



CLIENT HANDBOOK

2022

“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

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 are 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 the 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 is 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:

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

Location Information

PO Box 207 Clients must use this address to receive mail.

1316 N. Hume Bldg. E

Marshfield, WI 54449

Business Phone: 715-486-9000

Website: www.shirleyshouseofhope.org

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 were 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 has been obedient to His calling.

Description of Program

Clients will attend classes during the week. These classes have been specifically chosen to focus on issues relevant to healing and restoration. Program expectations also include but are not limited to the following: attending church, daily devotions, case management as well as completion of class assignment. Clients will also begin weekly counseling as they work through “The Genesis Process Personal change and Relapse Prevention Workbook.”

Classes offered at Shirley’s House of Hope include the following: Believing God, Boundaries, Breaking Free, Forgiveness, Healing the Trauma of Domestic Violence, Anger Management, and Healing for Childhood Sexual Abuse, Self-care, and Nutrition. Parenting classes are available for those who have children.

Clients are encouraged to develop daily personal habits that contribute to a healthy lifestyle. Part of those daily habits will include assigned chores, preparing meals, as well as keeping the room clean and organized.

Clients are eligible to use their cell phones within set guidelines of the program during the final months of the program.

The client may also be eligible for short passes with family or mentor with director's permission. Client should expect to be drug tested upon return.

At the end of nine months the 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.

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, a new handbook will be given covering the guidelines.

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 at any time..
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. Staff will only give checks. 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

Dismissal Policy

A client may 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 belongings are searched. Each time packages are brought into the shelter they should be taken into the office and searched before client takes items to her room.
2. All medications are stored in the director's office. Medications should be taken at designated times while in the 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. 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.
7. Staff will assist new clients in adjusting to life at SHOH and helping them understand all guidelines and procedures.
8. Any appointments that a client needs to make outside of the house should be scheduled within the programming schedule and approval of director.

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. Respect and dignity are shared here between clients,, staff, and, volunteers at all times.

If you decide to disregard this information that decision may result in you being asked to leave

The information in this section is subject to change by Shirley's House of Hope Program 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.

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 known for complaining.

Bedtimes: Moms are expected to begin bedtime routine at 6:00pm for children 6 and under with a bedtime of 7-7:30pm Children 7 and above prepare for bed at 7:30 and bedtime is 8:00pm. Bedtime for adults is 10:00pm Noise levels in the bedrooms after 10:00pm should be quiet with consideration for each other.

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

Appointments and Transportation: SHOH staff will provide transportation if the conditions of the roads are safe and appointment preapproved. Clients are responsible for keeping their appointment scheduled within SHOH availability and their programming schedule. The use of MTM is also an option in some situations.

Bathrooms: All bathrooms must be kept clean at all times. Clean out the bathtub after use. Please do not leave your personal belongings in the bathroom. This includes: soap, shampoos, towels etc. **Any items left may be confiscated.**

Cameras: There are cameras around the outside of the building and in the public areas inside the building for safety and security. These cameras are checked and monitored as an additional step to ensure your safety and respect of SHOH.

Childcare: SHOH does not provide childcare but will assist moms in caring for their children, so they are able to attend classes. 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 a client must excuse herself, she is asked to be respectful with as little disruption as possible.

Cell Phones/iPhone/iPad/laptops/and any other communication devices: Must be turned into the office on arrival. Cell phones may be returned to a client after 6 months in the shelter in accordance with directors' permission. Thereafter, a cell phone can be used each night between 8 pm, 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.

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.

Dining Room: Food should 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. The dish should be passed to the person on your right until everyone is ready to begin eating. After grace is said everyone may begin their meal. 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 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.

Hallways: These areas are to be kept neat, clean and free of any trash or personal items. Clients are allowed in their hallways only. No visiting is allowed in the hallways or each other's rooms

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 staff 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 making a grocery list for the designated shopping. **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 at the end of their assigned week. 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.

Each client will be given a list of assigned chores and expectations/ directions with each .

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 are allowed in the kitchen during meal and preparation for a meal. Peanut butter and jelly sandwiches will be available for those who do not 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. There should be no food outside of the kitchen or dining area. **Children under the age of nine are not allowed in the kitchen for safety reasons. No sugary drinks, soda, or energy drinks are to be included with weekly grocery shopping.**

Laundry: There will be a scheduled time for each client posted on the door of the laundry room. Laundry times are scheduled Monday-Friday. There is no laundry allowed Saturday or Sunday unless preapproved by director. Please follow the directions posted in the laundry room for use of the machines. Please be sure to clean dust filter and inside laundry machine after use.

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. All 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 behavior is acceptable.

Shirley's House of Hope staff is 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. Personal phone calls are to last no longer than 15 minutes. Phone messages will be left in your mail slot in the office. The shelter phone may be used in the living room or offices only. 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 trashcan.
- 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 rooms meet cleanliness and safety standards. No food or drinks (except water) 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 caseworkers, 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. All money needs to be kept in the directors office. You may not use another clients Food share card. There is to be no sharing or borrowing of clothes and personal items. Please only bring a 2-3 week supply of clothes when arriving at SHOH.

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. The Executive Director, Program Director, and Case manager will hold an Appeal Hearing.
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 others and ourselves. 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 also the duty to take responsibility for how we allow others to treat us. Our value comes from knowing that God uniquely creates us all.

Physical

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

- Standing too close to a person without her permission. As a rule, a three-foot area is considered a person's 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 do not want to be hugged or touched by other people; some people may ask for a hug. Always ask a person if it is 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 personal 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 is 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.*

General Information on

Domestic Violence

Why Women May Stay

The reasons that women may decide to remain in a violent relationship are complex and personal. Though it seems relatively easy for us to stand on the outside and evaluate her reasoning, it remains a much more difficult task from the inside...

Below is a discussion of some of the reasons why women may remain in a violent relationship.

EMOTIONAL

The woman may remember the good times, the feelings of love she had for the abuser. She may feel that those good times outweigh the bad. Usually after a violent episode, the abuser is warm and loving, making it hard for her to leave. She sees that side being the 'real' person.

The batterer, in his/her warm and loving stage, may promise to reform, to seek

counseling, to stop drinking, to stop using drugs, etc. The woman wants to believe his/her promises.

In addition, the psychological/emotional abuse that she has endured may have scarred her more than the physical abuse. She has been told... repeatedly...that she is stupid, ugly, incompetent, and no good. These emotional scars make it difficult for the woman to believe that she will be capable of building a life that does not include this abuser.

ECONOMIC DEPENDENCE

Battered women usually have very little, if any, money to call their own. In their attempt to control the woman, many batterers retain absolute control over all financial resources. She may not even be aware of what their true financial situation is.

The woman may not have any “marketable” job skills, and/or she may have been out of the work force for many years. As a result, she may fear that she is not capable of supporting her family. In today’s economy, she may see that her abuser is unemployed. She begins to wonder how she could dream of making it on her own.

If the abuser is a man, like in most cases, the reality of our society is that women make only \$.59-.62 for every dollar earned by a man. She is well aware of this reality.

Compounding all of the economic reasons stated above, she has probably been told...repeatedly...by her abuser that she will never make it alone. She begins to believe these statements.

FEAR

Sometimes the threat of leaving, calling the police, of finding other housing/shelter will trigger more violence. More battered women are seriously hurt or killed when they are attempting to leave the relationship than at any other time.

The batterer may threaten to “track her down” no matter where she would go. This is not an idle threat. Many abusers do track their partners and make their lives extremely difficult. She feels powerless.

The batterer may have threatened to harm her extended family and/or friends. She believes that he/she will do so.

The abuser threatens to take their children from her...either by kidnapping them, or by obtaining custody through the court system. Since the batterer is often better able to support the family than she is, she perceives this threat as real and present. In reality, many batterers have, incredibly, been awarded custody of their children.

SHAME/EMBARRASSMENT

Many victims do not want their family/friends/community to know the true situation. Some batterers are quite respected in the community. Women have found that no one believes that the man, in most cases, would actually be a batterer.

The batterer continuously tells her that the violence is her fault... not his/her own. (“If only you would _____... Or wouldn’t _____ ... then I wouldn’t have to hit/punish you.”) She comes to believe that she is indeed responsible for the violence.

CLERGY/SOCIETY

Some clergy advocate keeping the marriage together no matter what. They urge patience and tolerance

Our society still implies that women are inferior to men and that women are responsible for the success or failure of their marriages.

Ours is a couple-oriented society... many women fear being alone.

FRIENDS/FAMILY

The woman may find no support from her family/friends; some may not believe her; some may have the attitude that the woman, "has made her bed and now she must lie in it."

Other times, she has tried to leave in the past and gotten the help from her family/friends but then went back to the abuser. If she tries to leave again, her family/friends may not support her, because they think she will return.

Often times the woman's family/friends reinforce all the myths surrounding domestic abuse: she asks for it, it is her fault; the situation is really not that bad...etc.

ISOLATION

Batterers work to keep women away from their family and friends. He/she may allow the woman a few, if any outside activities or opportunities.

Having no other contacts beside her abuser, she may have actually come to believe... as the abuser says, that the abuser has justification for hitting/abusing her. She begins to see the abuser as all-powerful; larger than life.

Again, because of her isolation, the woman has few resources. The fewer resources she has...the few alternatives she has.

CHILDREN

The woman believes that the children need a father. A rotten father is better than none at all. If the woman has or should obtain a job, she may not be able to afford day care for her children.

The woman may also fear losing custody of her children as stated above.

In addition, the children themselves may pressure her to stay and/or return. Having grown accustomed to the advantages their father's income may afford them, they may not want to make the sacrifices they know will be necessary if she leaves. Having depersonalized her, after years of witnessing her victimization, they may no longer feel that her needs are important.

SHELTER/HOUSING

The woman may truly have nowhere to go. If she has friends/family she may be reluctant to utilize them for fear that he might find her there and/or harm those trying to help her. Women usually have children and there may be no room for them. Economic dependence/instability contributes to the difficulty of obtaining affordable/suitable housing.

Domestic Violence Fact Sheet

- 68% of domestic violence cases involve children as witnesses.
- 85% of batterers, as children watched domestic violence occur in their homes and/or experienced child sexual/physical abuse.
- 50% of the time there is both child abuse and physical abuse in the same home.
- 50% of willful homicides of females are committed by a past or present intimate partner.
- 63% of all boys, ages 11-20, who are arrested for murder, have killed the man who was assaulting their mother.
- 15-25% of all females who are battered are pregnant. The March of Dimes reports that more babies are now born with birth defects because of the mother being battered during pregnancy than from the combination of all diseases and illnesses for which we immunize pregnant women.
- 80% of runaway children are from violent homes.
- Battered women are 2 times more likely to commit suicide.
- Battering is the single largest cause of injury to women; more frequent than auto accidents, muggings, and rapes combined.
- Women in the U.S. are in 9 times more danger in their own homes; violence in the home is the root cause of violence in the streets.
- Juvenile delinquents are 4 times more likely to come from abusive homes.
- In 1973, the Police Foundation in Washington D.C., conducted a study of family violence in Kansas City, MO. They found that: In 90% of the family homicides, the police has been to the home at least once prior to the homicide; In 50% of the family homicides, the police had been in the home 5 or more times prior to the homicide.
- In 1989, the San Diego Police Department analyzed the 60 family violence homicides that had occurred from 1985-1988. They found that the average number of police calls before a homicide was committed was 8.
- Every 9 seconds, an act of domestic violence occurs in the U.S.; averaging 5.3 million women per year.
- Children who have witnessed abuse or who have been abused themselves are 1000 times more likely to abuse a spouse/partner or a child when they become adults than children who are raised in a non-abusive home.
- In a 3-year study of 146 children between the ages of 11-17, 62% of the sons over 14 were injured when they attempted to protect their mother from an attack.
- Children need only witness their mother's abuse to take on delinquent and violent behavior. The 1985 Mass. Department of Youth Services Study found that children growing up in violent homes have a 6 times greater likelihood of attempting suicide, 74% greater chance of committing crimes, and were 24% times more likely to have committed rape.
- There are over 3800 animal shelters in the U.S. but only 1200 shelters for battered

- woman and children. (That is more than three times more)
- Up to 50% of all homeless women and children in the U.S. are fleeing domestic violence.
 - Every 5 years, more women are killed in domestic violent incidents in the U.S. than the U.S. casualties in Viet Nam.

How Domestic Violence Can Effect Children

Domestic violence can include physical, sexual, or emotional abuse. Studies show that men are most often the perpetrators. They usually try to justify their actions by believing they were goaded into losing their tempers. Women tend to blame themselves for provoking their partner. Children who witness regular acts of domestic violence have greater emotional and behavioral problems than other children do. Even very young children can be profoundly frightened and affected. Contrary to popular belief, your children do have the ability to remember, and will not just 'forget' about an episode of violence.

Short term effects of domestic violence

A child's response to repeated domestic violence depends on a number of factors including their age, gender, personality, and family role. Some of the immediate effects can include:

- Blaming themselves for the violence
- Sleeping difficulties, such as nightmares
- Regression to an earlier stage of development, such as thumb sucking
- Bedwetting
- Increased anxiety or fearfulness
- Withdrawal from people and events'
- Bullying at school
- Cruelty to animals
- Stress related illnesses, such as headaches or stomach pain
- Speech difficulties, such as stuttering
- Drug or alcohol abuse

Long term effects of Domestic Violence

A child growing up in an abusive household learns to handle problems with violence. Some of the long term effects may include copying their parental role models and behaving in much the same destructive ways in their adult relationships. For example, a boy who witnessed his father regularly abusing his mother may feel that violence towards a partner is acceptable. However, not all children who grow up in abusive homes will grow up to abuse others.

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Drug and Alcohol Abuse

Around one-third of parents who misuse drugs or alcohol also abuse their children. Not all parents with a drug addiction intentionally hurt their children. For some, the addiction

is so overwhelming that it takes priority over everything else, including looking after their children's needs. Any parent who uses drugs will exhibit unpredictable behaviors, and children need consistency if they are to develop trust and a sense of security. Some of the effects of parental drug and alcohol abuse on the children may include:

- Failure to thrive
- School and learning problems
- Emotional problems such as anxiety or stress
- Loss of trust in adults
- Increased risk of mental illness or suicide in later life
- Increased risk of substance abuse

Take Action to Stop the Violence

Domestic violence does not resolve itself. If you take action against domestic violence, it shows your child that abuse is not acceptable and should be stopped. There are professional organizations that can help both partners confront and change their destructive behaviors. If the abused partner fears for their safety, or the safety of their children, it is important to take them away from home as soon as possible. See your doctor for advice and referral, or call a parenting or domestic violence helpline. A parent with a substance addiction needs professional treatment, including counseling or medical detoxification. In the meantime, keep all harmful substances out of the reach of children.

How to Help Your Child

You can help your child emotionally recover from domestic violence in many ways, including:

- Protect them from violence by taking them out of the home, if necessary.
- Tell them that abusive behavior is wrong.
- Reassure them that none of the violent episodes were their fault in any way.
- Tell them how much you love them and cuddle them often.
- Encourage them to talk openly about their feelings.
- Get extra help for their schooling.
- Enlist a trusted adult to provide your child with emotional support.
- Seek professional help, such as counseling.

Where to Get Help

- Your Pastor
- Your Doctor
- Parenting Hotline
- Domestic violence Hotline
- Police
- Hospitals

WARNING SIGNS OF AN ABUSIVE RELATIONSHIP

Abuser

Grew up in an abusive family

Gets into fights with other people besides their partner
Cruel to animals or pets
Believes the man should make all the decisions (women should be passive)
Is a possessive individual, wants control over partner's actions
Has a poor self-image and/or lacks self-esteem
Abuses drugs and/or alcohol
Tries to isolate or make it difficult to see family and friends
Doesn't know how to appropriately deal with stress and anger
May have an arrest record involving assaults
Destructive criticism and verbal attacks
Rushing you into decision, guilt tripping
Interrupting, twisting your words
Lying or withholding information
Not sharing responsibility, not following through on agreements
Not giving support, suppressing feelings
Not taking your concerns seriously
Saying the abuse doesn't happen, blames others for his/her actions
Doing things that will have negative consequences
Checking up on you, making uninvited visits or calls
Has a Dr. Jekyll/Mr. Hyde personality, moods changes quickly

Victim

Feels sorry for the abuser
More relaxed around others versus partner
Assumes blame for the abuse
Believe they can stop the abuse and/or change their partner
Thinks the abuser needs them
Afraid to break-up due to threats
Feels they need the abuser (not the abuse)

A GUIDE FOR FRIENDS AND FAMILY

Husbands, boyfriends, or intimate partners physically abuse millions of women each year. Chances are someone you know- your mother, sister, friend, co-worker, or neighbor- is a victim of domestic violence. Perhaps you feel your friend's problem will "work itself out." Not so. The violence will not end until action is taken to stop it. All intimate relationships have problems, and sometimes it is difficult for others to decide when it's appropriate to intervene. How have you reacted to the possible signs that your friend is being abused and needs help?

- Have you accepted her explanations for visible injuries, such as a black eye, bruises, or broken bones? So you tend not to press her further about frequent

“accidents” that cause her to miss work?

- Does her partner exert an unusual amount of control over her activities? Are you reluctant to discuss his control over family finances, the way she dresses, and her contact with friends and family?
- If her partner ridicules her publicly, do you ignore his behavior or join the laughter at her expense? Why are you unwilling to stand up for her? Do you sense the volatile nature of his comments?
- Have you noticed changes in her or her children’s behavior? Does she appear frightened or exhausted?

What Can You Do?

Lend a listening ear. Tell your friend that you care and are willing to listen. Do not force the issue, but allow her to confide in you at her own pace. Never blame her for what is happening or underestimate her fear of potential danger. Focus on supporting her right to make her own decisions.

Guide her to community services. Gather information about domestic violence programs in your area. These programs offer safety, advocacy, support legal information and other needed services. If she asks for advice about what she should do, share the information you have gathered with her PRIVATELY. Let her know she is not alone and that people are available to help her. Encourage her to seek the assistance of battered women’s advocates. Assure her that they will keep information about her confidential. Many battered women first seek the advice of marriage counselors, psychiatrists, or pastors. Not all helping professionals, however, are fully aware of the special circumstances of abused women. If the first person she contacts is not helpful, encourage her to look elsewhere.

Focus on her strengths. Battered women live with emotional as well as physical abuse. The abuser probably continually tells your friend that she is a bad woman, bad wife, or a bad mother. She may believe she cannot do anything right and that there really is something wrong with her. Give her emotional support to help her believe that she is a good person. Help her examine her strengths and skills. Emphasize that she deserves a life that is free from violence.

Help her make a safety plan. Your friend may decide to remain in the violent relationship or return to the abuser after a temporary separation. Let her know that you are afraid for her and her children and help her consider how lethal the violence may be. Help her make a safety plan for herself and her children by thinking about steps she can take if her partner becomes abusive again. Make a list of people to call in an emergency. Suggest she hide a suitcase of clothing, money, social security cards, bankbooks, birth certificates, and school records for future emergencies.

Help her find a safe place. Help your friend contact the local battered women’s program.

They can help her examine options and find a safe place to go. Not all communities have safe shelter and sometimes they are full, so she may need to rely on family or friends for temporary housing. Be careful if you offer safety in your home. A battered woman frequently faces the most danger when she tries to flee and you could face threats and harm from her abuser.

Safety Plan

This is a safety plan for domestic abuse victims of any age who may be abused by or afraid of their spouse/partner, boy/girlfriend, adult child or other family members. Safety planning helps develop tools in advance of potentially dangerous situations. Choose precautions based on your situation.

Safety during an Explosive Incident

- If an argument is coming on, try to go to an area that has access to an exit and not near hard surfaces or weapons
- Try to stay near a phone so you can call 911 if need be
- Have an escape route in mind and visualize it
- Have a packed bag ready with any medications or important items. Keep it hidden, either in your own home or at a house of a trusted friend or family member.
- Ask a neighbor to call the police if there is a disturbance in your house
- Devise a code word to use with your family and friends to let them know you need the police.
- Use your instinct and judgment when assessing what action to take next
- Remember, you don't deserve to be hit, threatened or verbally abused

Safety When Preparing to Leave

- Open a bank account in your name to establish independence
- Leave money, keys, and copies of important documents with someone you trust
- Bring any medications, prescriptions, glasses, hearing aids or other assistive devices you may need
- Keep the domestic abuse program number nearby and keep some change or calling card with you. Consider getting a cell phone.
- Review your safety plan to prepare the safest way to leave
- Leaving can be the dangerous time.

Safety in Your Own Home (if the abuser does not live with you)

- Change the locks on your doors, secure your windows, install, or increase outside lighting
- If dependents are living with you, discuss a safety plan when leaving without them and inform their school about who has permission to pick them up
- Inform neighbors and property owner to call the police if they see the abuser near your home.

Safety with a Restraining Order

- Keep your restraining order with you at all times. If lost or destroyed, get another

- copy from the County Clerk of Courts office.
- Call the police if the order is violated
 - Think of an alternative way to be safe if the police do not respond right away
 - Inform family, friends, teachers, and neighbors that you have a restraining order in effect

Consider Taking the Following Items:

- Identification
- Birth certificates
- Money, checkbook, credit cards, and ATM cards
- Social security card, passport
- Divorce and custody papers
- Insurance papers