



Membership Agreement

October 31, 2025

Member Responsibilities

- ☐ Be an active participant in your own treatment. Communicate with your caseworker, therapist, and/or psychiatrist. Adhere to your medications, and whatever else you need to do, so that you can stay compliant with this membership agreement.
- ☐ We need everyone to sign a Release of Information form that allows us to speak with your mental health provider. If you change providers, please see a staff person to update that document.
- ☐ Abide by this Membership Agreement; if you can't do that, you may be suspended or discharged from the club.
- ☐ Safety is the responsibility of every community member. If something happens at the club that makes you feel uncomfortable or unsafe, bring it to staff immediately. That's the only way we can help.
- ☐ Attend the club whenever you need to; there is no attendance requirement.
- ☐ Before coming to the club, please make sure you are in a good mental space to support yourself and other people.
- ☐ We can offer peer support in groups, or one on one, up to 15 minutes. If you need more support than that, please bring the discussion to your therapist. That's why we need everyone to have their own therapist or counselor that they can talk to.
- ☐ Be courteous and respectful to club members and staff.

Code of Conduct, Rainbow Heights Club

Respect yourself and others:

- ☐ Respect people's boundaries and personal space.
- ☐ Ask for permission *each time* before you offer someone a hug. Touching or hugging someone without permission can startle and upset somebody.
- ☐ If you have a partner or special friend, congratulations, but don't sit and cuddle with them while you are here at the club. It can be distracting. Some people don't have someone to cuddle with. Please be considerate.
- ☐ Members live with a variety of mental health symptoms. Please be patient and understanding. Yes, this is challenging sometimes.
- ☐ Don't swear at people. You can swear, but don't swear *at* anybody. Don't call people names.
- ☐ We are here to work at our recoveries. Dress and groom yourself and conduct yourself so we can all focus on that.

- ❑ Respect and use the names and pronouns that are right for people, just as you would want to be respected.
- ❑ Respect how people identify themselves, just as you would want to be respected.
- ❑ Staff members cannot date or have relationships with club members.
- ❑ Staff cannot socialize with members outside the club, or participate in social networks (facebook, chat lines, or twitter), or visit members at their homes.
- ❑ Staff cannot buy or sell anything to or from members, or lend or give money or anything of value (like cigarettes, coffee, cellphones, etc.) to members.
- ❑ Members can't buy or sell things to each other, or lend or borrow money, at the club.
- ❑ Please don't ask anybody for money at the club.

Help make this a safe space, emotionally and physically:

- ❑ In community meeting, or any group, respect everybody by turning off the ringer on your phone, focus on the meeting, and support everyone in expressing their point of view. Please don't use computers or laptops or your phone during a group, and don't have side conversations.
 - Especially if you have challenges about focusing or attention, this is a great chance to build up those skills.
- ❑ Tell staff right away if you feel unsafe, physically or emotionally.
- ❑ Protect everyone's confidentiality, inside and outside of the club. Don't gossip.
- ❑ Agree to disagree. People see things in different ways, but we can still get along.
- ❑ Everybody deserves their privacy. If someone says, "I'd rather not talk about that," let's respect that and change the subject.
- ❑ Remember that many people here have been through various kinds of trauma. Something that doesn't bother one person at all might be very upsetting to somebody else. When somebody tells us that something bothers them, let's believe them.
- ❑ If you are not feeling well, stay home and take care of yourself. Don't come to the club.
- ❑ Wash your hands regularly and use hand sanitizer.
- ❑ Don't come to the club if you have been drinking, or using, or are drunk or high. We don't want to distract people from their recovery.
 - It doesn't matter that cannabis is legal now. Alcohol is legal too. We can't do either one before we come to the club, or while we are here.
 - If you are high or intoxicated while you're here, you will be asked to leave immediately.
- ❑ Keep a low profile as you enter and leave the building. This helps us maintain confidentiality and safety.
- ❑ Don't stand in front of the building to smoke; walk down the block or over to the curb.
- ❑ Children are not permitted at the club. All members and guests must be 18 or older.
- ❑ Do not bring a rollie cart to the club. A rollie cart is any bag or backpack or cart that has wheels on it.

- ❑ Don't pick up empty cans and bottles and bring them to the club. Thank you for helping us keep the environment safe and comfortable for everybody.
- ❑ Please hang up your coats. Don't leave them on the couches. We want everybody to be able to sit down and be comfortable.
- ❑ Please keep your bag or backpack with you, or bring a lock and put your bag in a locker for the afternoon. Always remove your stuff and your lock at the end of the day. If you leave your belongings in a locker overnight, we may cut the lock and dispose of your belongings.

Help make this a fun place we all can enjoy:

- ❑ Take a shower every day, and wash your clothes every week.
- ❑ Keep your valuables with you at all times. If you're charging your phone, don't walk away from it. Rainbow Heights Club cannot be responsible for your personal belongings
- ❑ Always clean up after yourself promptly in all areas of the club.
- ❑ Seating is for everyone. No holding seats.

The following rules are very serious and important. If you break one of them, you will probably have to leave the club, and you may not be able to come back.

- ❑ **Don't** bring weapons, drugs or alcohol to the club
- ❑ **Don't** engage in any criminal activity, including stealing, or the use or sale of drugs
- ❑ **Don't** engage in any kind of violence or the threat of violence
- ❑ **Don't** engage in any kind of sexual behavior at the club
- ❑ **Don't** engage in any kind of racist, sexist, homophobic, heterophobic, biphobic, or transphobic behavior or speech. This includes talking in an insulting way about, or threatening violence against, *any* racial or ethnic group or individual, *any* religious group, *any* sexual orientation, and *any* gender identity.

Criminal behavior will be reported to the police, and prosecuted to the fullest extent of the law.

Thank you for thinking about and upholding this code of conduct.

Community and Club Membership Agreement WiFi Guidelines October 31, 2025
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Here are the initial community guidelines we talked about in Community Meeting on Friday, February 28, 2025. We want to make WiFi available for our members to use while they are at Rainbow Heights Club, but we also want everyone to use this resource in a way that is consistent with the rest of our code of conduct: we want the club to be a safe place where people can focus on their recovery, share helpful information, and enjoy the healing magic of cat videos together. We all agree that we need some ground rules, so that everyone can use the Internet here in a way that supports our recovery mission.

- We want members to be able to access mental health information, benefits information, MyChart, YouTube, email, and other Internet resources in a way that helps maintain their recovery.
- You are welcome to use Rainbow Heights Club WiFi while you are here, on your phone, tablet or laptop. Please always keep these devices safe, and keep them with you, or lock them in your locker. Rainbow Heights Club is not responsible for lost or stolen property or devices.
- If you use a locker, take all your stuff and your lock home with you when you leave for the day.
- It is wonderful when members help each other learn about how to use the Internet and find good information and enjoyable content.
- Please ask members or staff for help if there's something you don't know.
- Don't use your phone, device, or laptop during a group, during a guest speaker presentation or community meeting, or during a movie screening at the club.
- Use headphones if you're watching or listening to something that has sound, so that you don't disturb other members.
- **Do not** record video, take pictures, or post any kind of Go Live stream to the internet while you are here. We need to protect everyone's confidentiality at Rainbow Heights Club.
- You can view G-rated or PG-rated material on your phone or device here at the club. Don't view violent or explicit or sexual content here, or share that kind of content with other members while you are here.

- Be thoughtful about how to protect yourself and your personal information. Never post your name, social security number, address, or phone number on any website or send that information to someone you don't know well.
- Ask staff if there's something you would like to learn more about: email, searching for mental health information, using MyChart or other websites, finding out about benefits assistance, and so on.
- Please help other members learn their way around the Internet, and help them be considerate about how they use the Internet while they are here at the club.
- We'll have an ongoing discussion about these guidelines, and about how WiFi access is going at the club. Please give some thought to this, and take part in the discussion. Thank you.

Thank you for thinking about and upholding this code of conduct.

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CODE OF CONDUCT SIGNATURE PAGE

I agree to abide by the Rainbow Heights Club code of conduct.

Signed,

Signature

Date

Member's name (print) _____

Witness signature _____

Witness name (print) _____

File this signature page in the member's file folder.