



C.A.L.M. Organization, Inc
Crisis Aid for Littles and Moms

TEACHING WITH COMPASSION TO TRANSFORM CRISIS INTO HOPE

RESIDENT'S HANDBOOK

2019

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C.A.L.M. House - Niceville

201 Redwood Avenue

Niceville, FL 32578

Policies & Procedures for C.A.L.M. House

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Policies & Procedures for C.A.L.M. House

MISSION STATEMENT

Mission

Crisis Aid for Littles and Moms Organization (CALM) offers single mothers and their children in crisis such as homelessness, the opportunity to find stability and consistency by teaching life skills to break the cycle of Generational Poverty.

Vision

CALM will work with women and children in crisis to break the cycle of generational poverty by providing a crisis transitional housing program.

CALM will work to leverage community assets and volunteers to help women and children in need of permanent housing solutions.

CALM will work to provide a proactive solution combining education, social and health services to help mothers and children who are homeless reach independence.

C.A.L.M. Philosophy

CALM House offers single mothers and their children the opportunity to find stability and consistency, along with valuable life skills in a residential, group living environment. By providing security and stability, these moms will gain skills needed to become successful women and mothers.

*****This program is fluid and ever changing. Changes will happen within this program as the need arises.**

Additional Housing Conditions

- The children can only stay if moms are actively involved in all aspects of parenting their child – 100%. The mom can only stay in the home and program if the children are there with her in the home.
- C.A.L.M. House is open to single moms and their children; it is not a home for single moms who are not the primary caregiver for their child.
- C.A.L.M. House programs and services are offered to keep families together. However the CALM Executive Director, CALM Program Director, CALM Program Specialists, or other authorized representatives are prepared to make a decision for your children in the interest of their well-being and safety.
- C.A.L.M. is a 6 month program. Residents will be notified at 5 months that they have 30 days to find alternative living arrangements. A one month extension may be granted based on their reviews.

All C.A.L.M. House staff members and volunteers will provide a safe and supportive environment for you and your children.

Policies & Procedures for C.A.L.M. House

ENTERING C.A.L.M. HOUSE

Single moms and the children are required to follow the procedures below before gaining entrance into the home. Please understand these policies must be put into place to keep everyone healthy, safe, and secure.

1. Residents will complete an entrance assessment. The outcomes of the assessment will generate a task log which will be monitored weekly by the C.A.L.M. case manager.
2. Upon entry to the CALM House, moms will be required to put all personal items into a plastic tote that will be inventoried and labeled with the mom's name.
3. Child residents will be checked before entrance for lice and scabies. Anyone found to have lice will be given special shampoo to use on ALL family members when taking a bath/shower. All family members will be checked again and everyday thereafter until the resident mother and her children are lice free. If a resident mother or her children are subsequently found to have lice special shampoo shall again be provided to the mother and her children. The same plan will be put in place if a single mom or family members have scabies or any other infectious disease. Please know CALM staff members and volunteers are helping single moms learn how to handle these things in a supervised setting so they are prepared to address similar health concerns after leaving C.A.L.M House.
4. Extra clothing is available, as needed. CALM will provide used clothes for all family members, if needed. Please ask all mothers and children upon entrance to advise of any allergies or sensitivities to foods, medicines, or environmental items, i.e. aerosol cleaners.
5. A health professional will be available to the staff. If it is decided that someone may need to be seen for any health condition that may affect the house then that decision will be made by CALM House medical partners. The mom will be advised on how to address the issue and will be directed to visit a nearby doctor's office or emergency room, if needed.
6. A physician's note will be required from the doctor or emergency department stating who was seen and the corrective "action" taken to correct the health issue. Moms will need to remember to follow the directions given and ask for medications when time is needed.
7. All approved medications, pills, liquids, capsules, prescription lotion or creams, and over the counter needs including but not limited to Ibuprofen, Tylenol, cough drops, vitamins and gummies will be kept locked in Residents' Bedroom in Medicine Cabinet. The resident will medicate according to the doctor's written directions. Scheduled or Class 1, 2, or 2 medicines will be kept in the locked office. These will be documented by the House Manager.
- 8.** All residents are required to follow all rules and procedures to protect the integrity of C.A.L.M. House and everyone who lives here.

Policies & Procedures for C.A.L.M. House

C.A.L.M. HOUSE RULES

GENERAL BEHAVIOR RULES

1. ____ Each resident agrees to abide by the rules and requirements set in place or they will be asked to leave C.A.L.M. House.
2. ____ Each resident will treat this home and all persons with respect and reverence at all times
3. ____ No illegal/street drugs allowed of any kind.
4. ____ No alcohol allowed
5. ____ Smoking is allowed in the backyard at the designated area
6. ____ No Loud yelling or aggressive behavior is allowed. We use only non-aggressive, kind and clear voice tones.
7. ____ Residents will use a CALM voice at all times (so not to harm children or others)
8. ____ Residents will treat all house mates with kindness and respect at all times
9. ____ Residents will not gossip or share confidences others have shared
10. ____ Residents will not bring any "drama" or create any "drama" (anxious situation) at C.A.L.M. House

REQUIREMENTS

1. ____ A background check will be required for all residents to live at C.A.L.M. House
2. ____ Residents will agree to attend classes, sessions, & meetings at C.A.L.M. House and because this is a faith based program; residents will attend church once a week
3. ____ Residents understand they are subject to random drug tests
4. ____ Residents will attend to their child/children at all times (unless the CALM Program Director gives permission to allow another resident to watch my children for a short amount of time)
5. ____ Residents will pay \$100 for room deposit. This will be returned if the room is not damaged and if cleaned.

ROOM RULES

1. ____ Residents will keep their assigned room clean and tidy. All beds will be made daily. Trash will be taken out daily to trash cans located outside by front side of house. All soiled diapers are required to be double bagged and taken out immediately after changing.
2. ____ No candles (or plug- in scents) are ever allowed in the bedroom
3. ____ The C.A.L.M. House will be cleaned daily with a rotation list. I will clean and follow the check list on my assigned cleaning day
4. ____ NO eating in the room.

WORK RULES (after completion of an employment class at C.A.L.M. House)

1. ____ Residents will meet with a job coach as needed
2. ____ Residents agree to work a minimum of 20 hours a week in a paying job and gradually increasing to full-time hours with the goal of ultimately becoming self-sustaining.

Policies & Procedures for C.A.L.M. House

3. Residents will pay for daycare while they are working. The daycare will be at C.A.L.M. House Niceville or at daycare of their choice.
4. All money obtained from working jobs will be accounted for on each payday.
5. _____ Residents are required to give monthly fee of \$50 and to save 50% of each paycheck. The goal is to have enough money for your deposits and rent to be on your own.
 - a. That this money amount will be returned to me upon graduation and may NOT accessed until that time,
 - b. If a resident has extra cash, she can give it to the treasurer, and it will be deposited into the resident's savings account so it will be available to her when she leaves C.A.L.M. House. Residents are unable to access savings accounts until graduating from the program.
 - c. This will help residents save money for when they transition to their own home. (the more money saved, the more money the resident will have later)
6. _____ Curfew time is 8 p.m.

BATHROOM RULES

1. _____ All residents will take a bath/shower every day and make sure that children take a shower/bath each evening before bedtime. The bathroom is to be wiped down after each use with cleaner provided. This includes wiping out sink and vanity top, wiping out bathtub and shower walls, plus using a towel to wipe any water dripped or splashed on floor during family's use. This includes brushing out the toilet.
2. _____ Residents will do all grooming (hair/make-up) in their assigned room (since the bath area is small). Residents will be careful to have all electrical items watched at all times putting up high when in use and unplugged and put away before exiting their assigned room. (This will prevent children from getting hurt/burned by an unattended device)
3. _____ All clothing, used towels, wash cloths, etc. will be removed immediately after use.

LAUNDRY RULES

1. _____ Assigned laundry time will be twice a week (for each resident to wash their own items and their children's laundry). If the sheets get wet or stained, residents will wash them first thing in the morning. Residents will make sure to check with the CALM Program Manager or designated representative so she will stay informed about emergency laundry needs and grant her permission to use the washer and dryer.

COOKING RULES

1. _____ Residents will be learning to make healthy choices for food and also how to stay on budget.
2. _____ Residents will cook (with a mentor or another house member as assigned) for the house twice a week or other as assigned (including prepping the meal and preparing the meal to have it ready on time for evening dinner) and will clean the kitchen afterwards.

Policies & Procedures for C.A.L.M. House

3. _____ Residents will keep a notebook with the recipes provided for each meal (taking lots of notes that will help me cook these recipes on my own)
4. _____ Residents understand that certain meals during the week are to be scheduled outside of C.A.L.M. House and that on Saturdays or Sundays a family may come in to cook a meal.
5. Dinner will be provided every Tuesday by Chick-fil-A and every Friday by Domino's Pizza. A thank you card will be written and sent to both local restaurants once a month.

CELL PHONE RULES

1. _____ When staff or volunteers come to talk with residents, please get off the cell phone and put cell phones in silent mode.
2. _____ When in the living/kitchen/children's play area of the house, please no talking on the cell phone and keep it on silent mode.
3. _____ When not charging cell phones, the charger is to be unplugged.
4. _____ Step outside into the BACKYARD only, or into your bedroom, with your child or children if privacy is needed to make or receive a personal call.
5. _____ Adults must talk quietly while on the phone. No loud or aggressive talking is ever allowed, that also includes cursing or swearing.
6. _____ No Cell phones, TV, or any other media while at eating at the table.
7. _____ Cell phones are not allowed during devotions or class times. Leave them in your room.
8. _____ Phones must be silenced and put away after 10:30 p.m. each night.

BASIC HOUSE RULES

1. _____ Respect is to be shown at all times to all people.
2. _____ Attire: dress should always be modest (no skin showing between the shoulders and upper thigh with shorts not being extremely short showing the upper back of the leg) and bras are to be worn at all times when in the common area of C.A.L.M. House and modest clothing only. Residents who are inappropriately dressed will be told by the CALM Program Director or authorized representative to change their shirt or shorts, and the resident will do so in a good spirit, with no arguments. Modest attire includes being dressed or in a bathrobe outside of bathroom. Do not come out of the bathroom with only a towel on. Bathrobes are not allowed during day hours.
3. _____ Chores: Each resident will do chores (assigned by CALM House Manager and will do those chores when expected and the way they are expected to be done). If there is no schedule, Residents need to clean what needs to be cleaned.
4. _____ Residents WILL NOT bring male persons (other than my own biological child/children) into C.A.L.M. House
5. _____ Residents will attend all meetings, classes, and sessions that are required.
6. _____ NO pets/animals of any kind are allowed inside C.A.L.M. House

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AUTOMOBILE RULES

1. _____ When a child is to ride in the resident's or someone else's vehicle, a suitable appropriate child car seat must be provided and properly installed.
2. _____ Infants must be placed in a rear facing car seat until allowed age/weight achieved.
3. _____ If needed, someone can check car seats for proper installation.
4. _____ Residents must have a valid driver's license to drive any vehicle.
5. _____ Residents must have current and valid automobile insurance in place before a car can be parked at C.A.L.M. House, and the driver must have the minimum amount of liability as required by Florida law.
6. _____ Each resident who graduates from the five (5) month program, or is released voluntarily or dismissed from the program, understands it is her responsibility to remove her vehicle from C.A.L.M. House property. If the former resident's vehicle is left or abandoned on the property after 24 hours, the vehicle will be towed to an impound area, and the former resident is responsible for any fees incurred to retrieve said vehicle. The former resident also understands that C.A.L.M. Organization, Inc. is not responsible for any acts of vandalism or acts of nature incurred by the vehicle while parked on C.A.L.M. House property. The C.A.L.M. Organization, stakeholders, and volunteers ARE NOT responsible for vehicles owned or operated by current or former residents.

MEDICATION RULES

1. _____ Any Schedule 1, 2, 3, medication will be given to the CALM House Manager as soon as a resident brings them into C.A.L.M. House.
2. _____ The Schedule 1, 2, 3 medication will be given out by the CALM Program Director or another authorized person.
3. _____ Schedule 1, 2, 3 medication will be *documented* and *signed* and *dated* by the person that is handing out the medications. In the office area only.
4. _____ Any other prescription medication OR any over-the-counter medication will be locked in the Resident's Medicine Cabinet in their room.
5. _____ A fever is medically defined as temperature >100.4 at which time children can be given Tylenol or Motrin. If fever goes down following intervention then resident should still attend class and ensure that all those in contact with child follow good handwashing protocols.
6. _____ Random drug tests may be conducted.

Additional C.A.L.M. House rules may be added to these agreements at any time and all residents will be required to provide an updated signature to indicate knowledge or applicable changes.

AFTER GRADUATION

_____ Upon graduating, former residents understand that after graduation, care will be provided by the following means:

- 1) Each former resident will check in once a week for 4 months
- 2) Each former resident will be called once a week for 4 months

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C.A.L.M. HOUSE DAILY PLAN

7:00 AM	Wake up. Get dressed for the day and make up beds tidy my room.
8:00	Out of my room
7:00 to 9:00	Breakfast. Residents will clean up all dishes used by their family and wipe the table and counter tops off and put everything away.
11:00 to 12:30	Lunch. Residents will clean up afterwards
3:30 to 4:30	Group time, Monday, Tuesday, Wednesday: Life Skills Class
5:30 to 6:30	Dinner, with full clean up by all residents afterwards
7:00 to 9:00	TV time, baths, clean up toy area before bedtime each evening
8:00	House curfew time
9:30ish	House Alarm will be turned on
10:00	Close of the day, with everyone in their assigned rooms for the night
10:30	Lights out and quiet

Devotional time will be scheduled. Residents will attend.

Additional Notes:

- Residents will be in day clothes when they come out for breakfast every morning.
- Residents understand that all beds will be made up in the morning, either before or right after breakfast
- Residents understand that ALL soiled diapers will be double tied in a plastic grocery bag and taken immediately to the outside garbage.
- NO cell phone conversations are allowed after 10:00 PM.
- Be respectful and quiet between 10:00 PM and 7:00 AM. This is sleeping and resting time.

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RESIDENT SERVICES

ON-SITE MANAGEMENT:

Residents shall notify the CALM House Manager or designated representative at any time in the event of an EMERGENCY. Emergencies are extreme cases where it is dangerous to wait until a later time to address a time-sensitive issue. Residents will coordinate with the CALM Program Director, CALM Program Specialist, or volunteer to report travel arrangements for transportation to medical appointments, job interviews, or other offsite activities if the resident does not have a vehicle. The resident is responsible for all travel arrangements.

CASE MANAGEMENT MEETINGS:

An individual service plan will be designed for each family. Case management includes, but is not limited to, monitoring the case plan, goals, target dates, outcomes, planning for self-sufficiency, advocating for the resident, and issuing referrals for daycare services, legal assistance, and counseling.

PARENTING CLASS:

Attendance at C.A.L.M. House parenting classes is required, regardless of any previous classes taken. These sessions are given by the CALM Program Specialist or other agency as assigned. Topics discussed during these sessions include alternate punishment methods (time out), routines (be consistent), behavioral problems, healthy eating habits, and child safety. The curriculum used to teach the sessions is tailored to increasing participant's self-sufficiency .

FINANCIAL LITERACY:

These sessions are given by the CALM Program Specialist, or other as appointed by CALM Executive Director, on a one-on-one basis with the single mom. Topics discussed during these meetings include budgeting, developing a budget, debt management, savings, payday, applying for government benefits: Medicaid, EBT Card, and Food Stamps.

HOUSING SEARCH:

These sessions are given by the CALM Program Specialist, or other as appointed by CALM Executive Director, on a one-on-one basis with each single mom. Topics discussed during these sessions include: landlord/tenant rights, housing search, community resources, referral, and advocacy, Section 8, and Niceville Housing Authority.

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PRIVACY AND SECURITY

- Residents are responsible for ensuring that all external doors and windows are kept locked at all times. C.A.L.M. House executive board members, staff, and volunteers will not be held liable for any household member's failure in this matter. It is the responsibility of each resident to keep their bedroom key available at all times. The CALM Program Director or designated representative cannot guarantee that staff will be available to unlock doors at any time.
- Residents are not permitted into each other's rooms. Each resident will be issued one key. If the key is lost or misplaced there will be a \$10 charge to receive another key for the resident's assigned room. No discussion allowed.
- Do not allow entry to the C.A.L.M. House to anyone except other residents, staff, or volunteers.
- The rights and property of all residents and staff must be respected. Concerns should be discussed with the CALM Program Director or alternate authorized representative.
- All medications, cleaners, toxins, sharp objects, and other unsafe items will be kept out of reach of children. Medication will be kept in office in Resident's locked cabinet in their rooms. Cleaners and other items will be kept in pantry area. Children are not allowed in pantry.
- No weapons of any kind may be in the possession of residents, staff, or employees.

ROOM CHECKS AND SEARCHES

The CALM Program Director, staff, or volunteers do not open mail received by a resident unless a previous incident involving the resident indicates that the mail is suspected of containing unauthorized, dangerous, or illegal material or substances, in which case it may be required to be opened by the resident in the presence of designated personnel. A room check will be performed daily for cleanliness and adhering to the C.A.L.M. House Rules.

A room search of personal belongings may be conducted at any time if deemed necessary for the safety and wellbeing of everyone in the C.A.L.M. House. Maintenance personnel may enter the resident's room without permission or notice in case of emergency. If non-emergency access is required, the resident will receive a 24-hour notice when possible.

FIRES AND OTHER EMERGENCIES

1. In case of fire, leave the C.A.L.M. House by the nearest exit and walk to the designated meeting location. Evacuation routes are posted in the common area shared by all residents and on the back of each bedroom door.
2. Fire drills will be randomly conducted and participation is mandatory.
3. In case of medical emergency, call 911 and immediately notify the CALM Program Director or designated representative.

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GENERAL GUIDELINES FOR RESIDENTS

SMOKING

1. Smoking is not permitted anywhere inside the C.A.L.M. House or C.A.L.M. Chapel.
2. A designated outside area for smoking is located in the backyard left corner.

QUIET TIME

1. Living in a community requires respect for each other's needs. All residents must observe quiet hours from 10:30 PM through 6:00 AM.

CURFEWS

1. Adults: 8 PM daily, including weekends.
2. Children: 8 PM on all nights.
3. Curfews are for IN HOUSE TIME. All activities, including baths or showers, should be completed by this time to maintain the C.A.L.M. House schedule.

VISITORS

1. No visitors are allowed in the C.A.L.M. House or on the property.
2. Residents are not allowed to entertain visitors on the CALM property, and are encouraged to visit local parks, restaurants, or family friendly environments. Residents must notify the CALM House Manager of plans by signing in and out on the board provided by the front door at all times.

CHILDREN

1. For their safety, each child must be supervised AT ALL TIMES, both indoors and outdoors.
2. No child may open the outside doors other than the playground door.
3. No person under age 18 may be on the property without his or her parent or guardian unless they are part of the Teen-Sit after school program.
4. With rare exception, staff or volunteers may provide childcare.
5. Each resident is responsible for caring for their children who are awake and up. Residents may not sleep while their children are awake and active.
6. Corporal punishment of children (example: spanking) is not permitted in the C.A.L.M. House.
7. Staff or volunteers WILL NOT provide unplanned childcare. The residents must schedule childcare before leaving children onsite with a qualified, screened, CALM-approved babysitter.

PLAYGROUND AND/OR BACKYARD

1. Parents must supervise children at play at all times. Children aged 4 years old and younger must remain under constant supervision. If there are two or more families with children playing, parents may share the responsibility of watching them.
2. Toys will be placed in the appropriate storage area when playtime is over.
3. The backyard must remain tidied up and cleaned after all playtime. A clean yard is a happy yard.
4. Depending on the ages of the kids in the house, will determine what toys are allowed within the children's common area.

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PHONE

1. With CALM Program Director approval, the house phone may be used to arrange for transportation, contacting employer, scheduling appointments, or similar needs. However, use of the house phone shall be strictly under the supervision of CALM staff, unless use is necessitated by an emergency.

TV

1. There is only one television allowed at C.A.L.M. House and it will be placed in the common area. The program times will be decided by the CALM Executive Director or CALM Program Director.
2. No televisions are allowed in resident's rooms.
3. No gaming devices are allowed in C.A.L.M. House.

MONEY & GIFTS

1. House managers, volunteers, and those associated with C.A.L.M. will refrain from lending money to residents to pay a bill or make a purchase that resident cannot afford to pay or purchase with their own money. The practice of borrowing money does not align with the C.A.L.M. philosophy of striving to empower our moms.
2. Purchasing of random gifts for residents should be avoided as it may lead to jealousy. Very small inexpensive gifts may be allowed for birthdays, holidays, or special recognition such as finishing the program etc.

TRANSPORTATION

1. Transportation to all appointments is the responsibility of the resident and must be prearranged.
2. Staff will provide information about public transportation or organizations that may help.
3. Transportation to and from work, school, or children's daycare is not provided; however, some transportation may be available.

PERSONAL APPEARANCE

1. Participants are expected to attend to personal hygiene and appearance through;
2. Regular showers. Washing and combing hair. Brushing and flossing teeth. Applying deodorant.
3. Wearing clean clothes. Wash hands regularly, including before and after meals. Dressing appropriately for appointments. Dressing in clothing appropriate for the day after breakfast. Clothing or printed material depicting rebellion, drug use, pornography, cursing, or alcohol will not be allowed on the property. Not wearing 'sagging' clothes of any kind.

PERSONAL VEHICLES

1. C.A.L.M. Organization, Inc. executive board, staff, volunteers, or affiliates, are not responsible for any damage to your vehicle, under any circumstances.
2. Proof of insurance is required for all vehicles. Unlicensed persons shall not drive cars.
3. Law requires that all children be in proper vehicle safety restraints. Failure to do so will result in the agency reporting the violation to the applicable authorities.
4. Washing cars on C.A.L.M. House property is NOT available to residents. DO NOT use the facility vacuum to vacuum your car.

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5. Car seats must be in all vehicles used to transport children. Car seats will be checked for proper installation and placement. Each child must be in a forward facing car seat in the back seat of the car at all times. Infants will be placed in a rear facing car seat in the back seat and seat adjusted and secured. All car seats will be checked. Proper booster seats may be used when child reaches height and weight requirements for safety. ALL CHILDREN WILL BE IN A CAR SEAT SUITABLE TO THEIR AGE AND SIZE.

GENERAL CLEANING

Household cleaning is the duty of the residents. The Program Director or designated alternate designate each resident's cleaning duties. It is necessary for each family to clean up after themselves throughout the day. Housekeeping must be done according to agency standards to maintain a healthy environment.

KITCHEN

1. CHILDREN ARE NOT ALLOWED IN KITCHEN FOR SAFETY REASONS. Small children may be seated in high chairs or placed in a safe area way from the stove or sharp objects, if necessary during meal preparation.
2. DO NOT SEAT CHILDREN ON COUNTERS OR TABLE TOPS.
3. Hours for kitchen use are 7 AM to 9 PM. After 9 PM for quiet snacks only.
4. Clean counters and stovetop, microwave, appliance faces, etc. EVERY NIGHT.
5. Use paper towels to dry hands (per Health Department).
6. Cleaning after dinner is done as a group. All adults will participate. Complete this task before moving on to other activities.
7. If snacks are prepared in the evening, the kitchen will be left clean and free of dishes and glasses.
8. All food placed in refrigerator or in cabinets must be properly stored in sealed container, such as Tupperware or Ziploc bags. ALUMINUM FOIL IS NOT USED TO WRAP REFRIGERATED FOODS PER HEALTH DEPARTMENT.
9. Clean any spills in refrigerator immediately with cleaner provided to include removing items and cleaning under them. Any spills on the floor or anywhere in the house must be immediately cleaned with cleaner provided. Special care must be given to sippy cups and any spillage of milk products. A clean house is a happy house.

FOODS

1. Nutritious food is available at no cost as a benefit of the C.A.L.M. House program.
2. No food items are to be given away to non-residents; however, overflow food will be donated to Caring and Sharing.
3. Let the Program Director or designated representative know if basic food items are running low.

MEALTIME

1. Each family is individually responsible for preparing and cleaning at breakfast and lunch meal times.
2. Dishes and flatware should be rinsed and placed in dishwasher.
3. Pots and pans should be hand washed, dried, and properly stored.

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4. Each resident will be preparing the evening house meal at least once or twice a week. They will work with an assigned partner, this includes meal preparation, cooking, and clean up, and is part of the teaching program at C.A.L.M. House.

BEDROOM CLEANING

1. Bedroom and bathrooms will be tidied daily.
2. Clothing is to be kept in totes, placed in dressers, or in boxes if necessary. They are not to be left on the bedroom or bathroom floors.
3. Personal effects must fit inside the assigned space and room tote.
4. Participant may have 1 suitcase/duffle bag that closes and fits securely under bed.
5. Do not use unoccupied beds or drawers and totes as extra storage.
6. Absolutely no food is allowed in the bedrooms.
7. Laundry must be done, at a minimum, once each week.
8. Bedrooms and common area must meet fire code standards at all times.
9. Weekly duties include: vacuuming floor, dusting furniture, mopping and bed linens washed weekly, and other duties as designated.
10. Trash will be emptied daily and taken to trash cans.
11. All dirty diapers and pull-ups will be double bagged and removed immediately to outside trash cans. If this occurs at night under quiet time hours you will double bag and remove as soon as you and child are up in the morning. No dirty diapers are allowed to sit in bedrooms at any time to include pull-ups, etc.
12. Bedroom checks will be conducted daily. You are to have beds made. All clothing in storage or baskets, and trashed removed from assigned room each day. Residents must wash soiled sheets and make the bed. This is a daily check. All bed linens including bed spreads must be washed weekly.

BATHROOM CLEANING

1. Bathroom will be kept clean and the floor dry. Do not leave any clothing, wet towels etc. in the bathroom. We all use the bathrooms plus our guests. Please remember this.
2. All dirty diapers and pull-ups will be double bagged and removed immediately to outside trash cans.
3. All sanitary napkins will be wrapped before discarding in the bathroom trash can.
4. Bathtub and sink are to be cleaned after each use.
5. Shower curtain will be washed and sanitized weekly.
6. Leave shower curtain spread open to dry to reduce mildew.
7. Daily duties include: Floor swept and mopped, toilet and sink sanitized, and garbage taken to dumpster.
8. BATHROOMS ARE TO HAVE NO RAZORS, CURLING ITEMS, CLEANERS, PERSONAL ITEMS, OR COSMETICS WHERE CHILDREN MAY HANDLE THEM.
9. Clothes, towels, and bed linens are to be washed on the assigned day. Emergency wash can be done at other times after coordinating with CALM Program Director.

Policies & Procedures for C.A.L.M. House

10. Residents are required to remove items from the washer when cycle is finished and load in dryer. Residents are responsible for the full wash cycle, from start to completion of all laundry.
11. Days Assigned:
 - a. Rooms 1 (Pink) and 2 (Green) – Monday and Friday
 - b. Rooms 3 (Purple) and 4 (Blue) – Tuesday and Saturday

LAUNDRY ROOM

1. Clothes, towels, and bed linens are to be washed on the assigned day. Emergency wash can be done at other times after coordinating with the CALM Program Director.
2. Residents are required to remove items from the washer when cycle is finished and must transfer the items into the dryer themselves. Manager assigns cleaning of the laundry room.
3. Each resident is solely responsible for placing their laundry into the dryer.

C.A.L.M. House offers single moms and their children the opportunity to work together and support one another in overcoming the challenges they face, preparing them for living independently as a single family after completing the program.

Policies & Procedures for C.A.L.M. House

DISMISSAL VIOLATIONS

1. Possession of illegal drugs/paraphernalia and/or abuse of drugs is absolutely prohibited and may result in dismissal from C.A.L.M. House, whereby police will be notified. A reminder: C.A.L.M. House will do random drug screens without notice. Anyone who tests positive for illegal substances or is found using prescription drugs improperly will be dismissed from Calm House.
2. Alcoholic beverages are not allowed on C.A.L.M. House property. If a C.A.L.M. House resident smells of alcohol or is drinking alcohol, this may result in dismissal from C.A.L.M. House.
3. If anyone tests positive for illegal substances or is identified as such or is found using prescription drugs improperly will be dismissed from C.A.L.M. House.
4. NO weapons (of any type) are allowed on C.A.L.M. House property. If weapons, of any kind, are found in a resident's room or in their possession, it may result in dismissal from C.A.L.M. House.
5. Respect for others' possessions is absolutely necessary and disturbing another resident's room/possessions when they are absent is strictly prohibited. C.A.L.M. House residents are never allowed in another person's room.
6. Not feeding children, cleaning children, or keeping diapers changed promptly.
7. Children's behavior, safety, well-being and whereabouts are the responsibility of the mother at all times. Children are NOT to be left unattended, and other residents are NOT to watch someone else's child/children, unless approved by CALM Program Director or authorized representative, and only for thirty (30) minutes at a time. Also, parents are required to make sure that any medical needs of their child/children are taken care of in an appropriate way. (i.e. taking them to the doctor when needed).
8. Disruptive behaviors are NOT tolerated at C.A.L.M. House. Such behaviors include but are not limited to the following: physical violence, credible threats to others, compromising the safety of others and foul language of any kind. One or more of these behaviors may result in dismissal.
9. If a resident or a child of a residents is found to have a serious illness/disease that is contagious and/or easily transferred from one resident to another an emergency health plan will be put in place. The CALM Program Director will establish suitable protocol to be followed by everyone during the contagious time. This includes all children. Germs are invariably spread. The CALM Program Director and stakeholders will do their best to assist with keeping the spread of germs to a minimum. The house will be sprayed three (3) times daily with a disinfectant spray. Residents will also need to spray their assigned bedrooms.
10. All music, magazines and books shall be brought into the house only with the approval of the House Manager. (No media either paper/electronic is permitted if it is inappropriate like pornography or bad language.)
11. If a resident or their child has too many issues or write ups, the resident will be asked to leave.

DISCIPLINARY ACTIONS

Disciplinary actions may require residents to perform one or more of the following tasks:

- Cleaning of bathrooms
- Cleaning of kitchen including: stove, microwave, cabinets and refrigerator wiping out all shelves)

Policies & Procedures for C.A.L.M. House

- Sanitizing all kitchen cabinet handles, bedroom and bathroom door handles, and door jams
- Washing windows, inside and out
- Sweeping interior floors and exterior porches
- Cleaning of chapel
- Weeding flower beds
- Raking leaves, and picking up fallen sticks or limbs
- Washing and sanitizing the kitchen and bathroom trash cans
- Organize the storage closet
- Written action plans for creating behavioral change:
 - Violation: describe the incident and which rule was violated
 - Prevention: identify method for avoiding the temptation and preventing future violation.
 - Awareness: what did the resident learn from the incident?
 - Understanding: how did counseling help the resident understand the original problem
- A fee plan may be implemented as part of disciplinary process to cover the following actions:
 - Damage Deposits
 - Room left in unclean state
 - Not following the rules
 - Leaving medical cabinet unlocked

Policies & Procedures for C.A.L.M. House

COMPLAINT PROCESS AND FORM

The Resident Complaint form is to be filled out by all residents of C.A.L.M. House who feel they have been mistreated or have a serious complaint concerning C.A.L.M. House or person(s) affiliated with C.A.L.M. House. If the reported complaint is with an individual, we recommend the biblical pattern (found in Matthew 18:15*) to go first to that person with whom an issue has arisen. However, if this proves unproductive, then fill out the complaint form and turn into the C.A.L.M. House Program Director (unless complaint is with her, then turn into C.A.L.M. House Executive Director).

Once received, contact will be made within three (3) days so a consult with a non-involved C.A.L.M. House staff member is scheduled. Mediation may be necessary to help resolve this grievance. Lastly, if none of the above is satisfactory, then as a last resort a formal letter of appeal may be sent to the C.A.L.M. House Executive Board, wherein access to the resident's complaint and file will become accessible to them. Decisions/recommendations by the C.A.L.M. House Executive Board are deemed final.

- Matthew 18:15 If another believer sins against you, go privately and point out the offense. If the other person listens and confesses it, you have won that person back.

C.A.L.M. House Complaint Form

Date of Complaint: _____

Date of Incident: _____

Explanation of Complaint or Issue with C.A.L.M. House staff, volunteers, residents, or visitors:

I, _____ (*print name*) have read all of the above rules for submitting a form complaint against C.A.L.M. House and agree to provide additional information if requested by C.A.L.M. House staff or their representatives.

Resident's Signature / Printed Name

Date:

Witness Signature* / Printed Name

Date:

*Complaint form signature and submission must be witnessed by a C.A.L.M. Organization, Inc. authorized representative, i.e. Executive Board member or C.A.L.M. House Program Director

Policies & Procedures for C.A.L.M. House

EJECTION

It may become necessary to ask a resident to leave the C.A.L.M. House. A resident can be asked to leave immediately based on the severity of the issue. CALM Executive Board members, Program Director, and other representatives do consider that residents have minor children and, if possible, will give advanced notice of ejection. A resident has the right to discuss the ejection with staff and file a complaint if they feel the actions are not justified.

Immediate Ejection would follow when a single mother:

- Acts violently towards another resident or volunteer.
- Participates in illegal drug use or alcohol use while in the program, on or off the premises.

After a resident has received one (1) non-compliance letter, the CALM Program Specialist, or other as appointed by CALM Executive Director, would allow two business days for ejection in circumstances that include

- Not obeying C.A.L.M. House rules
- Disruptive behavior by either the resident or their child that is disturbing other residents
- Leaving C.A.L.M. House for more than 24 hours without prior arrangement
- Leaving your child unattended

We are required to report abuse and neglect to DCF. This will also result in you receiving a letter of non-compliance.

HOUSE EXIT PROCEDURES

It is the responsibility of the resident to give as much notice as possible to the CALM Program Director before moving out of the C.A.L.M. House. Successful completion of the program includes proper cleaning of private and common areas, return of items issues, and an exit interview. Upon successful completion of the program, assistance may be extended to the resident as offered during the exit interview.

Residents will follow an exit list and house manager will monitor compliance. A penalty fee will be implemented to cover rooms left damaged or unclean upon exit and will be taken from the collected monthly fees due back to resident.

Residents may be involuntarily discharged as defined in the Resident's Rights Policy and Procedure guidelines. In the event of an involuntary discharge, the CALM Program Director or designated representative will provide the resident with a written explanation, allowing three (3) days to vacate the property.

NOTE: The C.A.L.M. House resident contract will be considered void by default if the resident remains away from the shelter for one full night (24 hours) without making arrangements with the CALM Program Director prior to the absence. Any personal items left in rooms or common areas will be bagged and stored for five (5) total days. However, the CALM Executive Board, CALM Program Director, or volunteers are not responsible for items left in the home.

Policies & Procedures for C.A.L.M. House

RESIDENT'S ACCEPTANCE FORM

I, _____ (*print name*) have read the C.A.L.M. House Resident's guide book, including the C.A.L.M. House rules and

I hereby agree to comply with house rules at all times while I am residing at C.A.L.M. House.

Resident's Signature / Printed Name

Date:

Witness Signature* / Printed Name

Date:

*Resident's acceptance form signature and submission must be witnessed by a C.A.L.M. Organization, Inc. authorized representative, i.e. Executive Board member or C.A.L.M. House Program Director.

Policies & Procedures for C.A.L.M. House

CALM Injury Incident Report Form

Incident Date: _____ Incident Time: _____

Name of Injured Person: _____

Address: _____

Phone Number(s): _____

Male/Female: _____ Date of Birth: _____

Details of Incident: _____

Injury Type: _____

Witness Name: _____ Phone Number: _____

Does Injury require Hospital/Physician? (Y/N): _____

Hospital Name: _____

Hospital Address: _____

Hospital Phone number(s): _____

Injured Party Signature: _____ Date: _____

Important Notes and Instructions: _____

Prepared by _____ Date: _____

Policies & Procedures for C.A.L.M. House

RESIDENT VOLUNTARY EXIT PROCEDURES And ACCEPTANCE FORM

It is the responsibility of the resident to give as much notice as possible to the CALM Program Director before voluntarily moving out of the CALM House. Successful departure includes proper cleaning of private and common areas, return of items issued, and an exit interview. Departing prior to successful completion of the program means that assistance and support is not included and may be extended to the resident after departure only as available. Voluntary departure means that the resident is not allowed to reenter the CALM program for 1 (one) year after departure. Upon reentry, resident will begin the program again from the beginning as though this is the first entry.

The CALM House resident contract will be considered void by default if the resident remains away from the home for one full night (24 hours). Any personal items, including medications, left in rooms or common areas will be promptly disposed of and/or discarded. The CALM Executive Board, CALM Program Director, or volunteers are not responsible for items left at CALM House.

The CALM Executive Director, CALM Program Director, or designated representative will perform the following tasks:

- Meet with the single mom prior to terminating their participation in the program.
- Access the goals and outcomes of the resident.
- Place exit interview notes into resident's file, plus provide information to external stakeholders, if applicable.

When resident records are closed, the CALM Program Director or designated representative will assure that all necessary and only appropriate documentation is included. Furthermore, the CALM staff will verify all efforts are correctly recorded and stored onsite before dismissing the resident from the program.

I, _____ (print name) have read and understand the CALM House Voluntary Exit Procedures form and I hereby agree to comply with these procedures as I voluntarily leave CALM House.

Name Date: _____ Resident's Signature / Printed

Name Date: _____ Witness Signature* / Printed

*Resident's acceptance form signature and submission must be witnessed by a CALM Organization, Inc. authorized representative, i.e. Executive Board member or CALM House Program Director.

Policies & Procedures for C.A.L.M. House

Write ups at CALM House Niceville

DATE _____

Rule broken

Plan not followed

Complaint

Other

1. _____

2. _____

3. _____

Correction plan and Date to be completed _____

1. _____

2. _____

3. _____

Signature: _____ Witness: _____