

**Hope...  
on the road to recovery!**

# Seneca Services

## Guest Services Handbook

Seneca Services provides a safe, supportive and home-like environment where people living with mental health challenges are empowered to address their self-identified needs through thoughtful respite and peer support.

# Seneca Services - Guest Services Handbook

## Seneca Services Access Hours

Seneca Services is a 24-hour program, however, for the safety and security of you, other Guests, staff, and tenants of the building, we do not allow anyone to enter either the building or the suite between 11:00pm and 6:00am.

## Guests are free to come and go as they please

We ask that you inform our Seneca Services staff of your departure time and return times, mark the sign-out board; and provide staff with your Private Guest Room Key.

## Please be back to the suite by 10:00 pm

We have established a curfew for guests returning at night of 10:00pm. Unless otherwise arranged and approved, if you do not return to the suite by 10:00pm, we will assume you are terminating your stay and initiate a full check-out.

Any items left in the room (that are not items belonging to Seneca Services or the suite) will be sealed in an airtight bag and held securely for 24 hours. If not picked

up in 24 hours, the bag and its contents will be discarded, and any medications left taken for appropriate disposal.

For the safety and security of you, other Guests, staff, and tenants of the building, this curfew is strongly enforced.

## Scheduled Check-Outs completed by 11:00am

In order to accommodate our Check-Ins, all scheduled Check-Outs must be completed by 11:00am. It is best to arrange your preferred Check-Out time with Seneca

Services staff the day before your scheduled Check-Out, so that both you and staff are prepared.

It is an important part of your Check-Out that you fully participate in the process including the room clean, the bed bug protocols and the Check-Out interview.

If you choose to Check-Out prior to your scheduled Check-Out date,

we ask that you provide staff with sufficient notification “the evening before” you intend to Check-Out, this allows staff to prepare and take the time we need to ensure your Check-Out is barrier-free.

Leaving without notice is considered an *Unscheduled Check-out*, and, depending on the circumstances, may negatively affect your ability to re-access our Services.

## The Guest Phone is provided for your convenience

The Seneca Services Guest Phone number (for call back) and the instructions to access voicemail messages are posted by the phone. *Please use discretion when using telephone to protect the privacy and confidentiality of Seneca Services, its staff and guests – and do not divulge information on current or incoming guests, workers on staff or room availability.*

## The kitchen, and its contents, is not “open” to Guests

In order to ensure that our Guests are well-nourished, it is imperative that Seneca Services Staff know and monitor items consumed or needed for their meal plans. If you need or want something outside of regular meal times (and between 6:00am and 11:00pm), please let a staff member know, and they may be able to assist or permit you to get or make something available.

## Seneca Services encourages healthy sleep hygiene

Guests are requested to settle in their Private Guest Rooms by 11:00 pm – by this time, the television will have been turned off, and Seneca Services Staff will have done their best to reduce the amount of noise. In order to settle, Guests may choose to read or use electronic devices with earphones in their rooms.

*Ear plugs are available, ask a Seneca staff member.*

## Fire Safety

Fire safety procedures and evacuation plans are posted on each floor of the building, please ensure that a Seneca Services staff member has reviewed the signage and procedures with you.

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## GUEST ROOMS

As a Guest at Seneca Services, you will be supplied with a key to your own private Guest Room.

- Guest Room doors must be locked at all times
- Guest Room keys must be left with a staff member if you choose to leave the building
- No food or drink (with the exception of water) is permitted in Guest Rooms
- Guests are required to keep rooms neat and tidy
- All personal items **MUST** be kept in Guest's room
- Medications **MUST** remain in Guest's room
- **NO OTHER GUESTS** are permitted in your room
- **NO OUTSIDE VISITORS** in the units or inside the building at 210 Kenny; a private area may be provided for a guest's workers, may be arranged in advance
- Staff will not enter room unless there is a safety or maintenance issue needing immediate attention

## MEALS

A registered dietitian, and our talented staff, have created meal plans which include three (3) meals per day and of a recommended serving size to provide adults with adequate nourishment.

- Special diets for food allergies are not provided
- Meals (breakfast, lunch and dinner) are served as they are prepared, at appropriate times of the day
- If you will not be present for a meal, please let the Seneca Services staff member know
- Meals are not saved for guests, however, options may be discussed with the Seneca Staff member
- Snacks may sometimes be provided in the evenings
- If you need something (i.e. to take with medications) earlier or later than the kitchen is open, please let the Seneca Staff member know in advance
- Food or drink is **NOT** permitted in guest rooms (with the exception of water)
- Guest are required to eat meals at the dining room table; meals must **NOT** be taken in the living room
- Absolutely no outside food or beverage products permitted due to pest hazards. Exceptions must be arranged and approved by staff prior to access

## SMOKING

Place Bernadette Poirier is a "Smoke-Free" building. Smoking is **NOT** permitted anywhere in the building including the suites, balconies, entrance ways and common areas, near or under windows or balconies.

- Smoking is **ONLY** permitted in a designated area in the parking lot in the rear of the building
- Leaving or returning to the suite is only permitted between 6:00am and 11:00pm, so if you need to, plan your last smoke accordingly
- After smoking, guests are required to walk to the front of the building and buzz #109 for re-access; exiting is permitted through the back doors of the building
- Upon re-entry to the suite, it is requested that smokers wash their hands to reduce the associated odors.
- It is considered "harassment" to ask other Guests, staff or tenants of the building to lend or borrow any tobacco products, including lighters/matches – this practice of "bumming" is not permitted.

## MEDICATIONS

Neither Seneca Services, nor its staff provide or dispense medications of any kind (Rx or OTC).

- Medications **MUST** remain in guest's locked rooms
- Any medications found by staff or other Guests (kitchen or bathroom counters) will be destroyed immediately
- Medications, of any kind, are not to be shared among Guests; evidence of this may negatively affect your ability to re-access Seneca Services
- If you arrange to have medications delivered at Seneca, you **MUST** be present in the suite to receive them

## PERSONAL PROPERTY

Sara Riel Inc. is not responsible for guest's personal items which may be lost, stolen, or damaged during their stay

- All personal items **MUST** be kept in guest's room
- Medications **MUST** remain in guest's room
- Items left after check-out **MUST** be picked up in 24 hours (after which the items will be disposed of)

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## RESPECTFUL BEHAVIOR

Always be mindful of how your choice of words may impact another person, their values, their beliefs – another persons' lived experiences may often differ significantly from your own.

- Please be sure to reflect on The Seneca Services
- "Our Purpose" posted on the cover of this handbook
- DO NOT remove items belonging to Seneca Services
- Bed bug protocols and procedures MUST be adhered to
- Using vulgar or profane language will not be tolerated
- Protect the privacy and confidentiality of Seneca Services, staff and guests – do not divulge information on current or incoming guests, staff or rooms available
- It is a guest's responsibility to address issues that may arise with fellow guests and/or staff, and to seek solutions/resolutions to the best of one's ability
- It is expected that you clean any messes you make in any of the common spaces (i.e kitchen counters, bathroom toilet, dining table, etc.) If you do not,
- you will be asked to immediately do so, by our staff.

Failure to comply with any of the guidelines stated in this Guest Services Handbook may result in an immediate eviction from the suite, and/or a penalty of restriction from access of 3 - 6 months or permanent discharge from Seneca Services.

I have read and understood the guidelines outlined in this "Seneca Services – Guest Services Handbook".

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Name (please print)

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Signature

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Date

Please put any questions or concerns, in writing and you may provide to a Seneca Staff member or email directly to [dstewart@sararielinc.com](mailto:dstewart@sararielinc.com)

David Stewart  
Manager, Mental Health Services