



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 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-

Welcome

We are thankful that God has brought you to Shirley's House of Hope. We desire you to find peace, hope, and a transformed life here. We are strongly committed to your healing process, providing 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 deserve so much.

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 hearts in a unique and special way

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.

**Shirley's House of Hope receives
no government funding**

Location Information

PO Box 207 Clients are asked to 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. Sue and Julie felt compelled to support families, so they prayed and decided to hold public meetings in January and February 2008. They advertised in 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.

Oct. 1st, opened Shirley's House of Hope

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.

Today over 600 women and children have been served.

Description of Program

Students will attend classes during the week. These classes have been specifically chosen to focus on issues relevant to healing and restoration. Program expectations include attending church, daily devotions, case management, and completing class assignments. Students 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 Believing God, Boundaries, Breaking Free, Forgiveness, Healing the Trauma of Domestic Violence, Battlefield of the Mind, Recovery-focused classes, Self-Care, and Nutrition.

Students are encouraged to develop daily habits that contribute to a healthy lifestyle. Part of those daily habits will include assigned chores, preparing meals, and keeping their room clean and organized.

Students can use cell phones per program guidelines after completing six months of programming.

The student may also be eligible for short passes with family or a mentor with the Director's permission. Students should expect to be drug tested upon return.

At the end of nine months, the student may secure employment or attend school and acquire childcare and transportation. When a student has acquired those things, they may either apply to live in Transitional Housing or secure housing on their own.

Some students may apply for a yearlong internship with SHOH. The internship would be staffing on nights and weekends and other ways determined appropriate. An internship would be an unpaid training period with room and board as compensation.

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 the 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 shelter are locked and stored in the Director's office.*

5. *When a student enters SHOH, we request that they provide identification. All students will undergo a UA upon arrival.*
6. *Staff will assist new students in adjusting to life at SHOH and understanding all guidelines and procedures.*
7. *Outside appointments must fit within the schedule and be approved by the Director.*

Behavioral Expectations

Complaining: *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 who shine like stars when pointing others to Jesus. Do not become a woman known for complaining.*

Bedtimes:

- *Children six and under: Bedtime routine starts at 6:00 PM, bedtime at 7:00 PM.*
- *Children seven and above: Prepare for bed at 7:30 PM, bedtime at 8:00 PM.*

Curfew:

- *Adults: In rooms by 10:00 PM Monday-Thursday. Friday & Saturday 11:00 PM*
Everyone should stay in their room (except for bathroom use) from 10:00 PM to 5:00 AM

Appointments and Transportation: *Schedule medical appointments outside program hours. Attending classes is essential for your recovery. Students must arrange their own transportation to appointments, with the Director's approval.*

Bathrooms: *Clean the bathroom and tub after each use. Do not leave personal items in the bathrooms. Notify staff when supplies need replacement.*

Cameras: *Surveillance cameras are installed around the building exterior and in public areas inside to ensure safety and security. These cameras are monitored to 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 a resolution. It is crucial to address your conflict directly with the person involved and the 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 meal provided. If you are unable to do so, you may prepare a peanut butter sandwich. Pass dishes in a consistent direction to ensure everyone receives a portion of each dish. Following grace, you may begin eating. All individuals should offer to assist with clearing the table. Any leftovers should be stored in a Tupperware container, properly labeled and dated.

Dress Code:

- *Shorts and skirts should be of modest length.*
- *Women are required to always wear bras underneath their clothing when outside of their rooms.*
- *Both children and adults must wear shoes, sandals, or slippers with soles when in the common areas of the shelter before 5:00 PM.*
- *Pajamas can be worn in the shared living space after evening chores..*
- *Students should wear a jacket or sweater over tank tops or spaghetti straps.*
- *Cleavage should not be visible.*
- *Clothing with offensive or inappropriate language is not allowed.*
- *Staff will determine the appropriateness of attire.*
- *All students must shower and brush their teeth daily.*
- *Hair should be neat and clean.*

Emergency Room visits and hospital stays:

- *Use the ER only for emergencies. Inform the director or staff if you need this assistance.*
- *After 6 PM, use an ambulance or cab; SHOH will pick you up by 8 AM or soon after.*
- *Avoid frequent evening ER visits; if possible, wait until the next day.*
- *Do not take pain pills or shots at the ER. Drug tests will be administered upon return; a positive result of controlled substances will lead to consequences.*
- *If hospitalized, stay in touch with SHOH and provide your room number, diagnosis, and release information.*

Employment: *After nine months, you may get help finding a job and housing. Jobs must not include Sunday mornings or shifts after 10 p.m. Students are not allowed to work at places that primarily serve alcohol.*

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 weekly, 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 from taking narcotics, Tramadol, or Ultram under any circumstances, including administration in the emergency room.

Prohibited Activities: Shirley's House of Hope is a Christian facility. Participation in occult activities is forbidden. This includes the possession of any material or

paraphernalia related to occult practices or deemed inappropriate. The SHOH staff will determine which materials are considered unacceptable.

Parental Responsibilities: *Parents or caregivers must always know their children's whereabouts and supervise them. Children under 13 need constant supervision; those under 6 should be accompanied to the bathroom. Small children (6 and under) must be in bed by 7:00 PM, and older children (7 and above) should be in their rooms by 8:00 PM. Teenagers can be in their rooms or the dining room without supervision if parents are on the property.*

School-age children must be enrolled in school within 3 days of entering Shirley's House of Hope and attend regularly. If a child misses school, the Director must be notified, and it is the parent's responsibility to inform the school by 8:00 AM if the child is staying home due to illness (fever, vomiting, or diarrhea). Ill children should stay in their rooms with parental supervision.

Parents should encourage respectful behavior in children, including not running in halls, avoiding the use of profanity, refraining from roughhousing, not throwing objects, keeping noise levels low, respecting others' privacy by not entering their rooms without permission, and treating others with consideration. This list is not exhaustive, and the staff at Shirley's House of Hope will determine acceptable behavior.

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 the property without a childcare agreement in place.

Phone Use: *Phones are to be answered exclusively by staff or volunteers. The contact number is 715-486-9000. Personal calls should be made after 5:00 PM, while business calls should be conducted outside of class times. Phone messages will be placed in your mail slot. The shelter phone may be used solely in the living room or offices with a 10-minute limit. Please note that there is no expectation of privacy when using the house phone.*

Rooms: *Random room checks may occur without notice. Students should not expect privacy. It is your responsibility to keep your room safe and clean. Rearrangement of furniture is allowed only with the Director's approval. 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 collaborate with students to ensure the rooms adhere to cleanliness and safety standards. Food, candy, and drinks (except water) are not permitted in the bedrooms. Please avoid using tacks, nails, or tape on the walls to prevent damage. Furniture should not be moved.

Sexual Conduct: *The expectation is no sexual conduct (including kissing, hugging, or touching intimately) 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 of 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. Visiting takes place in the public areas of the shelter.*

Visiting: *Approved visitors can support the student with visits that fit within the programming schedule. Minor children are exempt from this restriction. These guidelines do not apply to caseworkers, lawyers, or probation officers.*

Volunteers: Volunteers are not allowed to give gifts to students. After leaving SHOH, they will not contact you in public for safety reasons. If you recognize a volunteer and choose to approach them, they will converse with you. After you leave, it is your decision whether to contact them. You may provide them with your number, but they are not allowed to share their number, address, or other personal information.

Wake-up: You must be up, dressed, have eaten, and be ready for the day before devotion at 8 am. Check in with the volunteer or staff on duty between 7 and 7:30 am. Students are not to return to bed after checking in unless approved by the Director.

You may not lend or borrow any money from one another. All money needs to be kept in the Director's office. You may not use another student's 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! Or any males other than a spouse, son, or brother. This includes phone calls, letters, or messages. Contact with an abuser is forbidden to provide a safe environment for everyone.

Daytime naps require staff permission. If unwell, inform a staff member.

Termination of Assistance Policy

As a guest of SHOH, you have the right to appeal your termination.

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 throughout 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.*