The Stepping Stone Drop-in Center Association

House Rules

Code of Conduct – We expect all employees and visitors to respect others and their property, be honest and accountable, and maintain confidentiality. We do not tolerate harassment, discrimination, or disruption which interferes substantially with the use and enjoyment of the Center by others. We believe it is everyone's responsibility to report to staff any practice or situation that endangers the health, safety, or well-being of anyone at the Center, including yourself.

Minimum Engagement – While attending the Peer Support Agency or in the larger community at an Agency-sponsored trip or event, I agree to our Code of Conduct and House Rules.

House Rule	Sanction
• Borrowing and lending – money, items, food or drink, etc., is not allowed. Talking about or arranging for repayment of money or return of items which were borrowed outside the Center is not allowed.	Leave for 7 days and submit a re-entry plan before returning.
• Computer use – is governed by *Computer Rules and Sign-in Sheet*.	See *Computer Rules.*
• Confidentiality – Telling a phone caller the name of someone at the Center is a breach of confidentiality and is not allowed. An exception is if you have given Floor staff permission to tell a caller you are at the Center. Discussing a person's personal business without the person's permission is a breach of confidentiality and is not allowed.	Leave immediately. This could result in suspension.
• Dress Code – You must wear footwear and clothing. Examples of clothing which is not allowed are: designs related to sex, illegal drugs or activity, violence, gangs, or profanity; halter top; spaghetti straps which do not cover your bra straps; sleeveless undershirt; backless dress, low-cut blouse or shirt that exposes cleavage or chest; cropped shirt that exposes bare midriff; tight clothing which could be suggestive; anything see-through or showing your butt crack or crotch; exposed underwear. In addition, body art related to sex, illegal drugs or activity, violence, gangs, or profanity is not allowed.	Change your behavior or leave for the day.
• Electronics – Use of cell phone, laptop, notebook, etc., during a meeting, group, or event is not allowed unless you receive prior approval from the Facilitator. Prior to a meeting, group, or event, please put your phone on vibrate setting or turn it off. If you receive a call or text, please leave the meeting, group, or event area to take it.	Change your behavior or leave for the day.
• Ganging up on someone – is not allowed.	Leave for 7 days and submit a re-entry plan before returning.
• Gossip or attempts to create splits in the community – is not allowed.	Leave for 7 days and submit a re-entry plan before returning.
• Heating and air conditioning – In general, we consider the consensus of the people in the room. If you are too hot or cold, please talk to Floor staff.	Change your behavior or leave for the day.
• Illegal substances or alcohol – possession on the property is not allowed.	Leave immediately. This will result in a suspension and possible call to law enforcement.
• Kids on the property – We are contracted to serve people 18 years of age or older. Anyone under 18 years of age is allowed on the property or at agency functions only with prior permission from the Executive Director or designee. When allowed, an adult Member must be in visual contact with a person under 18 years of age at all times. If the person under 18 disrupts the community, the person will be asked to leave. If someone comes in to get information about our services, the person must speak with Floor staff, who will explain our policy.	Change your behavior or leave for the day.
• Kitchen and pantry use – is governed by *Kitchen Rules*.	See *Kitchen Rules*

House Rule	Sanction
• Laundry – We have one washer and one dryer for your use. See *Laundry Rules* for details.	See *Laundry Rules*
• Medication – If you need to bring prescription or over-the-counter medication to the Center, you must keep it out of sight and go to a private area to take it. You may not share medication with anyone.	Leave immediately. This will result in a suspension and possible call to law enforcement.
• Messes – If you make a mess, please clean it up.	Change your behavior or leave for the day.
• Name-calling directed toward yourself or others – is not allowed.	Leave immediately for the day.
• Personal business (aka Drama) – Please keep this out of the Center. If you want to talk about your feelings and relationships in general terms, that's great! Please keep details simple.	Change your behavior or leave for the day.
• Pets on the property – are not allowed. Service animals are allowed in accordance with NH law.	Change your behavior or leave for the day.
• Physical violence – of any kind is not allowed.	Leave immediately. This will result in a suspension and possible call to law enforcement.
• Picture-taking – please get someone's permission before you take a picture.	Change your behavior or leave for the day.
• Pornography – Possession of pornography of any kind is not allowed.	Leave immediately. This will result in a suspension and possible call to law enforcement.
• Property use after hours – without prior permission from the Executive Director or designee is not allowed. Staff must be on the property any time Members are on the property.	Change your behavior or leave for the day.
• Self-harm or threatening self-harm – is not allowed.	Leave immediately for the day.
• Sexual comments, gestures, or innuendos – are not allowed.	Change your behavior or leave for the day and submit a re-entry plan before returning.
• Sleeping – in the community area is not allowed. In general, if you are tired enough to sleep for more than a few minutes, we ask that you do that outside the Center. Under certain circumstances and with Floor staff permission, you might be able to use a private area. Please ask.	Change your behavior or leave for the day.
• Smoking – is allowed in designated areas. Please dispose of waste in the designated receptacle.	Change your behavior or leave for the day.
• Solicitation – All items posted in the Center need to be approved by the Executive Director prior to posting or distribution. Please give the Floor staff what you want to hang up or hand out.	Change your behavior or leave for the day.
• Stealing – is not allowed. Please see *Stealing Policy*.	See *Stealing Policy*
• Swearing and cursing – is not allowed.	Change your behavior or leave for the day. If this becomes a pattern it could result in suspension.
• Talking about someone when that person is not present – is not allowed.	Change your behavior or leave for the day.

House Rule	Sanction
• Threatening behavior (verbal or physical) or destruction of property – is not allowed.	Leave immediately. This will result in a suspension and possible call to law enforcement.
• Touching – Unwanted physical contact is not allowed.	Change your behavior or leave for the day and submit a re-entry plan before returning.
• Weapons – are not allowed.	Leave immediately. This will result in a suspension and possible call to law enforcement.
• Yelling and screaming – is not allowed.	Change your behavior or leave for the day.

Additional for 132 Pleasant Street

House Rule	Sanction
• Access to staff only areas, including the basement – is not allowed.	Leave for 5 days.
• Parking – is allowed in the parking lot at the back of the building and on the street in accordance with City regulations. Parking spaces marked for handicap access are for vehicles with state-issued handicap parking ID only. Overnight parking on the property is allowed only with prior permission from the Landlord.	Leave for 5 days.

Additional for 109 Bank Street

House Rule	Sanction
• Access to staff only areas, including the basement – is not allowed.	Leave for 5 days.
• Access to 2nd floor apartment – is not allowed.	Leave for 5 days.
• Parking – is allowed on the right side of the building, in the two middle spaces on the left side of the building, and on the street in accordance with City regulations. Parking spaces marked for handicap access are for vehicles with state-issued handicap parking ID only. Overnight parking on the property is allowed only with prior permission from the Executive Director or designee.	Leave for 5 days.

I have read and understand the House Rules, Computer Rules, Kitchen Rules, Laundry Rules, and Stealing Policy, and I agree to follow them while I am at the Peer Support Agency or in the larger community at an Agency-sponsored trip or event.

_____ _____

Member's or Participant's signature Date

_____

Please print your first and last name

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The Stepping Stone Drop-In Center Association

Computer Rules

1. Each member may use the computer for 1 hour a day. If you need more time, please ask staff.

2. Your hour begins when you sign in, regardless of whether or not you leave the computer area. If you leave the area and want to come back before your hour runs out, put this clipboard in front of the monitor to indicate you want to return.

3. You may not trade time with any one else.

4. If a staff member has approved you to do Agency research, this does not come off your hour. Remember, this must be approved by a staff member before you begin.

5. You may not eat or drink at the computer.

6. You may not download or install any program, including but not limited to games, screen savers, toolbars or any other browsing tools.

7. Your computer use is subject to monitoring. You may not visit websites or chat rooms displaying inappropriate or offensive material. You may not visit websites or chat rooms which do not promote peer support. You may not visit websites or chat rooms which are not in compliance with Stepping Stone Drop-In Center Association's Member and Participant Rights & Responsibilities, House Rules, and values.

8. This is a public computer. Anything you save on it can be viewed by others.

9. If you need help, please ask.

10. Sanctions for violating these computer rules:
    - 1st Time: A verbal reminder.
    - 2nd Time: Loss of computer privileges for 5 days.
    - 3rd Time: Suspension of computer privileges up to and including permanently as determined by the Executive Director, and possible suspension from membership.

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The Stepping Stone Drop-In Center Association

Kitchen Rules

132 Pleasant Street

Main kitchen:
Access is allowed only with permission from staff.

Member kitchen:

- Use of the kitchen to prepare food ends 2 hours before closing; access to drinks is unlimited.
- Clean up dishes and spills.

109 Bank Street

- Use of the kitchen to prepare food ends 1 hour before closing; access to drinks is unlimited.
- Ask the Floor staff for access to the pantry, whether it is locked or unlocked.
- Clean up dishes and spills.

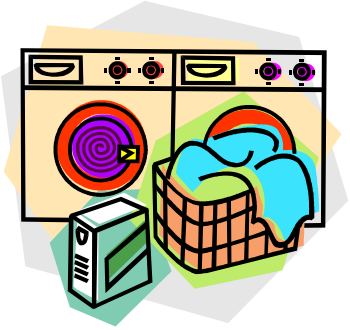
Sanctions

- 1st Time: A verbal reminder.
- 2nd Time: Loss of kitchen privileges for 5 days.
- 3rd Time: Suspension of kitchen privileges. Kitchen privileges may be restored after discussion with the Executive Director.

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Laundry Rules for 109 Bank Street



- Punch cards for $5 and $10 are available for sale at the end of community meeting each week. You may buy a punch card for someone else. Each washer load costs $1.25. Each dryer load costs $1.25. This money goes in the Stepping Stone operating bank account to offset the cost of supplies and operating the machines.
- We do not accept IOUs.
- When you want to do laundry, you must present your punch card to the staff working on the floor. The staff will punch your card and give you detergent. If you do not have your card, you may not do your laundry.
- You must stay at Next Step while you do your laundry.
- The last washer load of the day can be started 2 hours before the Center closes.
- The last dryer load of the day can be started 1 hour before the Center closes.
- You must clean up spills and clean the dryer lint trap.
- You must take your clothes with you when we close, regardless of whether they are dry or not. Any clothing which is left here after we close *might* be put in the Lost & Found.
- If you have questions, please see a staff member.

Sanctions

- 1st Time: A verbal reminder.
- 2nd Time: Loss of laundry privileges for 5 days.
- 3rd Time: Suspension of laundry privileges. Laundry privileges may be restored after discussion with the Executive Director.

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The Stepping Stone Drop-In Center Association

POLICY: Stealing

PURPOSE: To provide guidelines for individuals, Members, Participants, staff, and other peers when a theft occurs.

I. Procedure for theft of individual property:

A. If someone thinks personal property has been stolen, the person will:
   1. tell the Floor staff; and
   2. complete a *Member Complaint*.

B. At the time a theft is reported the Peer Support Center staff will:
   1. ask the person clarifying questions, such as when the person saw the item last and if the person has looked for it;
   2. ask everyone present at the Center to come together and look for the item;
   3. conduct a meeting for the purpose of sharing information, discussing feelings, and promoting healing around the issue of the theft;
      a. If someone chooses not to participate in the meeting, the person will be asked to leave the room until the meeting is concluded.
   4. complete an *Incident Report* and distribute it per the instructions on the form.

C. The Executive Director or designee will review the *Incident Report* and follow up as necessary, up to and including contacting the police.

II. Procedure for theft of Agency property:

A. At the time a theft is reported or discovered the Floor staff will:
   1. ask everyone present at the Center to come together and look for the item;
   2. report the theft to the Program Director, complete an *Incident Report*, and distribute it per the instructions on the form.

B. The Executive Director will:
   1. notify the Board President;
   2. assign an investigator to investigate the theft.

III. The Executive Director will determine the appropriate sanction based on the results of the investigation. Such sanction could result in suspension from membership and notification of law enforcement.

Reference:	He-M 315
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