

# HOUSE RULES

1. Follow all the house rules.
2. Attend all mandatory house meetings.
3. Clean up after yourself in both common areas and personal living areas.
4. If half eaten food is left out more than 12 hours, it will be thrown out.
5. Respect the rights, views, privacy, and property of others.
6. Speak to others in a respectful and appropriate tone.
7. Threats of violence and criminal activities of any kind are strictly forbidden.
8. Weapons of any kind are prohibited (stick, bat, knives, firearms, pepper spray, etc..) and cannot be used or stored on the property.
9. Smoking is allowed in designated areas only.
10. No use of alcohol, illegal drugs, or drug paraphernalia on the property at any time.
11. Always keep prescription and over-the-counter medications in a safe place.
12. Follow site specific curfew rules.
13. Maintain site specific quiet hours.
14. Consensual and nonconsensual sexual activities of any kind are prohibited.
15. Dangerous behavior and/or deliberate destruction or damage to house is prohibited.
16. Clients must make every effort to resolve issues within themselves. The police should be called only in the case of real emergencies.

# GRIEVANCE POLICY

Clients or their representatives are encouraged to pursue resolution through discussion with the staff involved or the Program Manager of the staff involved or the Chief of Outpatient or Residential Services, depending on the program.

The client should express their concern orally or in writing to:

Program Manager:

Roberto Alvarez

Email: [ralvarez@momentumforhealth.org](mailto:ralvarez@momentumforhealth.org)

Phone: 669-213-1769

If the concern cannot be resolved at this level, clients are encouraged to bring any and all concerns to Momentum's attention.

The client should express their concern orally or in writing to:

Quality Improvement (QI) Department, Momentum

1922 The Alameda, San Jose, CA 95126

Email: [concerns@momentummh.org](mailto:concerns@momentummh.org)

Phone: 408-254-6828 ext. 1604