



## STUDENT HANDBOOK

"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

# ***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 participating in the program.
- Providing them with a sanctifying and nurturing atmosphere while learning and transforming.
- Making available the necessary life skills and training to successfully live on their own
- Sharing the Gospel of Jesus Christ with them and encouraging those who want to change using Biblical principles.
- To enable them to choose 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.

## *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. Sue and Julie felt compelled to support families, so they prayed and decided to hold public meetings in January and February 2008. They advertised with a small newspaper announcement, resulting in twenty attendees at each meeting. That was all the confirmation they needed to show that God was moving in the hearts of people in this community to provide shelter. A steering committee was formed, and soon afterward, a board of directors was formed.

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 shelter began. They looked at reasonable housing options to rent or purchase but crossed off the list one by one because of safety concerns or limited space and facilities. The current building was found while visiting a friend at an assisted living facility. One of their buildings was available. After talking with the owner, a contract was 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 its opening, many people, including the community and 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 was acquired.

2018, Addiction recovery services expanded.

God has been faithful in providing for the shelter as they and the Board have obeyed His calling.

If a student desires to live in the Transitional center and has completed the application process a new handbook will be available.

### ***SHOH Guidelines and Procedures***

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

1. **Substance Use:** We prioritize a safe space by prohibiting the possession or use of drugs and alcohol on the premises. This policy extends to non-prescription medications that have not received prior approval from shelter staff. Individuals arriving at the shelter inebriated or under the influence of drugs will not be permitted entry. To uphold this policy, program staff reserve the right to conduct room checks and may request drug, nicotine, or alcohol screenings at any time.
2. **Respect and Non-Violence:** Our community thrives on mutual respect. Any acts of violence, whether verbal or physical, are prohibited. We ask that all residents and staff treat each other with kindness and understanding. Outbursts of aggression or any form of violence will not be tolerated under any circumstances.
3. **Weapons Policy:** To maintain a secure environment, firearms and knives are not permitted on our property. This measure is in place to ensure and protect the safety of everyone involved.

We appreciate your cooperation in adhering to these guidelines, as they are crucial in ensuring a supportive and secure community for everyone. Thank you for being a part of our shared commitment to safety and respect.

1. When a student 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 the student takes items to their room.
2. All medications are stored in the staff's office. Medications should be taken at designated times while in the office.
3. Each student has a medication box that is filled weekly according to prescriber's directions on the bottle.
4. Any items like cell phones brought in but not to be used while in the

uphold your safety and maintain respect for SHOH.

**Childcare:** SHOH does not offer childcare but helps moms care for their children to attend classes. Teens can be in rooms and dining areas without supervision if parents are on-site.

**Church attendance:** Attendance is mandatory. Permission to stay home must be obtained by the Director at least two hours ahead. Acceptable illness symptoms are fever, vomiting, or diarrhea. Proper etiquette and staying on church property are required. Students must sit together in an assigned area and use restrooms before the service.

**Cell Phones/iPhones/iPads/laptops/and other communication devices:** Must be turned into the office upon arrival. After 6 months in the shelter, with the director's permission, a cell phone may be used each night between 8 PM to 10 PM after chores are completed and children are in bed.

**Community Meetings:** Program participants engage in community meetings to enhance transparency, build trust, and promote honest communication. These meetings foster personal growth, spiritual maturity, and overall success.

**Confidentiality:** Breaking another student's confidentiality can jeopardize their safety and yours. This includes mentioning a student's full name or sharing their information without using their name. Avoid posting pictures of other students on social media. Mutual trust is essential for safety.

**Conflict Resolution:** Conflicts may arise in our community. Often, they can be resolved between the parties involved without staff intervention by following the principle in Matthew 18:15-17. If not, see the Program Director to assist in finding resolution. It is crucial to address your conflict directly with the person involved and Program Director when necessary. We want to avoid involving others. **“As charcoal to embers and as wood to fire, so is a quarrelsome person for kindling strife.” Proverbs 26:21**

**Dining Room:** Eating is permitted exclusively in the dining room, except for baby bottles. Please sit with your children during meals and attend to their needs. Ensure that any highchairs used are cleaned after use. Dinner is a family meal; everyone should remain at the table until all have finished eating, for a minimum duration of 30 minutes, and after expressions of gratitude have been shared. Students are expected to consume the provided meal. If you are unable to do so,

**Gossip:** Talking to one student about another student in a negative way is gossip, and the Bible is 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. Students are allowed in their hallways only. No visiting is allowed in the hallways, the doorways of your rooms, or each other's rooms.

**Household Chores:** Students will be provided with a list of assigned chores that rotate on a weekly basis, along with detailed instructions and expectations.

**Kitchen:** The responsibility for preparing the evening meal for everyone in the Center 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. Students are expected to show gratitude. Bringing in food from outside sources is only allowed if it is shared with everyone residing in the shelter. Any leftover food should be stored in plastic containers and labeled.

**Laundry:** A schedule for each student's laundry time will be posted on the laundry room door. Laundry times are scheduled Monday through Friday. Laundry is not permitted on Saturdays or Sundays unless approved by the Director. Follow the posted instructions for using the machines in the laundry room. Clean the dust filter and inside of the laundry machine after use.

**Mail: The Director reviews all incoming and outgoing mail.** When the post office box is checked, clients will receive their mail. The address is PO Box 207 Marshfield, WI 54449. Mail will only be provided to the person to whom it is addressed. After leaving SHOH, individuals are responsible for informing all necessary parties of their new address. We do not hold mail, but we will forward first-class mail for one month if an address is provided upon moving out. If no address is given, mail will be returned to the sender.

**Medications:** Medications will be administered at 7:30 AM and 8:00 PM daily. Inhalers may be kept with the individual. Students are required to document their medication intake on their medication sheet, including children. Students must bring water to the office for medication and ensure it remains there. Only one student may take medication in the office at a time. Medicine boxes are replenished weekly. Medication must be taken as prescribed unless there is a doctor's note stating otherwise. Non-compliance with prescribed medication regimens may result in discharge from programming SHOH clients are prohibited

**Rooms:** Random room checks may occur without notice. Students should not expect privacy. It is your responsibility to keep your room safe and clean. You must:

- Turn off all lights and radios when not in use.
- Make beds.
- Empty wastebaskets. Dirty diapers must be disposed of in sealed plastic bags.
- Keep floors clean. Room dusted and closets neat.
- Students are expected to thoroughly clean their rooms each Saturday.
- No space heaters or fans in student rooms.
- No vaporizers or dehumidifiers in student rooms.

SHOH staff will work with students to ensure the rooms meet cleanliness and safety standards. Absolutely no food, candy, or drinks (except water) should be taken to your bedroom.

**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.** SHOH utilizes a monitored camera system for added security.

**Smoking:** SHOH has a strict no-smoking policy, including e-cigarettes and vaping. Residents must be nonsmokers, both on and off the property. For those needing help quitting, gum is available for the first two weeks, and students should contact the QUIT LINE after arrival for additional support.

**Stereos/Radios/CD players:** Radios and C.D. players are available for listening to Christian music (only) or teachings while in your bedroom.

**Television:** Televisions are available for class purposes or watching an approved movie in the living room. Only G rated movies are allowed.

**Visiting in Rooms:** Women and children are not allowed in each other's rooms.

**Process:**

Once terminated, you need to leave the property immediately. You have 24 hours to complete a written appeal of the termination and submit it to the office of the Executive Director. Contact the Executive Director at 715-486-9000 to obtain a copy of the appeal form.

1. Complete the form and return it within 24 hours of termination. If terminated over the weekend, contact the Executive Director by noon on Monday following the termination.
2. The Executive Director, Program Director, and Case Manager will conduct an appeal hearing.
3. Upon review, the Executive Director will notify you of the Appeal Committee's decision.

## ***Confidentiality***

You See it Here....

You Hear it Here....

You Leave it Here!!!

Confidentiality needs to be practiced through our lives daily and is often broken unintentionally. It is important to always remember that breaking another student'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 do not use their Name. Mutual trust is essential in keeping everyone safe. *There are many ways of breaking confidentiality, always think before speaking.*