Entering Chaucer Clinic’s gardens having passed through the often obtrusive psychiatric hospital estate, has been described as arriving at an oasis in a desert of suffering. Even in winter the design and neatness is inescapable, in summer a pure delight and at night is emblazoned by a glow of different coloured lights. The stark exterior façade of the former Hanwell Asylum building is a cautionary reminder of why you have arrived. Protected by English Heritage even from cosmetic window shutters, at first seemed counter productive however, time has proved that reality is a useful beginning for all alcoholics seeking release from their insanity........

.....the hell ends here.
**Nick Charles MBE Founder - Director**

Ealing Hospital Estate, Uxbridge Road  
Southall, Middx, UB2 4XB  
[www.chaucerclinic.com](http://www.chaucerclinic.com)  
E-mail: hello@chaucerclinic.com  
[www.addictionnetwork.co.uk](http://www.addictionnetwork.co.uk)  
E-mail: hello@addictionnetwork.co.uk

**CONSULTATIONS**

Contact Nikki de Villiers - General Manager - 020 - 8571 4616  
Mon-Thurs 9am to 5pm  
Fri 9am to 1pm  
Referral by self or agency  
Applicants must attend on-site assessment interview  

Friends / relatives liaison  
advice available on request

**ADMINISTRATION / FINANCE**

Contact Teresa Weiler - Business Manager - 020 - 8843 9416  
Fax: 020 - 8571 0087  
Mon-Thurs 9am to 5pm  
Fri 9am to 1pm

**TRANSPORT**

Ealing Broadway Station, Bus no’s: 207, 83, 92, 282, 195,

**MANAGING BODY**

Lansdowne House Alcohol Advisory Unit, Registered Charity No: 295972
In 1996 Nick Charles became the first person ever, to be honoured by the Queen ‘for services to people with alcohol problems’. This was achieved in recognition of founding Britain’s largest alcohol rehabilitation unit, The Chaucer Clinic. His www.addictionnetwork.co.uk website is one of the most visited of its kind anywhere in the world, and his inclusion in the Royal Society of Medicine Press, goes far to establish him as a premier player in his field.

Nick is also the author of educational publications, a talking book of alcohol case histories recorded by the BBC, and his autobiography ‘Through A Glass Brightly’, published by Robson Books, has been much acclaimed, is a bestseller in its field and is to be turned into a multi-million pound movie biopic. The BBC has recognised him by producing a documentary programme of his life and times. His writings on alcohol addiction are used at London colleges which train doctors of the future. The “Sunday Times” featured his work in their national alcohol study.

Professor Ian Angell, Head of Information Systems at The London School of Economics is publishing a biography in 2005 entitled, ‘No More Leaning on Lamp-posts – Managing Uncertainty The Nick Charles Way’.

Nick Charles is a national media favourite as a result of his incredible experiences and charismatic approach.
“Nick Charles is a truly exceptional man - just how exceptional should become clear very quickly.”

From the biography “No More Leaning On Lamp-posts – Managing Uncertainty The Nick Charles Way” by Ian Angell. BSc, PhD, Professor of Information Systems. The London School of Economics and Political Science.

Ian Angell’s biography of Nick Charles is: “An amazing story – beautifully told”

Sir Mick Jagger

“I recognised immediately that Nick Charles had something special to offer recovering alcoholics and their families. Chaucer offers an extremely serious and effective treatment and advisory unit. I expected results, I have witnessed great things”

Dr. David Marjot. M.B., B.S., F.R.C. Psych., D.P.M.

“I use Nick Charles writings unashamedly in addressing the problems associated with alcohol abuse as a physician and educator of medical students.”

Professor Graham Neale. MA, BSc, MB, FRCP. Clinical Safety Research Unit, Imperial College London

“Nick Charles and his team at The Chaucer Unit, Ealing have a national reputation for the highly effective treatment of individuals with alcohol misuse. The unique detailed personalised programme they offer has a high success rate and Nick Charles’ teachings have important implications for healthcare workers especially doctors, service managers and politicians.”

Professor Timothy Peters. PhD, DSc, F R C P, F RC Path, F R S A.

“Nick Charles approach to alcohol rehabilitation epitomises the wonderful words of Robert Browning: 'A man's reach must exceed his grasp or what is a heaven for?!””

Lady Elizabeth Toulson CBE
ALL ABOUT CHAUCER

Chaucer is a 36 bed unit and is registered with the Commission for Social Care Inspection as a residential care home for alcohol rehabilitation, for people aged 18 and over.

Chaucer offers a wide variety of services, all of which are competitively priced and professionally delivered.

DETOXIFICATION - in a safe supportive environment.

REHABILITATION - in residential alcohol free accommodation.

COUNSELLING - private counselling for alcohol misuse and other addictions.

OUTPATIENT COUNSELLING (Non-residential) covering: -

- Alcohol abuse
- Drug abuse
- Anorexia / Bulimia
- Body mutilation
- Sexual abuse
- Physical abuse
- Stress counselling
- Trauma counselling
- Bereavement counselling
- Counselling for those near and dear to addicts
- Parents of children with behavioural problems (Truancy, anger, crime, misbehaviour etc)

ADVICE AND MEDIA INQUIRIES - information and advice on all aspects of alcohol abuse.

SELF-ASSESSMENT - how to identify an alcohol problem.

BUSINESS LECTURES - educational lectures in the workplace.

EDUCATION - awareness and prevention information for schools.

INFORMATION – one of the most visited addiction websites in the world
www.addictionnetwork.co.uk

Publications and Education: Garrick House Limited
The residential programme is designed to give clients an insight into reasons why they have become alcoholics, to learn about the illness, both physically and mentally, and to give them a basis on which to build a realistic recovery structure on a general and personal level. Clients may require after-care support from their individual social workers/care managers in order to maintain their recovery and sobriety.

The course is suitable for clients with a sincere desire to take part in a comprehensive, abstinence focused approach to their own alcohol problems.

Chaucer has 20 single and 8 twin bedded rooms spread over two floors. New members normally share a double room and move to a single in order of admission as they become available. In addition, there are sitting/lounge areas on both floors, 2 kitchenettes, one with TV and video, other with TV, a large lounge and a games room with pool and darts. Specially designed areas are set aside for photography with darkroom, workshop, library, and gym.

The area around Chaucer has a unique ornamental garden with wishing well (designed and built by members), which is specially lit at night. There is also a paved patio area with barbecue facilities, and covered walkways.

Chaucer operates a policy of employing treatment staff from alcoholics who have recovered through the project.

The programme at Chaucer is divided into 4 parts, and is based on the experience and expertise of the Director, Nick Charles.

It offers the first real alternative to the 12 step programme and is most relevant for those who have tried and failed at AA. The Founder/Director Nick Charles, MBE, is the first person to be honoured ‘for services to people with alcohol problems’.

Nick Charles has been in the treatment field for 28 years, and has achieved enormous success with his client group, and recognition at the highest level.

**SERVICE COSTS**

- Outpatient counselling: £80 per hour
- Detoxification: £425 per week
- Rehabilitation: £425 per week
Applications for referral are accepted from any source. After an initial telephone assessment, an on-site assessment will be arranged. Applicants will be shown around Chaucer, and admitted subject to medical suitability. Alcoholics assessed as requiring detoxification will not be expected to arrive sober. Chaucer is a completely alcohol and drug free abstinent programme and therefore drug users may not consume alcohol at any time and vice versa. Chaucer reserves the right of refusal.

Chaucer is a leading provider of quality alcohol treatment with a unique approach. The concessionary cost of a place at Chaucer is £425 per week. This includes residential accommodation, meals, laundry, one to one counselling, group meetings, therapy and detoxification.

A benefit supported place for alcohol rehabilitation at Chaucer also costs £425 per week, and the residents weekly personal allowance will be paid directly to the client. Written confirmation of funding is required before admission. Detoxification is charged at the same weekly rate, and detoxification only placements are invoiced gross.

If you need to obtain local authority funding for your placement you should contact your nearest Drug and Alcohol Team or the Substance Misuse Team at the Social Services Department. They will be able to guide you.

There are no extra payments to the above. The weekly fee is reviewed periodically and any changes will be notified to Purchasers.
IF YOU ARE ADMITTED TO THE CLINIC, PLEASE BRING THE FOLLOWING WITH YOU

- Casual clothing / underwear / shoes / jacket.
- Nightclothes / dressing gown / slippers.
- Some old clothes for work therapy.
- Personal toiletries.
- Spectacles if needed.
- CD / Walkman / T.V. and stereo etc. – bring headphones.
- D.S.S. Book (if have one) and any relevant papers.
- Medication / Uncashed prescriptions.
- Alarm clock.
- Personal pictures and photos.
- Mobile phone – given in during work therapy hours.

DO NOT BRING INTO THE CLINIC

- Large amounts of money.
- Expensive jewellery and valuables.
- Passport and credit cards unless really necessary. (Safe is provided).

Members are responsible for their own personal property brought into Chaucer.

THE MANAGEMENT OF CHAUCER CANNOT ACCEPT ANY LIABILITY.
Community Detoxification (CD)

MEDICATION  Chlordiazepoxide (Librium) reducing by 20mg daily.

Hospital, nursing home and private clinic detoxes are at a premium and extremely hard to find. The client group do not help because they constantly change their minds and as time is not a significant factor to the alcoholic, give the impression they do not care and as a result lose credibility with their G.P. Community detox would seem to be an ideal solution and on paper it is.

Using the latest guidelines of six social work / drug and alcohol teams across the country, the definition is as follows and the requirements necessary in order for the doctor to instigate a CD, are defined by the following criteria being in place.

- A responsible adult / significant other present to hold and administer the medication in place of alcohol, in a safe domestic (home) environment. This would follow a regime outlined by the doctor.

- Where there is the equivalent of a reasonable domestic setting like a family, other group living together ie, hostel etc to support and supervise the patient.

The CD (in the first instance) fails in 88% of cases (project survey) because the ‘responsible adult’ (a) Rarely has 24 hour cover to offer, (b) Has no training or power of the necessary discipline to refuse the patients demand for a drink (at which point detox would be over). (c) Failure to recognise this vital aspect and continue with the detox which now includes Librium and alcohol, blissfully unaware of the consequences. (d) CD rarely includes any professionally written regime or alcohol abuse advice. Vital if the detox is to be successful. By definition it includes no aftercare or rehabilitation input whatsoever.

CD at Chaucer as a comparison has an excellent track record of comfortable, straightforward withdrawal, with little or no distress, followed by rehabilitation should funding be available (see www.chaucerclinic.com – click on treatment). Staff at Chaucer supervise and support the patient, and administer the prescribed medication to a proven and safe regime. If there is any cause for concern then Chaucer staff are trained Emergency First Aiders and are therefore skilled in what to do in the event of a fit, and the Accident and Emergency Department is located next door to Chaucer, should it be necessary.
Needless to say, community detox is infinitely safer than continuing to drink! It is easily administered with little formality and minimal cost.

Footnote:-
“We treat far more dangerous conditions at home than alcohol detox. Patients with diabetes can suffer frequent episodes of coma but are not usually hospitalised if these occur. Patients with epilepsy are not kept in hospital lest they have a fit. Their convulsions are managed by their families, schools etc. The risks of diabetes and epilepsy are much, much greater than those of well supported and well medicated alcoholics during detox. Previous fits in alcoholics are only relevant if the fit occurred during a well managed detox. A rarity. Otherwise this is not a reason against community detox.”

Dr David Marjot. M.B., B.S., F.R.C. Psych., D.P.M.
WHY REHABILITATION TREATMENT

The programme at Chaucer is divided into 4 parts, and is based on the experience and expertise of the Director, Nick Charles.

It offers the first real alternative to the 12 step programme and is most relevant for those who have tried and failed at AA. The Founder / Director Nick Charles, MBE, is the first person to be honoured ‘for services to people with alcohol problems’.

Alcoholics are like fingerprints, they appear the same until you examine them closely, then you see the differences - because of this, one treatment for all is unrealistic. As a result, the first part of Chaucer's approach is based on a totally individual theme, adapted for, and responding to, individual needs, problems and requirements. It is very hard, and sometimes damaging to the client to set expected time limits for recovery, though on average it takes approximately one months rehabilitation for every year the client has been drinking alcoholically.

Rehabilitation treatment, whilst addressing the chemical and substance misuse, by definition improves the mental and physical damage. This has a knock-on advantage to other services by reducing offending, the need for health and social services, helping loved ones, and often a return or first entry into employment. The cost of treatment far outweighs the financial outlay to a variety of other agencies, with a successful outcome in an enormous number of cases.

Access to treatment is difficult for clients more often than not, and unfortunately it is quite clear that the number of hurdles increase the proportion of clients who fall by the wayside. Equally, if there is a long delay between assessment and admission while funding panels sit, motivation and the tremendous amount of effort achieving it, is destroyed. Clients who present, deeming their motivation to be for those other than themselves should not be refused on those grounds. Once into recovery, they often become aware of a lifestyle they are anxious to retain.

Many people require more than one attempt at recovery. A significant proportion of those who fail initially return to sobriety having decided they want more than anything in the world to retrieve the life of sanity they had found sober.

The longer people can remain in treatment, the more successful the outcome. Financial constraints should not be allowed to remove a client at a critical stage, as it is far more cost effective in the long term to allow completion to the satisfaction of both carer and client.

Chaucer aims to identify all underlying problems with each individual in order to establish the reasons why the substance misuse began in the first place. Only then can they be addressed fully. Equally, in dual-diagnosis patients, liaison with the appropriate psychiatric support will be undertaken.
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<td>12.00 - 1.00 PM</td>
<td>GENERAL MEETING, and MESSAGE FOR THE WEEK</td>
<td>ALCOHOL EDUCATION MEETING</td>
<td>Q &amp; A DISCUSSION MEETING</td>
<td>12.30PM NICK CHARLES’ WEEKLY LECTURE</td>
<td>12.30PM RECREATING THE WAY WE WERE</td>
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<td>7.00 - 9.30 PM</td>
<td>7.00 – 8.00 PM TOPICAL PARTICIPATION ALCOHOL MEETING</td>
<td>7.00 – 8.00 PM QUESTIONS &amp; ANSWERS MEETING</td>
<td>7.30 – 8.30 PM SOCIAL PURSUITS &amp; HOBBIES</td>
<td>7.00 – 9.00 PM GAMES NIGHT</td>
<td>FREE</td>
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PART ONE

INDIVIDUAL RECOVERY

This part of the Chaucer programme deals with the alcoholics personal problems, often the reason why they drank in the first place. However, we have not got a crystal ball so we encourage the individual to come to us - this also helps with self-motivation, a quality thin on the ground among alcoholics. It is true to say that this part of the programme is perhaps, for many, the deciding factor between success and failure. It is often the hardest part of the course to undertake as the emotional, physical and mental scars of a persons life and years of alcohol abuse are brought into the open, and, with support and advice are sensitively dealt with. Many people who are not prepared to embark on this part of the programme find that they do drink again; as, whilst they are being educated, learning to work and fill their leisure time constructively (other 3 parts of the programme), they have not yet dealt with the reasons why they drank in the first place. Whilst rules, regulations and procedures have to exist, and, in the main, be followed, their application cannot be rigid or dogmatic where individual cases are concerned. Circumstances alter cases and there have been many examples over the years where experience and informed judgement by senior staff has prevailed. There is no doubt that those who have the honesty and courage to participate in this area of the programme have a far greater quality of life in recovery. Added to the work therapy ethic and extensive range of pursuits and education, Chaucer really is a fully comprehensive treatment programme. It is designed to return the individual back into the community as an employed contributing person, with an active social life not alcohol related, after a period of rehabilitation that has examined and dealt with the deep rooted problems that caused their alcohol abuse in the first place.

This first part takes a variety of forms. There is a compulsory, topical and separate participation alcohol meeting held on a Monday night. Whilst specific meetings are timetabled, some of the most helpful and constructive discussion is on a much more informal basis. Often, members can spend time having an unscheduled chat with staff and may not even realise that treatment is taking place.

KEYWORKERS

Every new member is assigned to a Keyworker whose responsibility is to act as a liaison officer between the membership and senior management. They will ensure that they see their charges to check that all is well in their world, whether they require any advice or assistance on any matter, to arrange appointments for doctors, dentists etc. and to iron out any minor problems. These meetings are written up and entered in the members records. The chats are designed to offer a point of continuous contact for the member, and to highlight any specific problems requiring attention and further discussion. This point of contact is also used for members to request counselling appointments and to gain access to Senior Management in the event of a crisis or urgent personal matter, whether related to their alcoholism or not.
Chaucer is nothing if not a university of learning.

There are projects which teach you a great deal about alcohol. Twelve step programmes relying on your faith in a higher power, and short sharp lecture courses which produce alcoholic experts who go on drinking.

The Chaucer Programme is not twelve step but instead teaches you everything you need to know about alcohol and the role of associated legal and illegal drugs, but most of all how to stop drinking.

Addiction is a powerful disease, a plague of the 21st century which is sweeping the globe. A unique opportunity exists here for alcoholics determined to beat their addiction. You will have to take part fully in the Chaucer Clinic Programme over 26 weeks to obtain the best quality, lasting sobriety. Addiction to alcohol rarely happens overnight, neither can a solution.
CHAUCEER PROGRAMME – 26 THEMES

WEEK 1 ~ WHAT IS ALCOHOL? WHAT IS ALCOHOLISM?
This week looks at exactly what alcohol is. All alcoholic drinks contain a powerful drug called ethyl alcohol which is similar to those used in operating theatres to perform surgery. Many revelations will follow.

WEEK 2 ~ HISTORY OF ALCOHOL
This week we are exploring the history of the 'amber nectar'. Where on Earth did it come from?

Millions and millions of years ago, even before there were history books, a person somewhere was so hungry he ate some rotten fruit he found. And that is how alcohol was discovered.

WEEK 3 ~ EFFECTS ON BODY & MIND
This week deals with the effect alcohol has on the vital organs of the body, and the devastating damage done to the brain. It also looks at the process explaining personality changes and hallucinations caused by an unwanted chemical in the brain. A chemical called alcohol.

WEEK 4 ~ FOETAL ALCOHOL SYNDROME & WOMEN DRINKERS
Women who are pregnant and drink through their pregnancy put their baby at enormous risk. One of the most terrifying consequences is explored this week, Foetal Alcohol Syndrome. In addition we cover the increasing trend of women who are the growing casualties of alcohol. Facts everyone should know.

WEEK 5 ~ BINGE DRINKING
An alarming number of people who do not drink during the week go ‘out on the town’ at the weekend and consume excessive amounts of alcohol in a short space of time. Not only do they do serious damage to themselves, but in the social sense it leads to brawls, accidents, violence, hospitalization and crime. This week looks at how many see the weekend as one long drinking session, and the part it played in our personal demise.
**WEEK 6 ~ UNDERAGE DRINKING**
Young drinkers are giving serious concern to those who are aware of the dangers ahead. Alcohol is more readily available and youngsters see it as the ‘in thing’. Alcopops and designer drinks deliberately target the young. This week explores the worrying trend of underage drinking, and the part it played in our own history,

**WEEK 7 ~ DEPENDENT DRINKING**
Alcohol in moderation can, and should be a pleasurable pursuit. Frequent or heavy drinking can lead to dependence and long-term health problems. Alcohol abuse is insidious. This week looks at how it can creep up or without you experiencing any real signs of dependence until the addiction has taken hold. This demonstrates what became of us!

**WEEK 8 ~ DESTRUCTIVE PATTERN**
If your system continuously receives alcohol on a regular basis, sooner or later it will begin to expect consistency. The destructive pattern is explored in this week, and demonstrates how it leads to addiction.

**WEEK 9 ~ ALCOHOL ABUSE**
For those who do not stop drinking and continue to abuse alcohol they will eventually wear away the body resistance and cross the invisible line separating the addictive drinker from the social drinker and become alcoholic. This week reveals just how that process happens.

**WEEK 10 ~ RECOGNISING THE SIGNS**
This week determines the early signs of alcohol playing more than just a social part in a person’s life. We set out to establish that alcohol is not just one of the many problems in a person’s life but rather the main problem in their life.

**WEEK 11 ~ TREATING THE SYMPTOMS NOT THE CAUSES**
Doctors are often criticized in their handling of alcoholics. Neither they nor the sufferer see alcohol as the cause of their symptoms. This week looks at whether a pill is the easy cure for their depression… or is it the beginning of a terrifying downward spiral?
WEEK 12 ~ DETOX AND WITHDRAWAL
Recovery must begin with detoxification. Hospital detoxes are hard to come by, but not impossible. The other option is a community detox which has a specific criteria. The most important consideration is a safe withdrawal from alcohol. This week explores the effects of withdrawal and what happens to the body and mind when the alcohol is taken away.

WEEK 13 ~ TREATMENT (CHAUCER STORY)
Chaucer was built by alcoholics, to help alcoholics. This week hears the incredible story of founder/director Nick Charles and how Chaucer was built, literally out of the ashes of a fire, and not forgetting the legend of the “Chaucer Marauders”.

WEEK 14 ~ REHABILITATION
For those for whom a drink at the local is a pleasurable pursuit, there can be no indication of what it is like on a day to day basis, being a slave to the bottle. This week looks at how alcoholics have to be convinced that life only starts when the alcohol is removed and they start to rebuild and reconstruct their lives.

WEEK 15 ~ WHAT RIGHT DO WE HAVE
The sad fact about alcoholism is that it does not just affect the victims themselves. Often those near and dear can end up sicker than the alcoholic. Children, parents, siblings and loved ones are all indirectly damaged by this illness. We spend this module looking at the devastation and damage left in the trail of alcoholism.

WEEK 16 ~ THE GENETIC CONNECTION
92% of all those treated at Chaucer have a genetic connection. This means someone in their family also has or had an alcohol problem. This week looks at how education and awareness could help those most susceptible.

WEEK 17 ~ ADDICTIVE PERSONALITY
Anyone who knows an alcoholic will probably have noticed they are ‘all or nothing’ people. This week considers the reality that an alcoholic has an addictive or compulsive personality to almost everything, but with a specific leaning towards alcohol.
WEEK 18 ~ THE POINT OF NO RETURN
There are 2 points of no return. One is the moment at which an alcoholic can no longer stop drinking even if they want to, and another is when the drinker crosses the invisible line into alcoholism. This week explores both.

WEEK 19 ~ THE ILLUSION / THE REALITY
Alcohol does different things to different people. For those for whom the urge to live in ‘wonderland’ is greatest, lies the will to abuse alcohol most. It becomes their lover, their confidant, their comforter and friend. This week examines the surreal world in which those who abuse alcohol constantly live.

WEEK 20 ~ ALCOHOLISM IS FOREVER
Alcoholism is ‘cancer of the soul’ is how Nick Charles explained it in 1978 during the filming of an ITV documentary. Once contracted, alcoholism is forever, you can only live in remission. This week explains how once an alcoholic crosses the line, they can only stay sober by listening, learning and remaining abstinent for ever.

WEEK 21 ~ IS THERE LIFE AFTER BOOZE?
Determination is essential and it is vital to accept that this is the parting of the ways for the subject and alcoholic drinks… forever! Successful, addicts can expect a quality of life never thought possible in their drinking days. This week reveals just what is possible when the body and mind are poison free and fully functional.

WEEK 22 ~ HOW LONG DOES IT TAKE
One of the most frequently asked questions in recovery is ‘how long does it take?’ This week looks at the reality that no two alcoholics are exactly the same and therefore recovery will be an individual process.

WEEK 23 ~ WHY ME?
Alcohol does different things to different people. Some people drink to block out emotions and experiences they cannot cope with. But what do other people do who have to endure really tough situations? A very common emotion expressed by alcoholics is self-pity – all this hardship – why me? Have you considered what happens to people who don’t turn to alcohol? This week we examine some incredible stories of people who managed somehow to get through, against the odds, without relying on alcohol.
WEEK 24 ~ FAMOUS ALCOHOLICS / ALCOHOLICS OF YESTERYEAR
Celebrity addicts hit the headlines every day. However, many alcoholics of yesteryear have changed the course of history. This week reveals just how many important events and the lives of people were affected by alcohol.

WEEK 25 ~ THE GREAT BRITISH WAY OF LIFE
Having a drink at the local is the good old British way of life. Maybe one drink is enough for some, but for many this is not the case. This week we explore how our perceptions of alcohol vary and how the English drinking culture has been shaped as a result of this phenomenon.

WEEK 26 ~ ALCOHOLIC COMEDY
All alcoholics can look back at the crazy things they did when under the influence, but it is only really funny if you are not going to do it again. This week looks back at the hilarious, though bizarre and sad aspects with a reflective, occasionally affectionate, but always cautionary analysis. It will show alcohol does not have to be present to have a laugh.
PART THREE WORK THERAPY

Chaucer work therapy model and ethos of purpose, has been examined by many professionals. Similar schemes have been adopted in the statutory sector, both locally, and as far afield as Romania and Poland as a result of visits to Chaucer. Historically, one members skills have been passed on to others and vice versa, creating added interest and even inspiring some to take up new trades when their programme is completed.

Chaucer has been built and maintained by recovering alcoholics for the benefit of alcoholics. The work therapy module of the programme has several reasons for its inclusion. Abstinence from alcohol for life requires incredible discipline and therefore the obvious benefit of this part of the programme is to learn regular discipline. Members are required to sign in daily at a specific time and to carry out a task to the best of their ability within a reasonable time limit. The practical benefit is that, many people who have been unable to work to their full capacity for some considerable time, perhaps never, or those whose occupations have contributed to their addiction, are often presented with ideas for new future employment plans. The beauty of the scheme is that it actively encourages creativity and new ideas, allowing members to develop belief in themselves and their personal abilities. Listed below are examples of regular activities available to choose from and the ethos behind them. The overall idea is to prepare members to return to the community encouraged to engage in paid employment or voluntary work at the very least.

**Kitchen:** A chance to work in a busy, structured commercial environment which teaches practical skills as well as an insight into hygiene, monitoring, storage, cleanliness, nutrition, stock control and rotation, and food preparation.

**Library:** This is particularly suitable for more academic or less mobile members. Manual and computer records are kept of the ever growing library collection. In addition, complex jigsaws are made, glazed, mounted and displayed throughout the building.

**Laundry:** Industrial washers and dryers are on site and those members who prefer a routine, homely occupation excel in this area, taking responsibility for laundry, ironing and linen monitoring.

**Gardening:** This is a very creative occupation and members are encouraged to design, plant and maintain floral, herbaceous and border areas. The garden area often changes as new members bring fresh ideas and stamp their own personality.
Painting & Decoration: This can range from regular maintenance to repainting bedrooms to members’ own tastes, through to creating, designing and painting murals both inside and outside. It is particularly suitable for creative personalities.

Desk Duty: This is ideal for literate members. It teaches responsibility, accountability, fire regulations, social skills with visitors and interactive skills with telephone, staff and other members. It also provides an opportunity for shy people to gradually enhance their personality and self-esteem.

General Building: Varies from brickwork, tiling, carpet fitting, glazing, fencing, carpentry, metal work and plastering.

The relevant activities include health and safety awareness and safety equipment requirements.
The object of this part of the programme is to help by demonstration how it is possible to enjoy your new alcohol free life. It will show you clearly how to be serious, enjoy the simple things and laugh hilariously without a glass in your hand.

The alcoholic's whole life existence has revolved around and been connected to alcohol. Social Pursuits and Hobbies will introduce the recovered victim to activities, employment, enthusiasm, hobbies and interests, pastimes and pleasure in a manner they had forgotten existed.

It is designed in a way only those who have successfully achieved it could possible envisage, and will re-introduce society's alcohol casualties as insidiously as alcohol destroyed them.

All members are allocated to one of the four Chaucer houses - various activities are arranged as inter-house competitions to strengthen a team and community spirit. It also develops a sense of responsibility to other members as bad points can be lost for your house through careless action by an individual. The reasoning is based on the need to create a discipline necessary to form the infrastructure for a life of sobriety. A compulsory games night is held on Thursday nights. Inter-house competitions are varied and can take the form of, for example, quiz nights and charades. In addition, approximately two or three times per year, a treasure hunt is organized. This covers the local area and combines team spirit with a fun day, proving alcohol is not the key to enjoyment.
Nikki de Villiers was the Chaucer Clinic’s first patient. She was admitted in June 1989 weighing 5 stone, victim of an abuse filled life, committing self-mutilation, anorexic and alcoholic.

Her first job at Chaucer was lavatory and bathroom cleaner then an assistant in administration. In June 1990 she began counselling other admissions and in 1991 became Assistant Manager. In 1993 she reached the dizzy heights of General Manager of Britain’s biggest alcohol rehabilitation clinic, and in the latter part of that year became the proud owner of her own home. In January 2001, Nikki reached out to millions on the World Wide Web. She became ‘Your Best Mate’ on www.addictionnetwork.co.uk, one of the busiest addiction websites in the world ~ her friends and workmates had witnessed a modern day miracle.

Today, Nikki is a therapist with unique qualifications and a burning desire to share her miracle with others.

Nikki has such a depth of experience from her life that she is able to offer counselling on a wide variety of issues. She has endured a childhood of abuse, children’s homes, fostering, disruption and the distress of being torn between two families. Her teenage years were filled with tragedies including an unplanned pregnancy, an alcoholic marriage, subsequent divorce, homelessness, mental and physical abuse, rape and murder.

During her life she has had to come to terms with events and experiences far beyond most peoples’ comprehension. The resulting alcoholism, anorexia and self-mutilation were the only way she knew of coping with the memories and horrors of her life.

Nikki has found a way in sobriety to live in the real world of work, relationships, emotions and day to day routine, without the anaesthetic of alcohol.

She is an exceptional lady whose greatest wish is to share her way to recovery with other people, who are both directly and indirectly affected by alcoholism, on the basis that she is able to offer clear identity with such a wide range of problems.
Teresa Weiler was born on the 13th September 1958, daughter of Terence Weiler OBE, Permanent Under Secretary of State at the Home Office.

It soon became obvious Teresa had inherited her father’s outstanding organizing ability, and had no doubt benefited from his influence to administrate at the highest possible level.

Her working life began predictably in a government department. No-one was surprised however when her exceptional talents were recognised by the private sector and her ambition for the future made the offers irresistible.

She began her commercial career working as public relations executive with an agency and management company with high profile personalities. Dealing with TV, radio and press on behalf of models, actors, actresses and variety entertainers became a daily routine together with the often difficult task of solving individual problems.

An accomplished pianist, she joined Nick Charles and Kelly Miller as a backing musician in 1980 when they were working the northern clubs, and simultaneously running day centres for alcoholics.

Her career continued as a PR executive in the theatre when she worked on Andrew Lloyd Webber’s ‘Daisy Pulls It Off’ and John Gale’s ‘No Sex Please We’re British’ plus many more.

Her first task in 1989 at the new Chaucer Clinic, which was to operate in the caring industry’s non-statutory sector, was to design an administration infrastructure. Now Britain’s largest facility of its kind, her initiative and inventiveness is clear for all to see.

Teresa is also the controversial page writer Anna Kist on [www.addictionnetwork.co.uk](http://www.addictionnetwork.co.uk), one of the busiest addiction websites in the world.

She has worked with Nick Charles for twenty five years and her peerless experience and know-how is unparalleled.
Peter de Villiers was born in Capetown in 1944 and brought up on Robben Island. He came to England in 1963 and was employed in a senior management position with a major airline at Heathrow, where drinking-cum-socialising on a huge scale was expected. When he succumbed to alcohol and became addicted, he was ostracised and instead of receiving help - lost his job.

He went through a succession of menial jobs around London and Middlesex and eventually degenerated to working as a teaboy at an airport hotel. His ultimate humiliation came one day when he had to serve a group of former colleagues. They were wearing the uniform he had once sported so proudly himself, he now wore a tea and coffee stained apron. Shortly afterwards he lost this job also through drink, and swept the streets of Uxbridge for an industrial cleaning company.

He decided to return to South Africa in 1990, more for reasons of escape than anything else, and slowly began to drink himself to death. Peter's plight was reported through the British Red Cross, and his ex-wife paid for his air ticket to England in 1992 to enable him to be rehabilitated at the Chaucer Clinic.

Peter de Villiers is now an executive again, solely responsible for a quarter of the programme at Chaucer as Pursuits Co-ordinator.
PUBLICATIONS

Nick Charles is an established author of both educational and biographical publications. Examples of publications available are:-

‘THROUGH A GLASS BRIGHTLY’
Moral support for addicts everywhere.

Publishers Robson Books said:-
‘Heart rending, shocking, violent yet inspirational, this is an extraordinary story of one man’s battle with alcohol, and brings compassion and insight to an often misunderstood disease.’

‘NIKKI ...all about secrets’
Truth is not only stranger but crueller than fiction
published by Garrick House Ltd

Shocking yet inspirational, this is an extraordinary story of courage, honestly related - a frank and moving account of how a child destroyed, learnt to live again.

‘LIFTING THE TOP OFF THE BOTTLE’
Technical advice and guidance
published by Garrick House Ltd

Written so everyone can understand – includes first ever definitive test to decide are you, or are you not, an alcoholic?

‘A NOT SO TRIVIAL PURSUIT’
A Girl Called Ginger
published by Garrick House Ltd

Education through true life narrative format. Originally written for schools, but also appropriate for adults. A true story graphically portraying the hell of alcoholism and drug addiction through the lives of two people.

‘PARADISE COST CD’
A collection of true life stories
of alcohol abuse - ancient and modern.
published by Garrick House Limited
Running time 74 minutes
Narrated by Nick Charles and Kelly Miller
Produced by Neil Pringle at the BBC
Nick Charles had a drink with his father in a pub when he was seventeen. It changed his life. He became an alcoholic, drinking so heavily that he lost his job, his wife, and family, and then his home. This is the extraordinary story of how he beat the bottle and has used his experiences to help others.

Nick experienced a life few of us can imagine, drinking anything he could lay his hands on - aftershave, hairspray or meths. Every time he tried to quit drinking he experienced terrifying hallucinations and countless times woke in hospital with serious injuries, once gnawed by rats in his sleep near death. He tried to take his own life on one occasion and was nearly murdered on several others.

Somehow Nick managed to get himself off the streets and the bottle. That in itself was a remarkable achievement, but he went one step further, he decided to spend the rest of his life helping other alcoholics, founding the Chaucer Clinic. Over twenty five years he has treated more than 10,000 people from homeless street drinkers to celebrities, with his unique programme. In 1996 his services to people with alcohol problems were recognised when he was awarded the MBE in the New Years Honours List.

Heart-rending, shocking, violent yet inspirational, this is an extraordinary story of one man’s battle with an often misunderstood disease.

- Retail price: £16.95 Hardback -- £9.99 Paperback
- Published by Robson/Chrysalis Books
- ISBN No: 1 86105 222 7
- Copyright: © Nick Charles 1999
- Available from all good bookshops.

www.nickcharles.co.uk
Amazing stories are born out of nightmares. This is a frank and painful account of the lasting damage adults

Nikki de Villiers endured a childhood of abuse, childrens homes, fostering, disruption and the distress of being torn between two families. Her teenage years were filled with tragedies including an unplanned pregnancy, marriage, divorce, homelessness, mental, physical and sexual abuse, rape and murder.

During her life she has had to come to terms with events and experiences far beyond most people’s comprehension. The resulting alcoholism, anorexia and self-mutilation were the only ways she knew of coping with the memories and horrors of her life.

Today, Nikki is a therapist with unique qualifications and a burning desire to share her recovery with others. She has discovered how to live in the real world of work, relationships, emotions, and day-to-day routine, without the anaesthetic of alcohol or drugs. Her sobriety began in September 1989 and continues to this day. Nikki is General Manager of Chaucer Clinic, the UK’s largest residential alcohol rehabilitation centre.

Shocking yet inspirational, this is an extraordinary story of courage, honestly related - a frank and moving account of how a child destroyed, learnt to live again.

- Retail price: £14.99
- Published by Garrick House Limited
- ISBN No: 1 902573 03 X
- Copyright © Nick Charles 2003
- Available from all good bookshops.

www.nikkide.com
CHAUCEL

and

www.addictionnetwork.co.uk

FROM PREVENTION TO CURE

EALING HOSPITAL ESTATE
UXBRIDGE ROAD
SOUTHALL, MIDDX
UB2 4XB
TEL: 020 – 8571 – 4616

www.chaucerclinic.com
E-MAIL: hello@chaucerclinic.com

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addictionnetwork.co.uk
chaucerclinic.com
nickcharles.co.uk
(ALL RESIDENTS ARE REQUIRED TO SIGN THE CONTRACT AND COMPLY WITH THE TERMS.)

RESIDENTS CONTRACT AND RULES FOR MEMBERS

1) **NO ALCOHOL** or drugs are allowed on the premises. Any member returning to Chaucer having drunk alcohol or appearing stimulated/sedated will be instantly ejected - members have 15 minutes to leave and must take all personal effects with them. **THIS IS NOT NEGOTIABLE.** Re-assessment will only take place at the Management's discretion.

2) Illegal drugs of all kinds are prohibited anywhere in or near Chaucer. Any member flouting this very serious rule will be ejected immediately. Further to this, any member who is discovered partaking in the use of narcotics or soft drugs at any time or at any place, will be expelled from this clinic.

3) It is strictly forbidden to enter a public house. Anyone reported or seen entering or leaving a public house will be dismissed from the clinic.

4) Chaucer staff reserve the right to search bags and belongings of members and visitors alike. If drink or drugs, legal or otherwise are found on a member, they will be discharged immediately. If a visitor is found to be carrying these items, they will be refused entry and Chaucer reserve the right to place a permanent or semi-permanent ban. Chaucer actively discourages the use of stimulant drinks such as Red Bull, consequently members are not allowed to have or consume such drinks on the premises.

5) Any member knowing another member has broken a rule, particularly if they have consumed alcohol, partaken in drugs or smoked in a non-smoking zone and who does not report the incident to the Management will be dismissed along with the offender.

6) Violent or abusive behaviour will lead to immediate discharge.

7) The management will not tolerate members instructing them how to run the clinic. You are here for treatment and not as a member of staff. If you do not like the particular programme we adopt, then you reserve the right to leave, and find something more
appropriate. On management discretion, Chaucer may discharge members if their placement is inappropriate.

8) Whilst members are at Chaucer, they may not maintain contact with any former member who has left as a result of a misdemeanour, or early discharge, voluntary or not. If they choose to do so they will surrender their place.

9) The management will not enter into any communication in the aftermath of members leaving Chaucer.

10) a) The Chaucer programme ethos actively discourages close friendship / romantic / sexual relationships between recovering alcoholics. Your attitude towards the essence of the course is vital and therefore such liaisons will not be tolerated. Any obvious sign will be followed by a warning and then by dismissal. It is standard procedure within the system to expel members at a moments notice and Chaucer is no exception.

   b) Members are not allowed in any other members room.

11) Members are responsible for their own personal property brought into Chaucer. Members are responsible not only for the safety of such property (the Management of Chaucer cannot accept liability for this) but they are responsible for ensuring that all personal property is removed with them when they leave. Members must understand clearly that any personal property left by them on the premises cannot be transported to them by Chaucer. It must be collected by them as quickly as possible, by appointment and in office hours only. Members must also understand that any property left for more than 4 weeks after their departure from Chaucer will be deemed to have been abandoned and will be disposed of.

12) It is necessary to have a disciplinary procedure as we are sure you will understand. Bad points are awarded for breaches of rules and regulations. Any member reaching 40 points will be discharged that day.

13) An alcometer is kept in the clinic and to ensure the clinic is kept alcohol free residents may be asked to take a breath test at any time. Any member failing a breathalyser will be instantly ejected - no alternative reason such as mouthwash, cough mixture etc will be accepted. The Management reserve the right to breathalyse any member at any time, or instigate a drug test.

14) It is an accepted rule laid down by fire regulations that every member should sign out at reception when leaving the clinic.

15) By law, NO SMOKING is allowed in the kitchen area, linen room, library, workshops, reception, dining room, bedrooms, office area, corridors, bathrooms and toilets. Designated smoking areas are still rooms and TV lounges. The burning of candles or incense is forbidden anywhere. Anyone caught smoking in a non-smoking area, or burning candles or incense, will be immediately dismissed.

16) DO NOT ask for gifts of cigarettes as a refusal often offends.
17) All new members are under a 10 day curfew during which time they are not allowed out beyond the area of the immediate garden. Day One is counted as the date of admission and on the tenth day the curfew is lifted. Anyone still on detoxification medication after 10 days will not be allowed out until detoxification is complete. During this 10 day period you will not be able to go out anywhere - the clinic management will be under no obligation to allow you out for any other reason other than illness. If this curfew is broken it will result in instant dismissal. Detoxification is a medical procedure and does not include any 1-1 therapy until it is completed.

18) A two week probationary period is operated. After one month (28 days) in the clinic the alternate weekend system comes into operation. The weekend following 28 days is the first weekend you are allowed to sleep out. Once you take your first weekend, from then on, every other weekend is allowed. However, once you start you cannot change your weekends, and if, for any reason you do not take your designated weekend you must wait 2 weeks before you are eligible again. This is not negotiable.

19) a) During the weekdays Mon – Thurs members may leave the clinic after 5.00 pm but must be back in time for pursuits. Anyone arriving late will not be allowed into the pursuit and will incur bad points.

b) MEMBERS ARE NOT ALLOWED OUT OF THE CLINIC IN BETWEEN PURSUITS. They may go out after all of the evening pursuits have been completed.

c) Members leaving Chaucer in the evening must be back no later than midnight, Monday to Sunday, unless special permission has been given.

d) Members who win the ‘worker of the week’ extra day off must take it within one month of receipt. It can only be taken on a Tuesday, Wednesday or Thursday. This is not negotiable.

20) Meetings and activities are part of the programme you have chosen to attend. Anyone who disrupts or disturbs a meeting or other event will be asked to leave the gathering. They will also receive bad points and a letter of reprimand. Any member breaking this rule must question their sincerity and intent towards the programme.

21) Members may not leave the clinic during compulsory programme hours without permission from the General Manager. Please make sure you are signed in and out by the Desk Officer - it is your responsibility to ensure that the entry has been made in the book. Failure to do this will result in bad points. If you have been given weekend release permission, you must sign out in the General Manager's book on Friday afternoon at approximately 1.30 pm - an announcement will be made at the time.

22) If a member is sick for the day they will be confined to the clinic that evening. If you are sick during the week, you may be grounded for the weekend, at management discretion.

23) Members going out on a trip or pursuit outing must go and return as a group. If you put your name down and do not turn up you will be awarded bad points.
24) Members are expected to carry out, within a reasonable time, all tasks that may be assigned to them.

25) During work therapy hours, members are not allowed upstairs unless their tasks are upstairs or special permission has been given.

26) All members must sign the work book Monday to Friday at 9.00 am. Early or late signing is not permitted. Failure to comply strictly with this rule will result in bad points. Following on from signing members must immediately report for work therapy duties.

27) Members are **NOT** allowed to smoke during work therapy hours regardless of where they are working. Anyone caught doing so will be awarded bad points.

28) The clinic provides tools for members to use during work therapy within the clinic only. All tools must be signed in and out. If you do not comply with this any missing items will become the members responsibility. Please ask a Team Leader if you require any instruction before use.

29) Members are expected to observe normal standards of personal hygiene at all times. This includes leaving baths, sinks and toilets clean after use.

30) Members are not allowed to carry beverages up or down the stairs in the interest of safety. No food or beverages are to be consumed on landing areas.

31) Paper towels are for drying your hands - do not put them down the toilet.

32) All residents must clean their own rooms and take part in the cleaning of communal areas according to their duties on the daily cleaning rota. As soon as communal cleaning has been finished members should go straight to their work therapy tasks without taking a break. As all new residents will share a room initially, it is vital that each resident has consideration for their room-mate and this includes personal hygiene. Cleaning of the room should be undertaken jointly but each should pay particular attention to their own bed space. Bad points will be given for untidy rooms.

33) If any member has any problem with furnishings in their room, if repairs are required, please inform the Duty Team Leader as soon as possible. There is also a maintenance book on the desk in reception where you can enter any requirements. They will ensure the appropriate member of management is told and the matter dealt with. Problems can only be solved if we are aware of them.

34) On arrival, residents are issued with sheets, pillow cases and towels. Sheets / pillowcases should be changed on your washday. Bed linen and towels are the property of Chaucer, please do not remove them or use towels for anything other than bathing or showering, e.g., hair dyeing. There is a rota for members' laundry in each still room. Please check the rota to see which day you have been allocated. All laundry must be outside the laundry no later than 8.30 am on the day allocated. Please check all pockets before sending laundry to be done. An ironing room is provided on the ground floor. An iron is kept in the Pink room which must be signed in and out in a book and returned after use. It is not allowed to be used for or during work therapy hours.
35) A small stock of toothbrushes, flannels, razors, deodorants and combs are available for residents who arrive without these items or cannot afford to buy them. Toothpaste, shaving foam, soap and shampoo is provided by the clinic and must be left in the bathrooms.

36) There is a small clothing store for those residents arriving in Chaucer without adequate clothing.

37) Members must complete a daily meal ticket for the following day. You are responsible for collecting a ticket from the dining room, filling it in and putting it in the box provided in the dining room **by afternoon teabreak.** If you do not complete a ticket a meal will not be cooked for you, and you will only get sandwiches. If you sign for a meal and do not turn up for it, 5 bad points will be given and will be doubled pro-rata for subsequent occurrences. **All** meals should be eaten in the dining room unless you have special permission to eat in your bedroom. Lunchtime sandwiches are served at 1.00 pm - at the weekends 1.00 pm to 1.30 pm. The evening meal is served at 5.30 pm and must be collected by 6.00 pm. Breakfast is served between 7.00 am and 8.30 am on weekdays, 8.30 am - 10.00 am Saturday, 8.00 am - 10.00 am Sunday. If you have any allergies or pet hates, food wise, please let us know well in advance. Religious beliefs or customs regarding meat on Fridays or pork products should be advised. The kitchen will be locked at 7.00 pm each evening and meals will not be put by, unless you have notified the kitchen of a doctors appointment or similar, and management permission has been given. Medical dietary requirements will be met.

38) Please leave crockery and the still rooms clean, this includes the countertops. If you plan to keep your own bits and pieces in the fridge, label them with your name, otherwise anything there is regarded as fair game by all. Points will be given to all members if the still rooms are not left clean and tidy. No food is allowed in the lounge or library. Tea, coffee and sugar for the still-rooms will be given out before the evening meal.

39) Members must be properly dressed for all meals and wearing shoes on their feet at any time they use the staircases. Pyjamas, nightdresses, vests are not acceptable and you must wear a shirt or top.

40) Members are to have their tea/coffee breaks in the Tea Room or garden.

41) Members are not allowed to bring take-away meals into Chaucer.

42) a) If you are on medication please adhere to your times of issue, an announcement will be made. All prescriptions must be handed into the office unless instructed otherwise. Staff will go to the clinic pharmacist and book all medication into the records. No other medicines are permitted in Chaucer. Members will be allowed to keep their own inhalers, and angina sprays.

   b) The first medication time of the day will be 8.50 am. Please ensure you are on time. At weekends the tannoy system will not be in use at this time so it is the members responsibility to come down on time.
43) Doctors appointments to obtain medical certificates and routine prescriptions must be made outside work therapy hours. Ample notice is given to members to ensure this is possible.

44) Temporary registration will be made with the clinic GP for all residents. Appointments can be made as required with dentists and opticians and should be outside of work therapy hours wherever possible.

45) If you or another member has an accident or feel unwell, please notify a Duty Officer immediately - they will be able to direct you.

46) a) Children under the age of eleven are not allowed on Chaucer premises. Many members have suffered painful experiences with the loss of their families and it is therefore considered inappropriate.

   b) Obviously any visitor under the influence of alcohol or drugs will not be permitted into Chaucer.

47) No ex-member may visit at any time without pre-arranging an appointment time with Nikki de Villiers. Other than by special permission, no visitors are allowed during work therapy/pursuit hours or the lunch hour - so as not to interfere with the work therapy programme. Member’s visitors will not be allowed in the still-rooms or dining rooms, but may go into the T.V. lounge, or the member’s room providing the door is not closed. Visitors must be accompanied at all times by the resident they are visiting and only two visitors per member are allowed at any one time.

   Visiting hours are as follows:-

<table>
<thead>
<tr>
<th>Day</th>
<th>FROM</th>
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<tbody>
<tr>
<td>Mon</td>
<td>9.30 pm</td>
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<td>Tues – Thu</td>
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<td>Fri</td>
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<tr>
<td>Sat &amp; Sun</td>
<td>10.00 am</td>
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   Phone calls, unless in an emergency are not allowed during programme hours. After 10.00 pm, please keep noise to a minimum. A pay phone is available on the 2nd floor for members use. Access limited to 15 minutes.

   Payphone: 020 8813 8384
   
   *Incoming calls not allowed after 11.00 pm unless there is an emergency.*

   Reception: 020 8571 4368
   
   *Please only use this number in an emergency*

48) If anyone feels they have a complaint, don't let it fester. Take it to the Duty Officer, or if appropriate, to the Manager, verbally or in writing. A suggestion box is available on the reception desk and is actively encouraged. Responses to suggestions will be made by management at the Monday meeting. During my absence, Nikki de Villiers will make decisions on my behalf. In the event of both Ms. de Villiers and myself being absent, Teresa Weiler then the Duty Officers will be responsible for the running and good order of Chaucer and will act with my full authority. Complaints made, as long as they are not
malicious, and with firm foundation about malpractice, maltreatment or discrimination will not jeopardise a resident’s place.

All complaints are responded to within 28 days. A record is kept of all issues raised or complaints made by service users, details of any investigation, action taken and outcome. If the matter cannot be resolved internally, referral can be made to the Lead Inspection Officer at CSCI, West Ealing Office, full address at end of contract. (CSCI Standard 22).

49) Members should not enter the administration corridor unless you have already checked with the Desk Officer.

50) Staff are not allowed to accept gifts from residents or their families. If you, a friend or relative wishes to donate anything to Chaucer but not to an individual, that is acceptable but it should be arranged appropriately with management. Chaucer has a small clothing fund to which donations can be made.

51) When playing a TV, radio, CD or tape please consider your room-mate or neighbour. Where possible use headphones or a personal stereo player.

52) There are several TV's and videos in the clinic. Indecision about what to watch will be resolved by a majority vote. Although still rooms are available for coffee, tea and smoking during the night on weekdays, Sunday through to Thursday, the televisions should be shut down at midnight. On Friday and Saturday there is no such rule, but the main TV lounge shuts at 12.00 am every night. Each still room is for the exclusive use of the residents of that floor only.

53) The main TV lounge opening times are as follows:-

| Mon – Fri | Early 7.00 am – 8.50 am |
| Lunchtime | 1.00 pm – 2.00 pm |
| Evening   | 5.00 pm – 12.00 am |
| Sat & Sun  | 7.00 am – 12.00 am |

54) Mail is left on the reception desk in the morning, with the exception of parcels and recorded items which are personally handed to the member by staff. Please do not give your private mail to other members to post.

55) There is a members notice board on the first floor which displays all your meeting times and current affairs in the clinic. It is your responsibility to check this daily and ensure you are in the right place at the right time.

56) The lending of any monies over the amount of 50p is strictly forbidden. Anyone disregarding this rule will be dismissed from the clinic, this includes the borrower and the lender. This must include giving money to any other member to buy cigarettes etc, purchasing items from another member or giving anybody other than clinic staff your DWP book to cash. All DWP books will be left with the Business Manager for safe keeping.
57) Any member admitted as a private patient who subsequently wishes to make a funding application or DWP claim will be responsible for this themselves. The clinic is not in a position to assist in any way; be it by supplying care reports, office facilities, staff time, or time-off work therapy for the undertaking of any such applications.

58) Gambling, whether for money or not, is not permitted on the premises. It should be remembered that you are here to overcome your addiction to alcohol, not indulge in another. Any member caught gambling on the Chaucer site will be discharged.

59) DWP books should be given in on admission. Any giros received personally after admission should also be brought to the Business Manager’s Office in order to determine the appropriate amounts due to both client and funder where applicable. Because of the complexities of the benefit system and the regular failure of the DWP to get it right first time, DWP benefits have to be controlled through the Chaucer Business Management Department (CBMD), and members are not to interfere with this system. To this end, it is necessary for members to give the CBMD authority to liaise with the appropriate benefit departments and funding authorities on their behalf. Members also authorise administration staff to open and handle incoming DWP mail as necessary. Failure to provide relevant information and all appropriate documents will be treated seriously and may result in dismissal.

60) Members may not loiter in reception.

61) Members are not allowed to keep pets at Chaucer.

62) Chaucer Clinic was built by alcoholics/users for alcoholics/users, and therefore has a unique community spirit. The management will not tolerate small cliques or groups breaking away from the mainstream and undermining the ethos of Chaucer. Those who do so will be excluded from the programme.

63) All members mobile phones must be kept in the pink room during work therapy hours.

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<tr>
<th>Day</th>
<th>Time</th>
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<tbody>
<tr>
<td>Mon - Thurs</td>
<td>9.00 am – 5.00 pm</td>
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<tr>
<td>Friday</td>
<td>9.00 am – 1.00 pm</td>
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Due to the potential for disruption caused by mobile phones going off accidentally or otherwise during evening programme activities, you may be required to hand them beforehand.

64) If a continuous fire bell is heard, you should evacuate the building immediately using the fire exits at each end of the corridors on every floor. Do not attempt to use the main stairwell, and assemble at the designated point in the roadway outside Chaucer by the arch. Fire alarm tests are regularly conducted every Thursday morning and announcements will be made to inform you. Fire drills including evacuation are held at regular intervals, please always treat a continuous fire bell seriously as you have no way of knowing if it is a drill **OR THE REAL THING.**

65) The rules within this contract have evolved as a result of staff and members experiences over many years. They are not negotiable, or open for discussion.
Chaucer undertakes to meet the regulations and guidelines of the National Care Standards Commission under the Care Standards Act 2000.

COMMISSION FOR SOCIAL CARE INSPECTION
58 UXBRIDGE ROAD
EALING, LONDON   W5 2ST
TEL: 020 8280 0347
FAX: 020 8280 0340

DECLARATION

I acknowledge that the rules and contract (9 pages) have been explained to me and I understand them and will comply with them. I will not sign this document unless I am prepared to adhere to each and every one.

Dated of 200

Date of admission.......................... Date of 10 day period over .........................

Signed .................................... Name....................................................

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I have now read the rules and contract for a second time after 10 days at Chaucer. I understand them and will comply with them. I will not sign this document unless I am prepared to adhere to each and every one.

Dated of 200

Signed .................................... Name ....................................................