

# B.S.W Residential Handbook

## Rules and Expectations



*Building Strong Women Inc.*

"Empowering Women to Succeed"

*Revised Edition 2019*

## WELCOME TO BUILDING STRONG WOMEN TRANSITIONAL LIVING PROGRAM!

Our mission here at Building Strong Women is to help empower women to regain their independence, build self-confidence and overcome the obstacles and barriers that lead them to homelessness to begin with. B.S.W. services women from all different walks of life; our overall objective is to unite women to empower and support each other through times of trial and hardships. We provide a safe and secure environment for the healing process to begin.

*“A successful woman is one who can build a firm foundation out of the stones others have thrown at her.”*

Here at B.S.W. we are a community living environment, with that being said there are some rules and expectations that must be followed in order to insure the comfort and security of all whom reside in the program.

Being that this is a transitional living program as opposed to an emergency shelter there are cost to being a part of our program. They are as followed...

### **HOUSE AIDE**

HA'S's are over the houses, they oversee everything that goes on in the houses, they do the cooking, light cleaning, chore list, bed checks, etc. You talk to HA'S about any issues you have in the homes or the program. **(HA'S DO NOT PASS MEDICATION)**

HA'S Volunteers for us, in exchange to stay with BSW program, you cannot work anywhere else or have a income if you are a H.A. If you get a job, you must let us know as soon as you know, so that, If you get SSI Social Security, you can pay a certain amount, and volunteer also.

we can make up a payment plan for you and you will no longer be an HA's but you can pay and stay in the program.

*Rules and Regulations are subject to change.*

## **Program Fees**

Fees are due on a weekly, bi-weekly, monthly basis and may be paid in cash or money order. Frequency of payment will be agreed upon prior to program entry. Residents are required to pay \$400.00 a month for a shared living space and \$500.00 a month for a personal room unless otherwise specified in your application/lease.

Residents in need of a short term placement can be pro-rated on a daily basis with a fee of \$20.00 per day (this arrangement is only made in emergency situations only)

You and your personal items will be checked upon arrival at BSW house. Also you will be required to pay an additional \$20.00 to cover household needs such as dish soap, toilet tissue, laundry soap etc. This applies to everyone in the house.

Program fees are due at the time you receive your income, (The 1<sup>st</sup> of the month the 3<sup>rd</sup> of the month, or when you get paid at your paying job. Rent is late after the 5<sup>th</sup> you will have to pay \$50 late fee each time that you are late.

If you are unable to pay this extra fee. You will be required to obtain items by other means either purchased by family member or from a place that donates such items. (Neighborhood churches, community agencies)

**There is No Refund Once You Move in Building Strong Women Houses.**

You must provide picture I.D. Food Card, Proof of income Bank Statement, Social Security Statement, showing that you do or do not receive benefits. All or any income must be provided before you can be a part of our program.

We may ask that you take a picture before you enter our program.

This is not a Landlord and Tenant contract or program! Signing this packet means if any rules are broken, example:

- Program fees are not paid on time,
- Disrespect of staff or other residents,
- Drugs or Alcohol etc
- Fighting
- Stealing

You must leave program immediately or police will be call. We can and we will evict you if you owe us money or if we have a problem when we ask that you leave the program because of behavior problems or being disrespectful to staff, other roommates, neighbors or other residents.

**“YOU DO NOT WANT AN EVICTION IN YOUR NAME!” (WE WILL EVICTYOU!)**

**This is a non-profit organization all fees collected are applied to cover your cost of living and provide a comfortable living environment we are not paid. (Pays for maintenance on houses)**

- Utilities are included in program fees (Water, Heat, and Electric).
- Cable TV, Landline phone, T.V. in room WIFI Rooms (Optional)  
Common areas are fully furnished, we also try to provide access to washer dryer, (laundry room) however this is not guaranteed at all times.

Also for those who are in need we do our best to provide hygiene products,

- Clean towels
- fresh linen.

We also provide clothes and other basic needs when we have them available.

**(Availability is based on what is donated.)**

## **Wake Up Times**

Daily: 9 am (7am if you're having breakfast)

You are to be up and dressed by no later than 9:30 am, No exceptions failure to follow may result in a formal write up.

- 3write up of any kind in a year times will result into a move out immediately **no exceptions to the rule.**

## **Curfew Hours:**

**9:59pm doors lock at 10pm (with exception for work)**

We encourage community activity, not to mention mandatory participation in program requirements. This will vary depending on particular case assessment of the individual's needs. However you must abide by curfew requirements.

Late arrival without phone call or unauthorized overnight stay will result in a formal write up no exceptions.

- 3write up of any kind in a year times will result into a move out immediately **no exceptions to the rule**

## **Quiet Hours**

Every day On or before the hours of 12:00 A.M. and 7:00 A.M. residents are required to go to their own room for the remainder of the night. After 12:00 A.M. All televisions must be off, radio & phone conversations to be kept to a minimum and at a low volume during quiet hours.

## **Overnight rules**

For the first 30 days of this program you will not be allowed to go on overnight visits. Those privileges will begin after the 30 day. Once a resident has achieved 30 days with no positive drug test, follow all rules etc. and otherwise approved.

- You may be required to take a drug test upon your return to B.S.W. location.

*(Residents move forward on the level system by completing chores, weekly goals and having appropriate behavior)*

## **Dress Code**

You must be up and fully dressed when you are outside your room at all times. Your clothing must be appropriate and non-suggestive. We ask that you present yourselves respectfully. So no short shorts, mini skirts, belly shirts, mid drifts etc. You must be wearing some type of bra in the shared common areas of the house or leaving from the property.

We ask that you do not wear clothing with obscene or offensive gestures, graphics or wording.

## **Tours**

Please be aware that any given time we may have tours of BSW. So it is important that the houses are kept clean and appropriately maintained because you never know who may stop by. If a house fails to be in appropriate condition in the event of a tour or a drop by inspection, everyone in the house will be asked to spend the following Saturday cleaning up the premises. This is mandatory anyone who refuses to participate in this cleaning activity will be written up.

- 3 write up of any kind in a year times will result into a move out immediately **no exceptions to the rule**
- **We do not want Bed bugs, Roaches, Any insects of any kind.**

## **Chores**

Chores are assigned to each resident, unless otherwise told. The purpose is to keep our shared living area clean and neat for all who live in and visit our building. Residents are expected to do their chores and initial the list to verify that the chore is complete. The House Aide on duty inspects chores and notes if there was a failure to complete a chore. After you have received 3 incomplete chores within a month you are non-compliance and maybe terminated from the program.

- 3 write up of any kind in a year times will result into a move out immediately **no exceptions to the rule**

## **Food and Kitchen**

Residents are expected to clean up in the kitchen after themselves. Also a requirement of this program is that you contribute to the groceries as residents eat. In order to save on consumers and keep the kitchen clean. Meals are prepared each day. One breakfast, one lunch, and one dinner will be cooked daily. With a snack following each meal.

- **YOU ARE NOT ALLOW IN KITCHEN WHEN NOT EATING**

## **Meal Times:**

***Breakfast 8:00 A.M. - 9 A.M. Lunch: 12:00 P.M.-1 P.M Dinner 5 P.M. – 6 P.M.***

Personal food should be stored in a plastic tote with a top in resident room or cabinet in the kitchen or the deep freezer with a name and a date on it. You must put your name on any foods you put in the house. The kitchen chores are to be completed no later than 7:00 P.M. after this time the kitchen will be closed. (Kitchen must be clean at all times)

**Room Care** – You are responsible for cleaning your room to meet a reasonable standard for safety, health, and pest control.

- Plastic must be on beds at all times
- Your bed must be made every morning before you leave the house.
- The linen need to be change every week
- Comforters must be change every month

Floors need to be sweep or vacuumed at least once a week or as needed. General cleaning also needs to be done once a week. Windows, dusting, base boards etc. Please keep your things tidy and neat. Clothes and all other personal items must be kept in their proper places. For example all dirty clothes must be kept in a bin or hamper until laundry day.

Do not paste, tape, tack or nail anything to the walls. Space heaters, candles, and incense are not allowed in the bedroom. Please make sure all appliances are turned off/ unplugged and put in their proper place before leaving the room.

The residential advisor will be inspecting the overall cleanliness of your room if your room does in fail visual inspection you will receive a verbal warning. If this issue continues a formal write up will be filed.

To ensure a safe and healthy environment a staff person will do room checks at random. **B.S.W. reserves the right to search personal property to ensure the overall safety and wellness of all program participants.**



## **Bathroom**

Please be courteous of others and not hold up the bathroom areas. Do not spend more than 10 minutes in the shower. Make sure to pick up all your personal belongings and take them back to your room when you are done. This includes but is not limited to

- Shampoo,
- conditioner,
- hair brushes, and supplies,
- toothbrush etc.

Make sure to wash out the tub and sinks when you're done using them. Do not leave hair/ weave on the sinks, floors, or counter tops.

**B.S.W. is not liable for lost, damaged or stolen property so please keep up with your belongings.**

## **Laundry**

When there is a washing machine or dryer available Laundry must be done with your bi-weekly. A single woman is allowed two loads. A woman with a child or children is allowed three loads.

**Option may or may not be available depending on the number of women residing in the residence at the time.**

You will be assigned a laundry day.

If you need to iron, there is an ironing board and iron in the laundry room. All ironing must be done in the laundry room. Iron and board must be put back in its proper place when you are finished.

## **Room Keys and Lockout**

Residents are not issued a front door key. A residential advisor will be around to let you in the house if you are locked out. You may have a lock on your room door to protect your personal belongs and privacy. If you do choose to put a lock on your door you must provide the R.A. a copy and if you share a room your roommate must also be provided a copy.

This will be at your own expense including all extra copies

**Mail-** Please pick up your mail in the Residential Advisor office, and check mail on a daily basis as there may be important information or messages from staff.

**Vehicles** – Residents vehicles that will be utilizing space on the BSW parking lot must have valid proof of insurance, registration, valid driver's license to operate that vehicle. Copies of the valid proofs will need to be turned in upon arrival of program or vehicle purchase.

## **Medication**

- Any prescribed medication, vitamins, or over the counter medicine need to be lock up in your personal lock box.
- Documented on your medication log sheet.
- Give Us a copy of Med sheets
- Health Care Requirements- Your overall health is important to us.

## **Health and Overall Care**

Residents in need of physical or mental health care will be given information on local resources that can assist with medical needs.

Residents will be required to take medication as prescribed by their physician and follow through with any further instructions given by their physician and follow through with any further instructions given by their

physician. Failure to follow through with physician's orders or take medication as prescribed may be cause for termination from the program  
Smoking – BSW is a non-smoking facility. Smoking is allowed only outside in a designated area

### **Telephones** –

- A house phone is available for local, 1-800 numbers and long distance.
- Please limit calls during BSW hours to 10 minutes in length to permit incoming calls regarding employment, etc. even if no one is visibly waiting.

**Visitors** – No visitors are allowed on the residential floor under any circumstances. Visitors must be respectful of B.S.W. rules, and may not fraternize with other residents.

1. B.S.W. is a drug and alcohol free facility any guest visibly under the influence of either will be asked to leave immediately. No are absolutely no overnight visitors. We encourage that your visitors be immediate family or they need to be pre-approved prior to their arrival or they may be asked to leave.

### **Issues/Concerns**

If you have any issues please first take them up with your manager of house/ residential advisor. If you can't come to a solution with your R.A. or if the issue is with your R.A. then take the issue to another residential advisor. If you still are having the issue and no resolution can be came to. Then file a grievance form.

Grievance forms can be obtained from your R.A. They are to be returned to the office of B.S.W. not turned into the R.A. They can be mailed, emailed or dropped off in person.

If you have an emergency you make contact the office during business hours. Do not call the program director after hours with petty complains

or concerns or you will be written up. In the event of an emergency after hours have the R.A. make the call unless unavailable.