



TRUE NORTH
RECOVERY SERVICES

**TRAILHEAD
MEMBER
HANDBOOK**

DISCOMFORT IS YOUR
COMPASS

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WELCOME LETTER

Welcome to the Trailhead Program, a 12-week intensive outpatient program paired with sober living provided by Elevate Recovery Homes, designed to give you the tools, support, and environment necessary for a successful recovery journey. Our mission is to empower individuals through a structured and nurturing program combining evidence-based clinical services, personalized coaching, peer support, and a disciplined daily routine.

We understand this may be a challenging time, but we are here to support you every step of the way. This handbook will guide you through the program, outlining what you can expect and the rules to ensure a safe and productive environment for all.

Sincerely,

The Trailhead Program Team



LETTERS FROM THE SUMMIT

First and foremost, I want to extend my heartfelt gratitude to each of you for choosing the Trailhead Program as a vital step on your journey toward lasting recovery. As the founder of True North Recovery Services, my vision has always been to create spaces where individuals can find the strength, support, and resources they need to overcome addiction and rebuild their lives. The Trailhead Program is a reflection of that vision—a structured, supportive environment designed to empower you to take control of your future.

Our philosophy recognizes that addiction is a deeply personal and multifaceted challenge. Recovery is not just about overcoming physical dependency; it's about rebuilding trust, finding purpose, and redefining your life's path. This program is designed to provide you with the tools, guidance, and accountability necessary to achieve both personal and professional success. Through individualized support and a focus on employment readiness, the Trailhead Program aims to help you build a foundation for lasting change.

This program is more than just a recovery initiative; it's a community. We've created a space where every day offers a new opportunity to take a step forward—a place where your hard work and determination are met with unwavering support from staff, peers, and partners. Together, we are building a culture of accountability, growth, and mutual encouragement.

I am immensely proud of what we've built together and inspired by the resilience and determination each of you brings to this journey. Remember, with the proper support, there is no challenge too great and no obstacle too big to overcome. Your strength and commitment will lead you to a brighter, healthier future.

Wishing you strength, peace, and lasting recovery,
Bryce Givens
Founder, True North Recovery Services



LETTERS FROM THE SUMMIT

Dear Trailhead Participant,

If you're reading this letter, it means you've taken a courageous step toward creating positive change in your life. That's something to be proud of, and we're excited to welcome you to the Trailhead Program! The path to recovery and employment readiness can be challenging, but it's also a journey filled with growth, opportunity, and transformation.

Like you, I once faced a pivotal moment where I had to choose between continuing down a destructive path or taking control of my future. The road to recovery isn't always easy, but it's worth every effort. As someone who has walked this path, I can assure you that it's possible to build a life that is not only free from addiction but also filled with purpose and fulfillment.

Through my own recovery, I've learned valuable lessons about celebrating small victories, practicing self-care, and overcoming challenges without turning to substances. These lessons have allowed me to step into my authentic self, build meaningful connections, and give back to the supportive community that helped me along the way.

The Trailhead Program was designed with those same values in mind. It's more than a recovery program—it's a space where you can gain the tools and support needed to rebuild your life, develop new skills, and prepare for long-term success. This is a community built on accountability, respect, and personal growth, and we are here to support you every step of the way.

We invite you to embrace intentional living, focus on your goals, and take full advantage of the opportunities that the Trailhead Program offers. Together, we can create a brighter future not only for ourselves but for our entire community.

Welcome to Trailhead—we're so glad you're here.

Warmly,
Robby Mitchell
Chief Operations Officer
True North Recovery Services



INTRODUCTION TO THE PROGRAM

PROGRAM OVERVIEW

Trailhead Program: Building Foundations for Success

The Trailhead Program, a 12 week intensive outpatient program paired with sober living provided by Elevate Recovery Homes designed to equip participants with the essential tools for a successful transition to independent living and long-term recovery. A core component of the program is job readiness, focusing on helping participants lay the groundwork for career stability and growth.

Our approach emphasizes practical, actionable steps to ensure every participant leaves the program with a strong foundation for employment. During the program, participants will:

- Engage in evidence based Clinical Intensive Outpatient Therapy
- Secure Essential Documents: Guidance in obtaining vital identification documents, including:
 - State-issued IDs or driver's licenses.
 - Social Security cards.
 - Birth certificates.
- Develop Employment Materials: Hands-on support for creating personalized, professional resources:
 - Resumes that effectively highlight skills and experiences.
 - Cover letters tailored to potential job opportunities.
- Skill Building & Interview Preparation: Interactive sessions to enhance confidence and communication in professional environments, including mock interviews and skill assessments.
- Participate in multiple fitness modalities

By prioritizing all of these aspects, the Trailhead Program ensures participants are prepared to enter or re-enter the workforce with confidence, purpose, and the practical resources needed to succeed. This holistic approach not only strengthens participants' recovery journey but also empowers them to achieve long-term personal and professional goals.

MISSION AND VISION

Our mission is to empower individuals on their recovery journey by offering a structured, supportive environment. Our vision is to help participants build long-lasting habits that foster personal growth, accountability, and mutual respect.

WHAT TO EXPECT DURING YOUR STAY

You will participate in a 12 week intensive program focused on building the skills necessary for maintaining long-term sobriety while preparing for employment and career success. The environment is structured yet supportive, with a strong emphasis on employment readiness through peer guidance, individual coaching, and hands-on workshops. You'll engage in resume building, interview preparation, and skill development, alongside reflective group activities that promote personal growth and healing. This holistic approach ensures that you leave the program not only with the tools for maintaining your recovery, but also with a clear pathway to meaningful, sustainable employment.

PROGRAM STRUCTURE

DURATION 12 WEEKS

The Trailhead Program offers a 12 week recovery journey that requires full commitment. Each day includes structured activities that balance clinical and peer lead group sessions, personal coaching, and individual reflection.

DAILY ROUTINE

Each day at Trailhead follows a structured routine designed to promote stability, accountability, and personal development. Participants engage in a variety of activities that support mind, body, and community. A typical weekday includes physical wellness, therapeutic group work, life skills training, and peer-led support. This balanced approach allows individuals to focus on their recovery while also building essential skills for independent living. Evening activities often include community meals or group discussions that reinforce connection and shared growth. On weekends, the schedule shifts to offer active recovery experiences, continued peer support, and time for approved visits. While specific group times may vary by track or location, all participants follow a full and purposeful schedule aimed at helping them heal, grow, and prepare for life beyond the program.

TRAILHEAD PHASE STRUCTURE

PHASE 1

Phase 1 of the Trailhead Program spans six weeks and is designed to help clients establish stability, build confidence, and lay the foundation for long-term recovery and independence.

During this phase, clients engage in evidence-based clinical Intensive Outpatient Therapy (IOP) to support mental health and substance use recovery. A key focus is on securing essential identification documents, including state-issued IDs, Social Security cards, and birth certificates—critical steps toward employment and self-sufficiency. Clients also receive hands-on guidance in developing professional employment materials such as resumes and cover letters tailored to their strengths and goals. Through structured skill-building sessions and mock interviews, they gain practical tools and experience to navigate real-world job opportunities with confidence. Physical wellness is another core component, with regular participation in varied fitness modalities that promote discipline, energy, and overall health. Phase 1 is a time of deep engagement, personal growth, and meaningful preparation for what comes next.

- Attend all clinical IOP sessions focused on recovery and mental health.
- Obtain essential identification documents, including a state ID, Social Security card, and birth certificate.
- Create professional employment materials, including a resume and cover letter.
- Build practical life and job-readiness skills through group sessions and mock interviews.
- Participate in regular fitness activities to support physical health and routine.



TRAILHEAD PHASE STRUCTURE

PHASE 2

Phase 2 is where clients begin actively applying the tools and skills developed in Phase 1. While the focus shifts toward finding employment and building independence, structured support remains essential. Clients are required to attend five groups per week, offering continued guidance in recovery maintenance, employment support, and life skills development. These groups provide stability, accountability, and connection during the transition into work or other responsibilities. In addition, clients continue receiving one-on-one support from the clinical team to help navigate personal challenges, maintain emotional health, and reinforce progress. If employment is not secured within 14 days of entering Phase 2, a 30-hour-per-week community service requirement will be implemented to ensure continued structure, purpose, and forward momentum. Phase 2 is designed to support sustainable independence while keeping clients grounded in their recovery community.

- Attend a Minimum of 5 Groups Per Week
- Ongoing support groups focused on recovery maintenance, employment support, and life skills development.
- Actively Pursue Employment
- Begin job applications, attend interviews, and follow through on job leads with staff support.
- Continue 1-on-1 Clinical Support
- Maintain regular meetings with the clinical team for individualized guidance and accountability.
- Community Service Requirement (If Unemployed After 14 Days)
- Complete 30 hours per week of structured community service if employment is not secured within the first two weeks of Phase 2.
- Remain in Compliance with All Program Rules and Expectations
- Continue to meet behavioral, sobriety, and participation standards as outlined in Phase



ADDITIONAL ACTIVITIES

- **Chores:** All residents are responsible for maintaining a clean and orderly environment.
- **Community Service:** Engage in activities that foster responsibility and community connection.
- **Wellness Activities:** Participate in daily fitness, mindfulness, and relaxation exercises.

ATTENDANCE & PARTICIPATION

MANDATORY PARTICIPATION

Full attendance and participation in all scheduled sessions and activities are required. Absences can impact your progress and eligibility to continue in the program.

To stay on track for graduation, consistent attendance and participation are essential. While some flexibility is allowed for emergencies or approved absences, all participants are expected to prioritize their schedule and communicate in advance when conflicts arise.

- All groups are mandatory unless you have written email approval.
- Outing and visitor requests must be submitted 48 hours in advance with full details.
- Appointments should be scheduled during Monday or Friday flex time whenever possible.
- Maximum allowed absences before graduation may be delayed:
 - Up to 3 missed IOP groups
 - Up to 6 total missed groups (combined IOP, Skills, and Peers)
 - Even approved absences count toward your total limit.

PUNCTUALITY

Being on time shows respect for yourself, your peers, and the program. Chronic lateness may result in disciplinary action.

ABSENCES

Excused absences must be communicated to staff as soon as possible. Unexcused or frequent absences may result in review or dismissal from the program.

LIVING ARRANGEMENTS

HOUSING POLICIES

The Trailhead Program provides a safe, structured residential setting. You will be assigned a room and are expected to maintain a clean, respectful living environment. Housing is maintained by Elevate Recovery Homes, and all clients must abide by their rules and expectations in addition to those of the Trailhead Program.

ROOM ASSIGNMENTS

Room assignments are based on individual needs. Room changes will only be approved by staff if deemed necessary.

AMENITIES PROVIDED

The house includes all basic amenities, such as clean bedding and access to laundry facilities. Shared spaces are available for relaxation and group activities.

HOUSE RULES & EXPECTATIONS

Residents must adhere to all house rules, including cleanliness, quiet hours, and respectful interactions with peers.



MEALS & NUTRITION

MEAL GUIDELINES

Meals are an important part of building community and routine. Dinner is provided daily and eaten together as a group. You are responsible for preparing your own breakfast and lunch; however, supplemental food will be made available through community partnerships such as local food banks. No outside food or drink is allowed in client rooms. Any dietary needs or restrictions must be reported during intake so accommodations can be considered.

FOOD DELIVERY POLICY

Meals are provided to meet nutritional standards. If you have dietary restrictions, inform staff upon arrival for accommodations.

DINING RULES

Meals are served in the designated dining area, and all residents are expected to eat together. This helps foster community and ensure everyone is following the same nutritional guidelines. No food or beverages are permitted outside of the dining area.



TRANSPORTATION

PROVIDED TRANSPORTATION

Transportation is provided for all program-related activities to ensure you attend sessions and appointments without added stress.

TRANSPORTATION RESTRICTIONS

Clients may not drive or arrange their own transportation unless prior approval is granted by Staff. Transportation to non-program related activities will not be provided.



VISITATION & COMMUNICATION

VISITATION POLICIES

Visits are limited to designated days and hours to maintain the program's structure. Visitation typically occurs on Sundays from 1:00 PM – 4:00 PM. All visitors must adhere to program rules.

VISITATION APPROVAL & RESTRICTIONS

Visitation for Trailhead Program clients must be pre-approved by staff at least 48 hours in advance and is subject to review based on the client's progress and compliance with program requirements. Visitors are restricted to approved individuals only, must not be under the influence or in active addiction, and visits must take place during designated hours in common areas under staff supervision.

COMMUNICATION RULES

Personal phones and social media are prohibited during group hours to minimize distractions and maintain focus on recovery. In case of emergencies, staff will facilitate contact with family.



BEHAVIORAL EXPECTATIONS

SOBRIETY

Maintaining sobriety is the core expectation of the Trailhead Program, and any use of alcohol or drugs is strictly prohibited. Elevate Recovery Homes enforces a zero-tolerance policy on banned substances to ensure the safety and integrity of the community. Members are responsible for familiarizing themselves with the list of prohibited substances, which includes alcohol, marijuana in all forms (including THC and CBD), synthetic cannabinoids, cocaine, crack, amphetamines, methamphetamine, narcotic ADD/ADHD medications, opioids, opioid replacement drugs, fentanyl and its analogues, kratom, benzodiazepines, MDMA, psychedelics, PCP, and GHB. Compliance with this policy is mandatory, and any violation may result in immediate termination from the program.

RESPECT & ACCOUNTABILITY

Respect for staff, peers, and the facility is essential. Disrespectful behavior or violations of program rules may result in disciplinary action, including possible dismissal.



CONSEQUENCES FOR VIOLATING RULES

All rule violations will be reviewed by staff. Consequences will depend on the severity of the infraction but may include additional counseling, probationary periods, or removal from the program.

PERSONAL PROPERTY

True North or its partners are not responsible for a member's personal property at any time. Clients are responsible for securing their belongings and must pack and take their items when leaving the home. If a client leaves items behind, they must contact staff to arrange retrieval within seventy-two (72) hours. True North will not store belongings beyond this time frame. Clients are encouraged to bring minimal personal property. True North Recovery Services and its partner Elevate Recovery homes is not liable for any loss, theft, or damage to personal items, and renters' insurance is strongly recommended.

SMOKING/FIRES

Smoking, including electronic cigarettes and vaping, is allowed only outside in designated areas. Clients must properly dispose of ashes and trash in the provided receptacles. Fires, including the use of fireplaces, candles, or incense, are strictly prohibited both inside and outside the residence. Smoking or vaping inside the house or garage is a serious violation that may result in immediate termination from the program.

PARKING/STORAGE

Clients are not permitted to store items in garages, storage sheds, or outbuildings without prior approval from staff. Unauthorized items must be removed within 24 hours of notice, or they will be donated. Personal belongings inside the home must fit in the provided dresser, closet space, or under-bed storage bins. Parking is allowed in the driveway or directly in front of the residence. Clients are responsible for any fines or penalties from parking violations. All vehicles must be fully operational, street-legal, and display current registration tags when parked on the street or driveway.

HEALTH & WELLNESS

MEDICAL & MENTAL HEALTH SUPPORT

The Trailhead program staff can help participants connect with outside providers for routine medical care, medication management, or other support when needed.

FITNESS & EXERCISE

Daily fitness activities are included, ranging from structured exercise classes to outdoor activities, ensuring clients maintain physical health as part of their recovery journey.

MINDFULNESS & MEDITATION

Mindfulness practices, including meditation, are incorporated into daily routines to help clients develop emotional regulation and reduce stress.

COMPREHENSIVE MENTAL HEALTH SUPPORT

- **Mental Health Screenings:** All residents will undergo regular mental health screenings during the program to monitor emotional well-being and address concerns before they escalate.
- **Trauma-Informed Care:** The Trailhead Program is committed to trauma-informed care, recognizing that many residents have experienced trauma. Staff are trained to provide sensitive, supportive care throughout the recovery process.

SAFETY & EMERGENCY PROCEDURES

SUPERVISION & SAFETY MEASURES

The program provides 24-hour supervision, ensuring a secure environment at all times. Staff are trained to intervene when necessary and provide continuous support.

INCIDENT REPORTING

All clients are encouraged to report any incidents that may affect their safety or well-being. Reports will be handled confidentially and with care.

EMERGENCY PREPAREDNESS

Fire and emergency drills are conducted, and clients are trained on evacuation routes and emergency protocols during orientation to ensure preparedness in case of emergencies.

CRISIS INTERVENTION PROTOCOLS

All staff are trained in crisis intervention. If a mental health crisis occurs, staff will respond immediately and ensure access to 24/7 crisis hotlines and additional professional support.

CLIENT SAFETY CHECKS

Staff conduct room and common area checks at least twice daily to ensure the safety and well-being of all residents.

MEDICATION SAFETY

Meds will be securely stored in a lockbox provided to each individual member. Medications will be self-administered, with accountability maintained through lab-tested UA results to monitor medication levels and random medication counts conducted to ensure compliance and prevent misuse. Medication must remain in safes at all times.

BOUNDARIES & CONSENT

PHYSICAL BOUNDARIES

Maintaining respectful physical boundaries is essential. Unwanted physical contact or violation of personal space is strictly prohibited to ensure all residents feel safe.

CONFIDENTIALITY & PRIVACY

Client confidentiality is protected under HIPAA regulations. All discussions within group and individual sessions are confidential, and residents are expected to respect the privacy of their peers.

STAFF QUALIFICATIONS & AVAILABILITY

STAFF QUALIFICATIONS

All staff members are certified professionals with specialized experience in addiction recovery. Peer recovery coaches are all qualified and trained, ensuring a high standard of care and support. All clinical staff are qualified and/or directly supervised by a licensed therapist to ensure clinical integrity and safety. Overnight support staff have undergone extensive training to provide a safe and supportive environment for all clients.

AFTER-HOURS ACCESSIBILITY

An on-call staff member is available 24/7 for emotional or medical support. Residents will be provided with contact information for reaching staff after hours.

CONFLICT RESOLUTION & GRIEVANCE POLICY

CONFLICT RESOLUTION

Conflicts between clients will be addressed through a structured process that may include peer mediation, staff intervention, and restorative practices. This ensures that disputes are handled constructively and respectfully.

GRIEVANCE PROCEDURE

Clients have the right to submit formal grievances if they have concerns about their treatment or the program. Grievances can be submitted through the client portal at www.truenorthrecovery.com/client and will be addressed by staff within 48 hours, ensuring transparency and fairness in the resolution process.

CULTURAL COMPETENCY

INCLUSIVITY & RESPECT FOR DIVERSITY

The Trailhead Program is dedicated to creating an inclusive environment. Respect for all individuals, regardless of their background, ethnicity, gender identity, or sexual orientation, is a core value of the program. Staff are trained in cultural competency to ensure the needs of a diverse population are met.

AFTERCARE & ALUMNI SUPPORT

TRANSITION PLANNING

As clients near the end of the program, they will work with staff to develop a personalized transition plan. This plan will include recommendations for continuing care, such as outpatient services, community support groups, and possible referrals to other sober living environments.

ALUMNI SUPPORT

Ongoing support is available through alumni programs, including coaching, regular follow-ups, and community support groups. Alumni can continue to access resources to support long-term sobriety.



RELAPSE PREVENTION & ACCOUNTABILITY

RELAPSE POLICY

A relapse in the Trailhead community is defined as possessing or using prohibited substances (including alcohol, illicit drugs, unapproved over-the-counter or prescription medications), being under the influence of any prohibited substance, having more or less prescription medication than directed, or misusing, sharing, stealing, or borrowing medication.

If a client is found to have relapsed, they must leave the property within 30 minutes. The Member will have 72 hours to retrieve personal belongings by appointment with Staff, and they will not be left unattended during this process.

If a client exhibits violent, abusive, or threatening behavior, police may be called immediately to ensure the safety of the community. If a client appears to be in medical distress or under the influence to the point where their safety is at risk, another client or staff may call 911 for medical assistance. If hospitalization is recommended and the client refuses care, they will be asked to leave and may not return until medically cleared. True North Recovery Services is not responsible for any costs incurred due to medical intervention.

This policy is in place to maintain a safe, supportive environment while allowing clients a structured opportunity to recommit to their recovery journey.

RANDOM TESTING PROTOCOLS

Maintaining a substance-free environment is a shared responsibility within the Trailhead community. Random drug and alcohol testing is conducted throughout the program to ensure compliance with sobriety expectations. Clients are required to follow all testing protocols, and refusal to submit to testing, tampering with specimens, or providing a false or altered sample will be treated as a serious violation and may result in immediate termination from the program. Once a test is requested, the client must remain under observation until the test is complete. Failure to comply with testing procedures may be considered a relapse and will result in disciplinary action in accordance with the relapse policy.

PROPERTY/SURVEILLANCE

Maintaining a safe and well-kept environment is a shared responsibility among all clients of the Trailhead community. The property is monitored by 24/7 surveillance to promote accountability and ensure the safety of the community. Tampering with surveillance equipment is strictly prohibited, as it compromises security. Clients are responsible for any damage to the property and are expected to help keep the home and its surroundings in good condition. Your cooperation in maintaining a secure living environment is greatly appreciated.

ABUSE

The Trailhead Program has a zero-tolerance policy for any form of abuse, including physical violence, threats, verbal abuse, bullying, or condescending behavior. Such actions disrupt the harmony of the community and undermine the recovery process. Any incidents of abuse will result in swift action, including immediate termination from the program. If necessary, law enforcement will be contacted to ensure the safety and well-being of all clients.



COMMUNITY

GOOD NEIGHBOR POLICY

Clients of the Trailhead program are expected to foster positive relationships with neighbors, contribute to the community's well-being, and help reduce negative perceptions of sober living facilities. Clients must keep noise levels low, be courteous, and respect neighbors' property. Positive engagement includes introducing themselves when appropriate, maintaining open communication, and participating in community events. Clients must follow local laws, keep the property clean, manage trash responsibly, and maintain the yard. By adhering to these guidelines, residents help create a respectful and welcoming neighborhood environment.

AIRBORNE CONTAGION POLICY

Clients must promptly report any symptoms of an airborne contagion to staff. In the event of a diagnosis, residents are required to inform staff immediately. All reports and medical information will be kept confidential. Residents may need to follow quarantine or isolation protocols as directed by staff or local health authorities. Re-entry to the community will require clearance from a healthcare provider and proof of a negative test or appropriate documentation. Preventive measures and non-discrimination in reporting are expected. Failure to report symptoms or cases may result in disciplinary action to protect the health of all residents.

EMERGENCY CONTACTS

- **Emergency Services:** 911
- **Local Police Department:** 720-913-2000
- **Local Hospital:** (303) 451-7800