



CLIENT HANDBOOK

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“The Spirit of the Sovereign Lord is on me, because the Lord has anointed me to preach good news to the poor. He has sent me to bind up the brokenhearted, to proclaim freedom for the captives and release from darkness for the prisoners, to proclaim the year of the Lord’s favor and the day of vengeance of our God, to comfort all who mourn, and provide for those who grieve in Zion—to bestow on them a crown of beauty instead of ashes, the oil of gladness instead of mourning, and a garment of praise instead of a spirit of despair. They will be called oaks of righteousness, a planting of the Lord for the display of his splendor. They will REBUILD the ancient ruins and RESTORE the places long devastated; they will RENEW the ruined cities that have been devastated for generations.

- Isaiah 61:1-4

Location Information

P.O. Box 207
(Land Address Removed for Webcopy)
Marshfield, WI 54449
Business Phone: 715-486-9000
Website: www.shirleyshouseofhope.org

Revised 5/2019

Welcome

We are thankful that God has brought you to Shirley's House of Hope. It is our desire that you will find peace, hope and a transformed life here. We're strongly committed to your healing process, providing you with the tools necessary to empower you to be strong and successful in your healing. Our commitment to you includes prayer, love, support and a firm belief that God will meet you on this journey. He will be there to assist you along this road you have chosen to heal, giving you the freedom, you so deserve.

We have compiled this handbook to introduce you to our ministry. We encourage you to read it carefully and refer to it often. It's designed to answer your questions and make your stay here as effective and rewarding as possible. Please feel free to ask questions at any time.

We pray that God touches your heart in a special way during your stay here.

Mission Statement

To rebuild, renew, and restore the lives of women and children hurting from domestic violence along with alcohol and drug addiction

Our Purpose

Our purpose is to help those hurting from the effects of abuse by showing them the love of Christ through:

- Meeting their basic needs (food, clothing, shelter, etc.);
- Assisting women in setting goals and making positive steps toward independence while staying at the shelter;
- Providing them a sanctifying and nurturing atmosphere while learning and transforming;
- Making available to them the necessary life skills and training to successfully live on their own;
- Sharing with them the Gospel of Jesus Christ* and encouraging those who want to change by using Biblical principles;
- Enabling them to find freedom from the cycle of domestic abuse and addictions.

* We are not a church or a para-church organization. Therefore, the local churches in the surrounding communities will assist in performing this function.

Shirley's House of Hope receives no government funding.

Our History

In 2007, Sue Poole and Julie Cravillion learned that 300 families a year were seeking services related to domestic violence in the Marshfield area. They were burdened to do something to demonstrate their love and care for those families. Sue and Julie prayed about it for months and decided to hold public meetings in January and February 2008. They put one small announcement in the newspaper and twenty people came to each meeting. That was all the confirmation they needed to show God was moving in the hearts of people in this community to provide a shelter. A steering committee was formed and soon afterward, a Board of Directors.

God's provision has been readily evident every step of the way. Papers were filed for the Articles of Incorporation and soon after non-profit status was granted.

After laying the initial groundwork, the search for a shelter began. They looked at housing options that were reasonable to rent or purchase, but one by one they were crossed off the list because of safety concerns or limited space and facilities. The current building was found while visiting a friend staying at an assisted living facility. One of their buildings was available. After talking with the owner a contract signed to rent the building at a very reasonable rate.

Every opportunity was taken to learn more about opening and running a successful shelter where the transforming love of Jesus Christ can bring healing to women and children.

Partnerships have been formed with area agencies.

Churches, people and organizations adopted areas of the shelter to furnish and decorate. Since opening many people and community Organizations have contributed to the ongoing updating of the shelter.

In 2014, we began "The Building of Hope" capital campaign to build a firm foundation for the ministry.

In 2017, the first building paid off and another building acquired.

2018 Addiction recovery services expanded.

God has been faithful to provide for the shelter as they and the Board have been obedient to His calling.

Description of Program

The first two-week period at Shirley's House of Hope will be a time of evaluation for the client and the staff. We are seeking to help people to make the desired changes in their life. Shirley's House of Hope may be the perfect place to aid someone in making that transformation or there may be another place that is better suited to help an individual. During this time of evaluation, the client will be separated from phone, internet, visitors and car privileges to fully immerse themselves in the healing community helping them make their decision. During this time the client will be asked to do some personal introspection. The client will be included in all community activities like chores, daily devotions, and weekly church attendance. At the end of the first two weeks a client will either continue in the program or they will be aided in finding another place more suitable for them to live depending on the outcome of the evaluation period.

Accountability partners: Clients need an accountability partner when going for a walk or going to an appointment. An accountability partner is a client who is in phase 2 or higher. Your accountability partner needs to be approved by the director. The accountability partner is to make sure the client's behavior follows program guidelines while out of the shelter. If a client disobeys a guideline while out, the client and accountability partner will be given consequences.

Phase 1: FIRST 3 MONTHS OF PROGRAM

Clients will attend classes that may include: Boundaries, Breaking Free, Forgiveness, Christian 12 Step to Recovery and/or Healing the Trauma of Domestic Violence, and Parenting if applicable. These classes will be continually repeated so a new client can join class at any time and stay in the class for three months. These classes have been specifically chosen to focus on issues relevant to healing and restoration. Clients will be expected to attend church, daily devotion and receive individual counseling (AODA if needed), case management and do assigned chores. All clients are expected to attend evening groups.

Phase 2: 3 MONTHS TO 6 MONTHS OF THE PROGRAM

Clients attend a new set of classes which may include: Believing God, Recovery Redemption, Anger Management, Healing from Childhood Sexual Abuse, Self-care, and Nutrition. Parenting class continues for those who have children. Evening groups, counseling and case management continue. Clients in this phase are given the responsibility of being an accountability partner for other clients. An accountability partner is someone who goes with someone else to appointments to make sure the client is behaving within program guidelines. An accountability partner is given consequences deemed appropriate by the director for any infractions the other client makes.

Phase 3: 6 MONTHS TO 9 MONTHS OF THE PROGRAM

Clients attend a new set of classes focused on moving ahead toward completing the program and transition out into the community.

After Graduation from the 9-month program

At the end of nine months a client will secure employment or attend school, find childcare, and transportation. When a client has acquired those things, they may either apply to live in the Recovery Center or secure housing on their own. Thirty days after graduation clients will begin paying \$100 a month for service fees.

Some clients may apply to do a yearlong internship with SHOH. The internship would be staffing on nights and weekends and other ways determined necessary. Internship would be an unpaid training period with room and board as compensation.

If a client desires to live in the recovery Center, there is a recovery center client handbook that gives the guidelines.

PASS GUIDELINES

First 30 days- no contact and no visitors

31-60 days- 1 (1 hour) supervised visit

61-90 days- 2 (1 hour) supervised visits

91-120 days- 8-hour pass and 1 (1 hour) supervised visit

121- 150 days- 8-hour pass and 2 (1 hour) supervised visits

151- 180 days- overnight pass, 8-hour pass and 2 (1 hour) supervised visits

181 days+ -1 weekend pass every 30 days, 8 hour pass and 2 (1hour) supervised visits

Each time a client comes back from a pass a urine analysis is administered.

GUIDELINES

For a harmonious community and for the safety and protection of all guests and volunteers alike, we choose to embrace the following guidelines:

Rules for Your Safety: Any violation of the following guidelines is grounds for immediate dismissal,

1. **Drugs:** Bringing or using drugs or alcohol on property- This includes non-prescription medication without prior approval of shelter staff. This includes coming into the shelter drunk and disorderly or high on any form of drugs. Shelter staff may do a room check at any time in order to enforce this rule. You may be asked at any time to do a drug, nicotine or alcohol test.
2. **Violence:** Any act of violence by anyone in the shelter is prohibited. You are asked to treat all residents and staff with respect. No outburst of any violent nature either verbal or physical will be tolerated by anyone.
3. **Weapons:** Guns and knives are not allowed in any form on this property. This includes any play guns and weapons. You must turn in any gun or weapon upon arrival. All guns that are turned in may be checked for registration when applicable. All weapons turned over will be returned to you when you leave the shelter.

ACCOUNTABILITY

We utilize a 3 check disciplinary system. Clients are given checks for negative behaviors in an effort to deter them from developing or continuing bad habits; and to keep them within the guidelines of this program. If any client reaches a total of three checks in a two-week period, she may be subject to dismissal from the program. Checks will only be given by staff. If a client is given a check, they will be notified by the Director or other staff and asked to sign for the checks in her file. A check may be given by a staff member for any infraction of the guidelines listed, or for any other behavior staff deems necessary. If a client would like an opportunity to redeem herself, she can ask for and be given extra assignment to remove a check. Each assignment will be one that is productive and beneficial to the person involved and must be worked on only during free time.

Dismissal Policy

A client will be dismissed from the program immediately for any of the following reasons:

1. Repeated violations of the guidelines and policies listed in this document.
2. Rebellion- We will not work with a person who is unwilling to be disciplined or follow staff directives.
3. If, in the opinion of a staff member a client is not serious about recovery as evidenced by repetition or a combination of the following:
 - Not completing assignments
 - Not participating in classes or groups
 - Sleeping during class
 - Dishonesty
4. Any Cardinal Rule Violation
 - Use of alcohol or drugs at SHOH or when on pass
 - Physical violence to anyone
 - Theft or covering up a theft
 - Protesting by threats to leave or refusing to complete assigned tasks
 - Arguing with or disrespecting staff
 - Talking negatively about the program or staff
 - Racism in any form, including using race to manipulate others

Services

1. When a client enters SHOH all personal belongs are searched. Each time packages are brought into the shelter they will be searched.
2. All medications are stored in the director's office.
3. Each client has a med box that is filled weekly with supervision according to directions on the bottle.
4. Any items like cell phones brought in but not to be used while in shelter are locked and stored in the director's office.
5. When a client enters SHOH she needs to bring a photo ID. All clients will have a UA upon arrival.
6. Appointments need to be scheduled so that classes are attended.
7. **Clients will be asked to begin a journal and spend some time each day reflecting on any thoughts, feelings, fears, trauma experienced and that they might be dealing with, or anything they are concerned with at this particular time in their healing process.**
8. Staff will assist new clients in adjusting to life at SHOH and helping them understand all guidelines and procedures.

Need to Know

Please read this information thoroughly. **We do not serve males that are 12 years of age or older.** In order to keep our environment safe and as enjoyable as possible for everyone, we all voluntarily choose to follow the guidelines. **If you decide to disregard this information that decision may result in you choosing to leave Shirley's House of Hope.**

Respect and dignity are shared here between guests and volunteers at all times. **The information in this section is subject to change by Shirley's House of Hope Director at any time.** This information does not constitute a contract which guarantees services.

We believe that you are not here by accident but as a "divine appointment."
We want you to know that God loves you, just as you are, and He has a great plan for your life. We hope to help you discover at least part of that plan.

Accountability partners: Clients need an accountability partner when going for a walk or going to an appointment. An accountability partner is a client who is in phase 2 or higher. Your accountability partner needs to be approved by the director. The accountability partner is to make sure the guidelines of the program are followed while out of the shelter. If a client disobeys a guideline while out, the client and accountability partner will be given consequences.

Appointments and Transportation: SHOH will plan to give transportation if the conditions of the roads are safe. Clients are responsible for keeping the appointment scheduling within SHOH availability (8am-4pm) if they wish to be provided round trip transportation. An appointment needs to be on the calendar 48 hours prior to the scheduled appointment. No food or drinks in transportation vehicles. Water only. Stopping for pop, ice cream and candy is prohibited.

Bathrooms: All bathrooms must be kept clean at all times. Clean out the bathtub after use. You may not leave your personal belongings in the bathroom. **If you would like your hair dyed you may go to a salon but not do it at SHOH.**

Bedtimes: Children 6 and under prepare for bed at 7:30 pm. Bedtime is at 8:00 pm. Children 7 and above prepare for bed at 8:30 pm. Bedtime is 9:00 pm. Bedtime for adults is 10 pm. Any noise in the bedroom after 10:00 pm should be quiet enough not to disturb others. (Moms can choose earlier bedtimes if they wish for their children)

Cameras: There are cameras around the outside of the building and in the public areas inside the building for safety and security.

Childcare: SHOH does not do childcare while a client is working. Before a client goes to work they must have childcare in place. Other clients may not provide childcare while a client is working. On occasion, with Directors permission one

client may do childcare for another when a client goes to an appointment. If a client wishes for someone to babysit their child, a waiver must be signed relieving Shirley's House of Hope of responsibility for her children while she is away. A telephone number where a client can be reached must be available at all times. Teenagers are allowed in their rooms and in the dining room without parental supervision, provided their parents are on the property.

Church attendance: Church attendance is mandatory; to stay home you must get permission from the Director at least two hours prior to the time scheduled to leave for church. Indications of illness to prevent church attendance are fever, vomiting and/or diarrhea. You need to observe proper church etiquette and you may not leave the church property. All clients must sit together as a group in an assigned spot. Restroom visits should be made before the service starts if at all possible.

Cell Phones/iPhone/iPad/laptops/and any other communication devices: Must be turned into the office on arrival. Cell phones are returned to a client after 6 months in the shelter. Thereafter, a cell phone can be used each night between 8 pm and 10 pm after chores are done and children are in bed.

Community Meetings: After devotions Monday through Friday clients and Director meet informally and share openly and honestly about feelings or actions that may get in the way of relationships, program goals, or learning more about the Christian life. As part of a close-knit community, program participants learn to build trust with each other. Working on good communication and accountability promotes personal growth, spiritual maturity, and overall success.

Complaining: There is NO complaining at SHOH. The Bible says in Philippians 2:14-15, "Do all things without grumbling or arguing so that you may become blameless and pure children of God without fault, in a warped and crooked generation. Then you will shine among them like stars in the sky." We want to be women that shine like stars in pointing others to Jesus. Do not become a woman that is known for complaining.

Confidentiality: It's important to remember at all times that breaking another client's confidentiality can jeopardize their safety as well as your own. Confidentiality covers many areas such as saying a client's full name in front of other people or sharing information about another client even if you don't use their name. Do not post pictures of other clients on Facebook. Mutual trust is essential in keeping everyone safe.

Conflict Resolution: Conflict may occur in our community. Many times, conflict can be resolved between the people involved without further intervention by Shirley's House of Hope staff. If this is not possible, see the Program Director. If you are having conflict with another person you need to talk only to that person and not involve others in the conflict.

Contact: No contact with men other than biological father, son or brother. No contact with abuser.

Curfew: Adults must be in their rooms by 10pm nightly and children by their bedtime. The expectation is that everyone will be in their room (except for use of the bathroom) from 10pm until 6am.

Dining Room: Food must be eaten in the dining room only. The only exception is baby bottles. During meal times you must sit with your children and take care of their needs. If a highchair is used, then you must clean it. The evening meal is eaten together as a family and it is impolite to leave the table until everyone is done eating. Everyone will sit at the table for at least 30 minutes. Regarding food, you may take what you want but eat what you take. Also remember that the food is to be shared with everyone. Moms need to clean up any messes made by their children while eating breakfast or lunch.

Donations: Do not go through donations or touch, look at what is inside of a box without prior permission from the staff.

Dress Code: Proper clothing is required at all times. Boys wear shirts. Shorts and skirts must be modest in length. Women must wear bras underneath their clothing anytime when outside of their rooms. **Both children and adults must wear shoes, sandals, or slippers with soles when outside of their rooms before 5pm.** Pajamas are not worn in common areas until after 8pm. Clients are not to wear tank tops or spaghetti straps without a jacket or sweater covering. There should be no cleavage showing. There should be no inappropriate words on tee shirts. It is up to the discretion of staff to determine whether or not clothing is appropriate. All clients are required to shower and brush their teeth every day. Hair must be neat and clean. **NO body piercing allowed except in ears. All other piercings must be removed even if it requires medical assistance.** Please refer any questions to Director.

Emergency Room visits and hospital stays: The emergency room is to be used for EMERGENCIES only. While we want you to get the medical attention you may need, we cannot start habits of running back and forth to the ER all throughout the day and at all hours of the night. If you feel like you need to go to the emergency room, you need to talk to the director or staff person on duty right away. If you go to the emergency room after 6 pm, you must go by ambulance and SHOH will pick you up the following morning by 8 am. We will not run back and forth to the emergency room in the evenings. If you do not wish to spend the evening in the ER waiting room, consider waiting until the next morning (if the issue is not serious enough to warrant an ER trip). DO NOT get any kind of pain pills or shots while at the ER. People in recovery need to find other ways of dealing with pain besides using drugs. You will be drug tested upon your return. Testing positive from an ER trip will result in immediate dismissal. Should you

need to be admitted into the hospital at any time, please remain in communication with SHOH. We want to know how you are doing and any other pertinent information, Please call us with your room number and other information, such as diagnosis and possible release information.

Employment: After nine months of program you will be assisted in finding employment and housing. As you transition through the process of finding employment, close communication with the Director is essential. Employment may not include working on Sunday mornings or after 10 pm or before 8am. Clients may not find employment at establishments that primarily serve alcohol.

Gossip: Talking to one client about another client in a negative way is gossip and the Bible is very clear that we are not to gossip but to encourage our sisters in love. Do not even listen to gossip.

Graduation: After completing all classes you will be eligible for graduation. Part of this process includes having a written plan for exiting SHOH and a written budget and resume. **Thirty days after graduation you will begin paying \$100 a month for service fees.** Savings changes to 75% of your income after expenses. All other guidelines still apply.

Hallways: These areas are to be kept neat, clean and free of any trash or personal items.

Household Chores: Every adult will be required to do household chores which will be assigned weekly. Children may assist their moms with chores. The chore of **cooking**, includes menu planning. The menu is to be reviewed by the director the Thursday before the week to cook. Meal planning should maximize the use of donated items. Menu planning should take into consideration the food preferences of the other clients. Clients need to understand that not every meal will be to their liking. The chore of cooking includes shopping on Friday for the food needed for the next week. **Grocery shopping happens once a week. Everything for the week needs to be purchased then.** No other groceries will be purchased during the week. When cooking, clean up and put remaining food and ingredients in their proper places. It also includes cleaning out the refrigerator before bringing in the new groceries. The evening meal is to be ready at 5 pm each day.

The chore of **dishes** includes the cleaning of the countertops, microwave and washing the floor.

The chore of **living room** includes the vacuuming, dusting, cleaning the foyer, the rug outside the front door and vacuuming the carpeting in the halls.

The chore of the **dining room** includes washing the floor into the hall and living room.

The chore of the **garbage** includes recycling and offices, cleaning the garbage cans and wall behind garbage can in the kitchen.

The chore of the **bathroom** includes emptying the garbage, cleaning the toilet and sink, washing the floor and mirror, checking supplies, cleaning bathtub, and washing the rugs if needed.

Kitchen: NO ONE IS ALLOWED IN THE KITCHEN BETWEEN 10 PM AND 6AM. THE KITCHEN IS CLOSED BETWEEN 8:30 AM AND 11 AM. THE KITCHEN IS CLOSED BETWEEN 1 PM AND 4:30 PM. The responsibility for preparing the evening meal for everyone in the shelter will be one of the chores shared by everyone in the house on a rotating basis. Learning to prepare meals will prepare you to live on your own. You will only be allowed in the kitchen during meal and preparation for a meal. Peanut butter and jelly sandwiches will be available for those who don't like what is being served. **You may not complain about food.** You may not bring in food from restaurants or other places without providing for everyone. Food is not allowed in guest rooms. **Children under the age of nine are not allowed in the kitchen for safety reasons. No sugary drinks may be purchased or brought into the shelter including soda pop and energy drinks.**

Laundry: There will be a scheduled time for each client posted on the door of the laundry room. There will be no laundry done between 10pm and 7am. Please follow the directions posted in the laundry room for use of the machines.

Living Room: No personal items are to be left in the living room.

Mail: Director must read all incoming and outgoing mail. When the post office box is checked, clients will be given their mail. The address is: PO Box 207 Marshfield, WI 54449. We will only give mail to the person to whom it is addressed. After leaving SHOH clients are responsible for contacting all of the necessary parties who need to know their new address. We will not hold mail for you but we will forward your first-class mail for one month if you give us an address upon moving out. If an address is not provided, your mail will be returned to sender.

Medications: All prescription medications are to be turned in immediately on arrival and kept locked in the director's office. They will be given out at 7:30 in the morning and 8 pm in the evening (noon if needed) daily in the office. If you miss these times then you will have to wait for the next time. Inhalers may be kept with you. Clients will document taking of medication on her medication sheet (children included). Clients should bring water to the office to take medication there, so no medication goes out of the office area. Only one client at a time is allowed in the office to take medication. Medicine boxes are filled once a week with staff. Medication needs to be taken as prescribed unless the client has a Doctor's note.

Not taking medication as prescribed is a reason for removal from the shelter. SHOH clients are not allowed to take narcotics, Tramadol, or Ultram under any circumstances. This includes shots or meds given while at the emergency room.

Occult Activities: Shirley's House of Hope is a Christian facility. No one is allowed to participate in any occult activities in SHOH. This includes possessing any occult or inappropriate material or paraphernalia. SHOH staff will decide which materials are considered inappropriate.

Offices: Due to the number of clients who are at SHOH we cannot allow anyone to just "hang out" in the office. Staff is available to listen to your concerns or if you need help to process and work through issues in your life. Knock before entering whether door is open or not. Do not enter the office until you are told to do so. If you knock and get no answer walk away or leave a note under the door.

Parental Responsibilities: It is the responsibility of parents or caregivers to know where their children are at all times and to supervise their behavior. Children under the age of 13 need to be with their parents at all times. Parents need to accompany children who are under the age of 6 to the bathrooms. Small children (6 and under) must be in bed by 8pm; older children (7 and above) should be in their room by 9pm. If you wish for another resident or volunteers of SHOH to baby-sit your child while you are at an appointment, you must have the approval of the director and a waiver must be signed relieving Shirley's House of Hope of responsibility for your children while you are away. A telephone number where you can be reached must be available at all times. Teenagers are allowed in their rooms and in the dining room without parental supervision, provided their parents are on the property.

All school age children must be enrolled in school within 3 days of entering Shirley's House of Hope. It is expected that children will attend school. If children miss school for any reason, the director must be notified immediately. It is the parent's responsibility to call the school before 8 am if the child is staying home sick. Illness is a fever, vomiting or diarrhea. **If children are sick, they need to be in their rooms with parental supervision. Parents are responsible for teaching their children respectful behavior.** Behavior that is inappropriate includes running in the halls, using profanity, roughhousing, throwing objects, yelling, entering someone else's room and disrespecting others. This list is not all-inclusive and may be added onto at any time. It is up to Shirley's House of Hope staff to determine whether or not behavior is acceptable. Shirley's House of Hope staff are mandated as CPS reporters. SHOH staff must call CPS if there are indications of abuse or neglect. SHOH staff will report to CPS any incidents of a child being left on the property while the parent is off property without a childcare agreement in place. **A client raising her voice to yell at a child makes the environment unsafe for the child and for the community.** If a child needs to be corrected, the client will speak to them in a normal voice. If this is not sufficient, the client will take her child to her room to

continue appropriate disciplinary action.

Phone Use: Staff/volunteers answer the phone. The number is 715-486-9000. Consult the weekly schedule for specific times for using the phone. You may not use SHOH phone without a phone pass signed for every phone call. Personal phone calls are to last no longer than 15 minutes. Phone messages will be given to you. The shelter phone may not be taken into a client's room. A client should have no expectation of privacy when using the house phone.

Rooms: Random room checks will be conducted without notice. Clients should have no expectation of privacy. It is your responsibility to keep your room safe and clean. You must:

- Turn off all lights, and radio (only Christian music) when not in use.
- Make beds.
- Empty wastebaskets. Dirty diapers must be in sealed plastic bags – tossed in the kitchen trash can.
- Keep floors clean.
- No space heaters or fans in client's rooms
- No vaporizers or dehumidifiers in client's rooms.

SHOH staff will work with clients to ensure the room meet cleanliness and safety standards. No food or drinks (except water) are allowed in the rooms. **Bulletin boards are provided in each room- so you will not hang or attach anything to the walls, doors or furniture.** You will be held responsible for any damage caused by you or your children in your room or anywhere on SHOH property. When you exit the shelter if your room is not clean you may be charged a \$25 fee.

Savings: from the time you enter SHOH until you graduate all income will go into savings for you except \$20 per week. This income included Social Security, Unemployment, child support, income tax returns, W-2, etc. All savings should be in the form of a Post Office Money Order made out to you. This will be handed to the Director and put in the safe. If you have extra expenses or would like to purchase a vehicle near the end of your program this should be discussed with the director.

Sexual Conduct: The expectation is no sexual conduct (including kissing, hugging or touching in an intimate way) outside of marriage. We believe that God's Word is clear that all homosexual practices are sin. Therefore, we do not allow any activity or conversation that includes any connotation to homosexual activity. If this is an issue that needs to be discussed you can ONLY discuss it with the Director. Any other discussion can result in being removed from the program.

Security: Entry doors are always locked. Only staff may open doors.

Smoking: There is a No smoking policy at SHOH including e-cigarettes and vaping. This means that if you live at SHOH you are a nonsmoker. It does not mean that you can smoke when off the property if you are in the program. Gum is available upon request for the first two weeks in shelter. Clients should call the QUIT LINE for help the day after coming to SHOH. The first offense of smoking will result in a 2,000-word essay. Second offense will result in immediate dismissal from SHOH. This includes testing positive from second-hand smoke. It is your responsibility to stay away from anyone who may smoke while you are on pass, at appointments, at church or anywhere else.

Stereos/Radios/CD players: Stereos and radios are allowed in rooms but the volume needs to be kept at a low level. Christian music only is to be listened to. If the radios can be heard in the hallway, they are too loud. TV's and DVD players are not allowed in rooms.

Television: Televisions are only available for class purposes or watching a video.

Videos: Since this is a family residence, only videos with a rating of G or PG may be on the property.

Visiting in Rooms: Women and children are not allowed in each other's rooms. The only exception to this is children who are being watched by another adult and have a childcare agreement signed. Visiting takes place in the public areas of the shelter.

Visitors: The only time you may have visitors is on Sunday from 1pm to 5 pm. The visit must be approved in advance by Friday at 4 pm by turning in a visitor form. The only possible exception is your minor children. These visitor guidelines do not apply to your case workers, lawyers, and probation officers.

Volunteers: They are not allowed to give presents to you. When you leave SHOH they will not acknowledge you first in public for your safety. If you acknowledge the volunteer then they will talk with you. It is your choice after you leave to contact them. You may give them your number, but they are not allowed to give you their number, address or other personal information.

Wake-up: It is your responsibility to be up, be dressed, have eaten and be ready for the day before devotions at 8:30am. Check in with the volunteer on duty at 7:30 am. Clients are not to go back to bed after 7:30 am check in.

Other general guidelines: Only shelter staff may adjust the heat and air. If you are too cold or too hot, let someone know. However, keep in mind that the temperature in various rooms will be different. We cannot please everyone all the time. **There will be no profanity allowed in the shelter or on the shelter**

grounds at any time. You may not lend or borrow any money from one another. You may not use another clients Food share card. Only personal items are to be brought into the shelter; only clothing for a week or two. You should notify the staff if there is a need for clothing, hygiene products, medical care, medication, etc. We will do what we can to meet those needs. **YOU CANNOT HAVE ANY CONTACT AT ALL WITH YOUR ABUSER!** This includes phone calls, letters or messages. Contact with an abuser is forbidden to provide a safe environment for everyone. No naps during the day without permission from the staff. If you are sick see a staff member.

Termination of Assistance Policy

As a guest of SHOH you are provided an opportunity to APPEAL YOUR TERMINATION.

PROCESS: Once terminated you must leave the property immediately and you have 24 hours to complete a written APPEAL OF TERMINATION and submit it back to the office of the Executive Director.

Contact the Executive Director at 715-486-9000. to secure a copy of the APPEAL OF TERMINATION.

1. Complete the form and return within 24 hours of termination. In the event you are terminated over a weekend you must contact the Executive Director by noon on Monday following the termination.
2. An Appeal Hearing will be held by the Executive Director, Program Director and Case manager.
3. On review the Executive Director will notify you of the decision reached by the Appeal Committee.

Please keep in mind we are here to offer you a program to help you heal. It is up to you to work within the boundaries of our program and follow the program guidelines. Remember there are a lot of people living under one roof and not everyone will be happy all of the time but we must all work together in order to meet our goals.

Boundaries & Confidentiality

Boundaries

Boundaries- is like the border or limit between ourselves and others. Boundaries can be physical, sexual or internal. Nobody is allowed to violate our boundaries. This is to ensure we maintain our health and safety.

The purpose of having boundaries here at Shirley's House of Hope is to take care of and protect you. We need to be able to tell other people when they are acting in ways that are not acceptable to us. A first step is knowing that we have a right to protect and defend ourselves. We have not only the right but the duty to take responsibility for how we allow others to treat us. Our value comes from knowing that we all are uniquely created by God.

Physical

Here are some guidelines on physical boundaries. Know that it is okay to let someone else know what is or isn't acceptable to you.

- Standing too close to a person without her permission. As a general rule a three foot area is considered a persons' personal space; some people require more personal space to feel comfortable.
- Don't pick up a child unless you ask their mom first. She may not want other people touching her child; (an exception would be to keep a child from getting hurt).
- Some people don't want to be hugged or touched by other people; some people may ask for a hug. Always ask a person if it's okay before you hug them, pat them on the back, etc. They may have been physically abused or have unseen injuries.
- Getting into a person's personal belongings and living space such as one's purse, wallet, mail or closet.
- Physically hurting another person.
- Listening to a person's person phone conversation without her permission.

Internal (Emotional)

These boundaries are usually crossed when another person is being verbally abusive or not respecting your privacy.

- Examples of breaking boundaries:
 - o Raising your voice, using derogatory words or offensive language.
 - o Name calling.
 - o Ridiculing a person.
 - o Lying.
 - o Breaking a commitment.
 - o Telling a person how she should be or what she should do.
 - o Shaming a person.

Sexual Boundaries:

- Touching a person sexually without her permission.
- Not negotiating when, where and how to engage in sexual activity
- Demanding unsafe sexual practices.
- Exposing oneself to others without consent.

Confidentiality
You See it Here....
You Hear it Here....
You Leave it Here!!!

Confidentiality needs to be practiced through our lives on a daily basis and is often broken unintentionally. It's important to remember at all times that breaking another Client's confidentiality can jeopardize their safety as well as your own. Confidentiality covers many areas such as saying a Client's full name in front of other people or sharing information about another client even if you don't use their name. Mutual trust is essential in keeping everyone safe. *There are many ways of breaking confidentiality, always think before speaking.*