect a charge for packing, removing, or storing property seized in addition to any other amounts Sisu Living House is entitled to receive. Sisu Living House may sell or dispose of any seized property in accordance with the provisions of the Property Code.

Any person who is a prevailing party in any legal proceeding brought under or related to the transaction described in this bed license agreement is entitled to recover a maximum of \$500 attorney's fees from the non-prevailing party. I understand that some of the food used is sourced from the community. Licensees are expected to participate in these community resources. Sisu Living House reserves the right to transfer Licensees to our other Sisu Living House program locations at our discretion. Any costs associated with change of location or inconveniences caused by program location change are the sole responsibility of the Licensee. Management / Staff of Sisu Living House may ask me to provide a urine sample when:

- Erratic or other behavior typical of a person under the influence of alcohol or illegal drugs is observed
- Drug / Alcohol paraphernalia is found on my or in my possession
- Randomly and/or weekly

Under no circumstances are drugs, alcohol or other "non-prescribed" medication allowed in the property. I understand that if I have been found to be using or in possession of any of the above items, I will immediately be in violation of this agreement and terminated from the Sisu Living House program.

PROGRAM REVIEW Sisu Living House reserves the right to periodically review a Licensee's participation in the program. Licensees who are not actively participating in program expectations or who significantly disrupt the community environment may be placed on program review, probation, or may be terminated from the program.

Licensee acknowledges that Sisu Living House provides sober and transitional program-based housing and is not intended to serve as permanent housing.

SouthLight Addendum:

SouthLight SAIOP / HOT Program Participation The Licensee is a client of Sisu Living House's referral partner, SouthLight Healthcare, and is currently participating in SouthLight's Substance Abuse Intensive Outpatient Program (SAIOP) and Housing Outpatient Treatment (HOT) program. As part of the Licensee's participation in the HOT program, SouthLight may provide weekly payments toward the Licensee's program participation fee at Sisu Living House.

The Licensee understands and agrees that any portion of the weekly program participation fee not covered by SouthLight becomes the sole financial responsibility of the Licensee, and payment of any remaining balance is required to maintain placement in the Sisu Living House program. The Licensee further understands that the non-refundable transition-in fee of \$162.50 remains the responsibility of the Licensee and will be paid according to the Licensee's pay schedule through two weekly payments due each Friday by 12:00 PM until the transition-in fee is paid in full.

After the completion of the SouthLight HOT program funding period, the Licensee agrees to continue paying the full weekly program participation fee required to remain in the Sisu Living House program.

REFERRAL PROGRAM FUNDING DISCLAIMER The Licensee understands that financial assistance provided by a referral partner, including but not limited to SouthLight Healthcare, is separate from the licensee's agreement with Sisu Living House. Any payments made by SouthLight or another referring organization toward the Licensee's program participation fees are considered third-party assistance and do not transfer financial responsibility away from the Licensee. The Licensee acknowledges that they remain ultimately responsible for all program participation fees not paid by the referral partner.

If the referral partner discontinues, reduces, or delays payments for any reason, the licensee agrees that she is responsible for paying any remaining balance in order to maintain their placement in the Sisu Living House program. Failure to maintain payment of required program participation fees may result in termination of the bed license agreement in accordance with the terms of this agreement. Sisu Living House is not responsible for disputes between the Licensee and any referral agency regarding financial assistance.

Continuation of Residency After SouthLight Program Completion The Licensee understands that placement at Sisu Living House during participation in SouthLight's Substance Abuse Intensive Outpatient Program (SAIOP) and Housing Outpatient Treatment (HOT) program is program-associated housing connected to their participation in that program. The Licensee further understands that completion, withdrawal, or termination from the SouthLight SAIOP/HOT program does not guarantee continued placement at Sisu Living House.

Licensees who wish to remain at Sisu Living House after the completion of the SouthLight SAIOP/HOT program must submit a new application and complete the Sisu Living House intake process. During this

review, Sisu Living House may consider the Licensee's overall participation and compliance with Sisu Living House program expectations, including but not limited to:

- attendance at house meetings
- participation in program activities and goal-setting
- adherence to house rules and community expectations
- respectful engagement with other residents and house leadership

Approval for continued participation in the Sisu Living House program will be determined by Sisu Living House based on program alignment, bed availability, and the Licensee's demonstrated compliance with program expectations during their SAIOP/HOT participation. Sisu Living House reserves the right to approve or decline continued participation in the program following the completion of the SouthLight SAIOP/HOT program. Completion of the SouthLight SAIOP/HOT program does not create any entitlement to continued housing at Sisu Living House.

Driveway & Vehicle Acknowledgment Form

This acknowledgment applies to clients who have or bring a vehicle to Sisu Living House.

Acknowledgment:

I acknowledge that I have reviewed and understand the Sisu Living House Driveway & Parking Policy.

I understand that:

- Driveway use is a shared-living privilege, not a guaranteed right
- Driveway access follows a rotating schedule during designated hours
- Mondays are excluded from resident driveway use
- I am responsible for ensuring my vehicle is operable, movable, and not leaking fluids
- If my vehicle is not functioning properly or is leaking fluids, I must use side street parking

I agree to:

- Follow the established driveway rotation
- Communicate driveway swaps appropriately
- Use side street parking when required
- Respect administrative access needs and neighborhood considerations

Vehicle Make and Model

Vehicle License Plate

Resident Name (Print):

Signature:

Date:

Consent form for use of photographs and video

Photography and videography are sometimes taken at Sisu Living House in-house and community activities and are used for internal or external publication, training products, public displays, web page use, or other marketing and public information purposes. Please initial beside your choice for one of the options below whether you “DO” or “DO NOT” give consent for photography and videography (please initial one option).

Please initial beside one of the options below.

(Client’s Initials) I DO hereby grant permission for photographs and/or videotapes to be made of my family member/ward for internal or outside publication.

(Client’s Initials) I DO NOT hereby grant permission for photographs and/or videotapes to be made of my family member/ward for internal or outside publication.

This consent is voluntary and shall remain in effect for two years unless expressed otherwise by email from the Client to Sisu Living House (info@sisulivinghouse.com).

If there are any limitations to our use of your image, please detail them below:

Client Signature:

Date:

Appendix B: Emergency numbers and evacuation plan

Raleigh

Verification that emergency numbers, procedures (including overdose and other emergency responses) and the safety plan are posted in a conspicuous location throughout the house.

When in doubt, call 911, specifically if someone is unconscious, overdoses, or is being violent.

- **Suicide hotline: 988**
- **Recovery hotline: 988** (<https://988lifeline.org>)
- Help with essential needs, mental health help, and help with finding resources: 211 (nc211.org)
- City of Raleigh Non-Emergency 911 Dispatch: 919-831-6311
- City of Raleigh Fire Department, Station 20, Trailwood Drive, 919-996-6115
- Emergency: 911
- Evacuation Instructions (see diagram below)
 - Evacuate Immediately: In the event of fire, gas leak, or another emergency, all residents and visitors must evacuate the home immediately.
 - Primary Exit Routes:
 - Front Door: Main entrance on Springshire Court.
 - Back Door: Rear exit leading to the backyard.
 - Meet-Up Locations (Safe Public Spaces Nearby):
 - Chamberlain Park: Walnut Creek Subdivision Pool House on Woodmeadow Parkway
 - Walnut Creek Softball Complex (entrance): 1201 Sunnybrook Road, Raleigh, NC 27610
- Accountability Check
 - House Operator, Manager, and or Designated Person will perform a roll call once at the meeting point to confirm who has safely exited the home.
 - Anyone not yet arrived at home at the time of evacuation will be noted and contacted once it is safe to do so.
 - If someone is missing, notify emergency personnel immediately and provide the last known location of the individual.

1421 SPRINGSHIRE CT., RALEIGH, NC

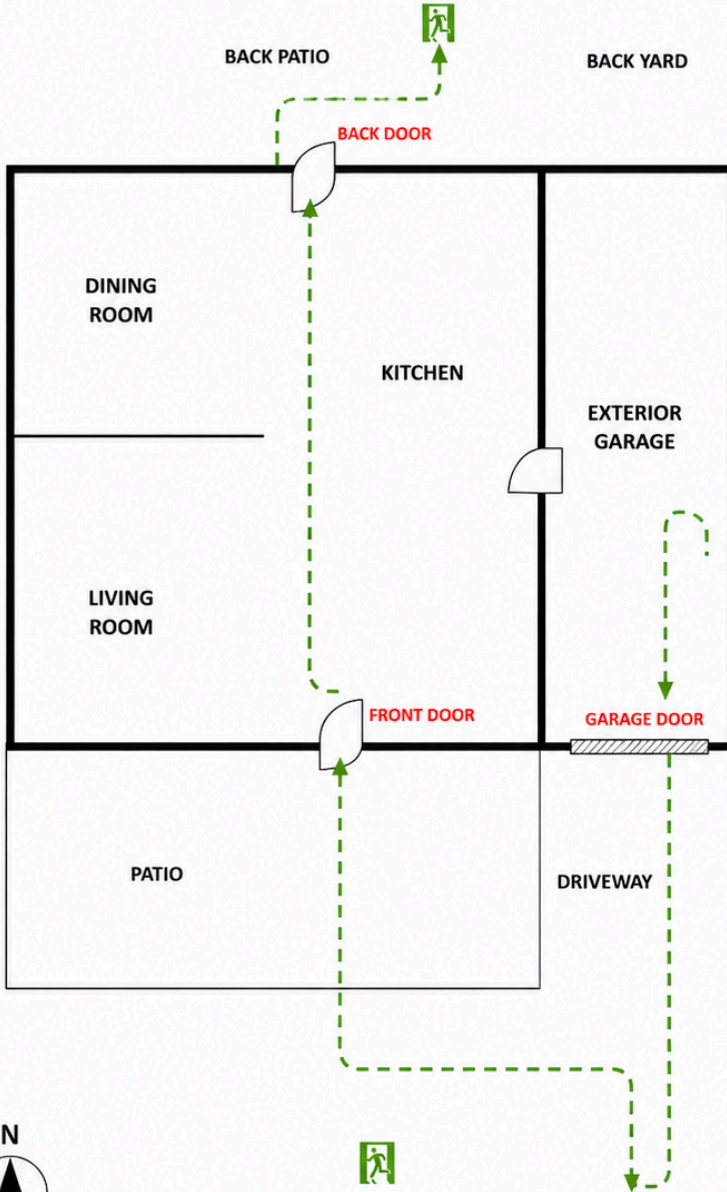
EVACUATION PLAN

IN CASE OF EMERGENCY: GET OUT. STAY OUT. **CALL 911.**

ADDRESS:
1421 Springshire Ct.
Raleigh, NC 27615

DATE:
May 24, 2024

DRAWN BY:
SLH Admin



MEETING LOCATION:
Front Yard (Away from building and street)

LEGEND

- EVACUATION ROUTE
- EXIT LOCATION
- DOOR
- EXTERIOR GARAGE ACCESS DOOR
- EXTERIOR GARAGE ACCESS DOOR

EMERGENCY PROCEDURES

1. Evacuate the building using the nearest safe exit.
2. Proceed to the designated exit location.
3. Once outside, move away from the building.
4. Call 911 from a safe location.
5. Do not return inside until authorities declare it safe.

MEETING LOCATION

Front Yard
(Away from building and street)



PLAN NOT TO SCALE. FOR EMERGENCY USE ONLY. REVIEW THIS PLAN REGULARLY.

Fayetteville

Verification that emergency numbers, procedures (including overdose and other emergency responses) and the safety plan are posted in a conspicuous location throughout the house.

When in doubt, call 911, specifically if someone is unconscious, overdoses, or is being violent.

- **Suicide hotline: 988**
- **Recovery hotline: 988** (<https://988lifeline.org>)
- Help with essential needs, mental health help, and help with finding resources: 211 (nc211.org)
- City of Fayetteville Non-Emergency 911 Dispatch: 910-323-1500
- City of Fayetteville Fire Department, 433 Hay St, Fayetteville, NC 28301, 910-433-1728
- Emergency: 911
- Evacuation Instructions (see diagram below)
 - Evacuate Immediately: In the event of fire, gas leak, or another emergency, all residents and visitors must evacuate the home immediately.
 - Primary Exit Routes:
 - Front Door: Main entrance on Vernon Court.
 - Back Door: Rear exit leading to the backyard.
 - Meet-Up Locations (Safe Public Spaces Nearby):
 - Seabrook Park, 708 Langdon St, Fayetteville, NC 28301
 - Rowan Park, 725 W Rowan St, Fayetteville, NC 28301
- Accountability Check
 - House Operator, Manager, and or Designated Person will perform a roll call once at the meeting point to confirm who has safely exited the home.
 - Anyone not yet arrived at home at the time of evacuation will be noted and contacted once it is safe to do so.
 - If someone is missing, notify emergency personnel immediately and provide the last known location of the individual.

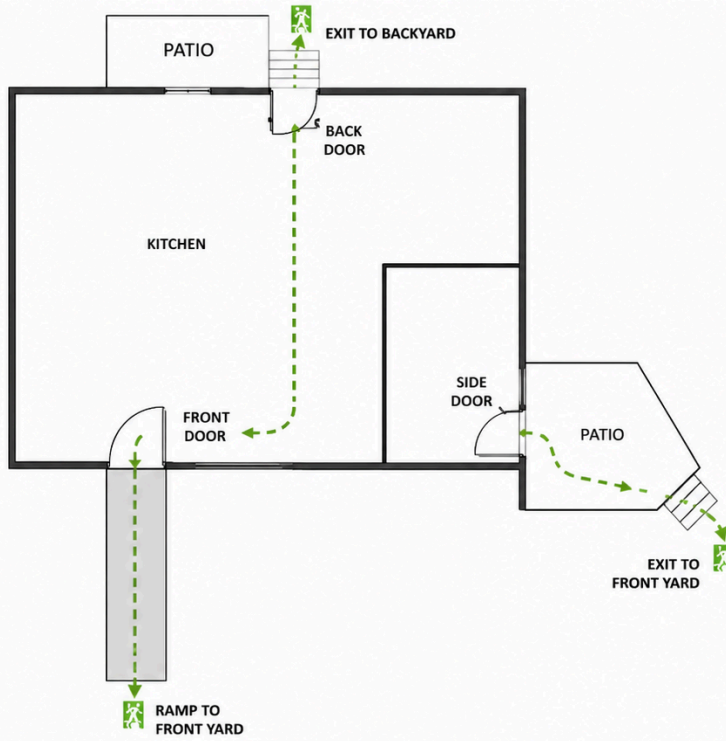
307-A VERNON CT., FAYETTEVILLE, NC EVACUATION PLAN

IN CASE OF EMERGENCY: GET OUT. STAY OUT. CALL 911.

ADDRESS:
307-A Vernon Ct.
Fayetteville, NC 28301

DATE:
May 24, 2024

DRAWN BY:
SLH Admin



LEGEND

- EVACUATION ROUTE
- EXIT LOCATION
- DOOR
- STEPS
- RAMP

EMERGENCY PROCEDURES

1. Evacuate the building using the nearest safe exit.
2. Proceed to the designated exit location.
3. Once outside, move away from the building.
4. Call 911 from a safe location.
5. Do not return inside until authorities declare it safe.

MEETING LOCATION

- Front Yard
(Away from building and street)
-

PLAN NOT TO SCALE. FOR EMERGENCY USE ONLY. REVIEW THIS PLAN REGULARLY.

307-B VERNON CT., FAYETTEVILLE, NC

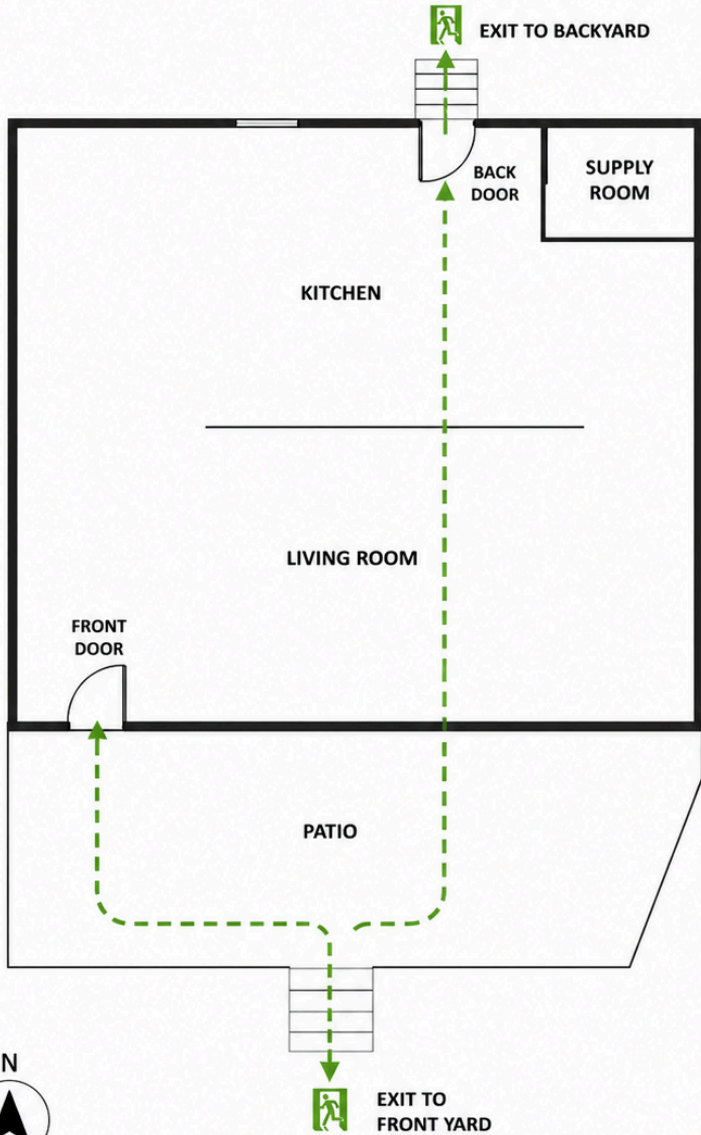
EVACUATION PLAN

IN CASE OF EMERGENCY: GET OUT. STAY OUT. **CALL 911.**

ADDRESS:
307-B Vernon Ct.
Fayetteville, NC 28301

DATE:
May 24, 2024

DRAWN BY:
SLH Admin



LEGEND

- EVACUATION ROUTE
- EXIT LOCATION
- DOOR
- STAIRS
- RAMP

EMERGENCY PROCEDURES

1. Evacuate the building using the nearest safe exit.
2. Proceed to the designated exit location.
3. Once outside, move away from the building.
4. Call 911 from a safe location.
5. Do not return inside until authorities declare it safe.

MEETING LOCATION

Front Yard
(Away from building and street)



PLAN NOT TO SCALE. FOR EMERGENCY USE ONLY. REVIEW THIS PLAN REGULARLY.