



NO STRUGGLE NO SUCCESS, INC. (NSNS)

Participant Code of Conduct, Policies and Procedures

At No Struggle No Success, Inc. (NSNS), we are committed to reducing and preventing violence and recidivism. We believe in the transformative power of support through trauma recovery and fostering a culture of accountability. Our dedication to doing what's right extends beyond mere observation; it is a personal and professional pledge to uphold integrity in every situation.

Our code of conduct is designed to mitigate risks while contributing to public safety and health. It serves as a beacon of ethical behavior and honesty for everyone involved with NSNS, guiding our community-based reentry initiatives. We guarantee that all program-related decisions are made impartially, without discrimination based on race, color, ethnicity, religion, sex, national origin, age, disability, pregnancy status, marital status, medical condition, veteran status, or any other legally protected characteristic. NSNS is committed to providing reasonable accommodations for those with known disabilities who request them, ensuring that all individuals are treated with the utmost dignity and respect.

Effective Communication

_____ Initial

Every participant is required to supply or establish an email address. NSNS will document essential contact details, including phone numbers, residential addresses, and employment information. Communications related to program services, resources, updates, events, and reports will be sent via text or email by NSNS. By participating, you consent to receive all forms of communication from your assigned mentor or an authorized NSNS team member.

NSNS has a zero-tolerance policy for physical violence or threats against any team member, visitor, or fellow participant. Should there be any perceived threats or concerns regarding workplace violence and safety, they must be promptly reported using the procedure outlined in the "Reporting Safety Concerns" section. _____ Initial

- Refrain from yelling or engaging in disrespectful behavior, including the use of profanity.
- Do not sell or promote any gang-related apparel, names, symbols, signs, or use coded language. Avoid maintaining relationships or engaging in conflicts related to gang activities at any time.
- The possession or use of illegal drugs, alcohol, or the misuse of legal substances is strictly prohibited.
- Individuals are not allowed to carry weapons, whether openly or concealed, on company premises or at company-sponsored events, unless specifically authorized as security personnel by the company.
- Take all acts of violence, threats, or perceived threats seriously. In cases of immediate danger, contact local law enforcement immediately by dialing 911 or another designated emergency number. Non-emergency threats should be reported to the Game Global, LLC Security Response Center at (443) 413-5885, or to NSNS leadership at (443) 202-3127.

Report any suspicion or instance of human rights abuses in our operations or related to any specific customer, investment activity, or the operations of our suppliers. NSNS Board of Directors: Shannon Bredell, sbredell@nostrugglenosuccess.org



Data Collection:

NSNS will ask for self-identification of race and ethnicity to understand the diversity of program services and benefits available to participants.

☐ Hispanic or Latino ☐ Not Hispanic or Latino

☐ White ☐ Black ☐ Asian ☐ American Indian/Alaskan Native ☐ Other Multi Racial

Other Identity

He ☐ She ☐ They ☐ Other ☐

Family Household Size (enter the # of persons)

Minor ☐ Student ☐ Elderly (ages 65 and older) ☐ Individuals with disabilities: ☐

Participant Name: _____ Date: _____

1:1 Conflict Incarcerated Person

_____ Initial

To effectively assist individuals reentering society, it is mandatory that all referrals include a Department of Correction (DOC) Summary, records of infractions, a list of adversaries, incident reports, and reports detailing both criminal and administrative misconduct within the Department of Public Safety and Correctional Services. This comprehensive documentation will ensure evaluations are conducted fairly and consistently, prioritizing everyone's safety. During the reentry process, NSNS will conduct interviews to explore the circumstances leading to incarceration, experiences during imprisonment, and any social development challenges faced within Department of Correction facilities. Admission to the program requires that the individual has not been involved in harassment or intimidation and has resolved conflicts in a reasonable and rational manner, committing to NSNS's policy of non-retaliation. Failure to meet these criteria may result in denial of entry into the program.

Attendance/Lateness

_____ Initial

Participants must engage in at least one service or encounter every 30 days to keep their program status active. Additionally, they are obliged to utilize mental healthcare services and participate in monthly Trigger Management sessions. Failure to attend these sessions without notifying the program, or habitual tardiness, could lead to reports of unsatisfactory progress or even result in being discharged from the program.

Verification of Participation

Updates on program progress or status are exclusively provided to the referring agency, legal representatives, or judicial community partners. Any other parties wishing to obtain this information must complete and sign an authorization form to release information. Once this form is received, letters will be issued within three business days. _____ Initial



Inclement Weather

- NSNS adheres to state and city school closure policies for Baltimore City and Baltimore County, including delays and closings.
- Participants should monitor NSNS social media accounts on Facebook and Instagram for updates and will also receive notifications from their assigned mentor.
- For program cancellations, contact the NSNS main office at 443-869-6997; the main voicemail will provide information on schedule changes.
- NSNS will coordinate new dates and times for any rescheduled workshops.

Release of Information

_____ Initial

Participant records and information in the NSNS Reentry Program are always kept secure and confidential. General Information: Confirmation of active program participation will be limited to a simple "Yes" or "No." Any further release of information will only be provided to parties who have signed an authorization form. Additionally, NSNS is required by mandate to report progress to the court. *See enclosed NSNS*

Authorization of Release Form

_____ *Please initial here if you wish to receive all newsletters, calendars, and communications from the organization.*

Email Address: _____

Commitment to Reentry Services

_____ Initial

Every employee and participant is entitled to treatment that upholds their dignity, respect, and courtesy. NSNS offers consistent training opportunities that facilitate ongoing personal and professional advancement. As outlined in your acceptance letter, the program requires a minimum commitment of 6 months for reentry services, applicable to beneficiaries of NSNS transitional/community housing or those in a home detention unit. NSNS is dedicated to employing relationship-focused, holistic, and strength-based approaches to aid your reintegration into the community. Furthermore, NSNS will act as your advocate with the Department of Parole and Probation and coordinate with community partners to ensure services and resources are effectively aligned with your needs. *See enclosed NSNS Commitment*

Agreement

Participant Service Agreement

No Struggle No Success, Inc. (NSNS) is dedicated to offering active participants comprehensive support that focuses on holistic approaches, nurturing relationships, and leveraging strengths through established reentry methods. NSNS commits to scheduling all events, workshops, classes, and meetings well in advance and providing timely updates on any logistical changes. The confidentiality of participant records is paramount, and information will only be shared with explicit written authorization or if required by a court order. Given our responsibility as mandated reporters, NSNS team members are



required to report any indications of child abuse or neglect. We promise to always treat participants with the utmost respect and uphold professional standards in all interactions. Engaging with our program means agreeing to our engagement policy, which includes essential mental health support and trigger management. Furthermore, participants are expected to abide by all guidelines and requirements established by the judicial system, the Maryland Parole Commission, and the Department of Parole and Probation. This includes the submission of various documents and reports such as employment contracts, work schedules, payroll details, summaries of income, results of urinalysis tests, and mental health evaluations. _____ (print participant's name) _____ date

Participants Rights and Responsibilities

All participants within NSNS will have the following rights and responsibilities. _____ Initial _____ Date

- Share the latest updates on any challenges, housing situations, or achievements.
- Expect your belief systems to be respected without any disruption to your services.
- Learn how to report any suspicious activities, voice grievances, and suggest changes to the programs.
- Your records will be kept secure, safe, and confidential, with information disclosed only to courts or legal entities upon signed authorization.
- Receive a comprehensive overview of the organization's goals, mission, core values, services, and both internal and external resources available to you.
- Get prompt replies to your program inquiries from the relevant team members.

Income Verification

I _____ by signing this, I consent to provide documentation including payroll details, work schedules, medical insurance information, marital status, child support or custody arrangements, housing leases, shelter verification, and other records essential to NSNS assistance. This extends to records from the Department of Human Services, Social Security Administration, and connections to emergency support services within the community, making me eligible for various benefits and external resources. Additionally, this encompasses the submission of progress reports to the Department of Parole and Probation.

Photo, Videography and Social Media Release

I hereby give permission to No Struggle No Success, Inc, NSNS, LLC, and NSNS Reentry Palliative Outpatient Care to use my image in photographs, videos, or other digital formats in their publications, including those on the internet, without any form of compensation. I understand that all such photographs will become the property of No Struggle No Success, Inc and will not be returned. I authorize NSNS to modify, reproduce, display, publish, or distribute these images for lawful purposes. I also waive any right to review or approve the final product that includes my image, as well as any right to royalties or other payments arising from the use of the image. I release and discharge No Struggle No Success, Inc. from all claims, demands, and causes of action that I, my heirs, representatives, attorneys, executors, or any other parties acting on my behalf or on behalf of my estate may have now or in the future related to this consent.

I have READ AND UNDERSTAND THE ABOVE PHOTO RELEASE. I AFFIRM THAT I AM AT LEAST AGE 18 YEARS OF AGE AND OLDER. If I am under age 18 as a minor, NSNS will seek



permission from guardian/parents' consent as evidence by their signatures below.

Print Name: _____ Date: _____

Signature: _____

If under 18, Parent/Legal Guardian: _____ Date: _____

Grievance Policy Agreement

Every participant in the No Struggle No Success, Inc program will receive information during orientation and in the year-end reporting session about how to provide feedback or lodge complaints. Participants have the option to report any instances of misconduct or discuss their difficulties with the program either in writing or verbally at any time.

NSNS will document any incidents, and if necessary, organize an intervention meeting or mediation to address all raised issues and concerns. For participants below 18 years of age, guardians will be informed, along with the referral agency (such as Baltimore City Schools or the Department of Juvenile Justice), about the grievance procedure.

- The grievance will be thoroughly reviewed, considering the involvement of any team members as needed and following authorized protocols for complaint resolution.
- Service provision will continue without disruption, and the complaint will not affect the quality of care provided, except in cases posing a threat to oneself, others, or public safety. In such instances, the participant's assigned agent will be informed for safety reasons, and emergency services may be contacted.
- The Director of Operations and Program Manager will address the complaint within 5 business days.
- Should the issue remain unresolved, it will be escalated to the President of NSNS, with every effort made to settle the matter in accordance with NSNS's established procedures and protocols.
- Any complaints that are not resolved will be escalated directly to the NSNS Board of Directors; the point of contact being Chair Shannon Breddell, who can be reached at sbreddell@nostrugglenosuccess.org.

Name of Participant

Signature of Participant

Date (xx/xx/xxxx)

Safety in the Building and Community Events

NSNS is committed to providing and sustaining a programming environment that is not only free from unreasonable hazards but also complies with all applicable health and safety laws, regulations, and standards, including measures for infection control. To ensure this:

- NSNS will supply appropriate safety equipment to prevent workplace violence, accidental injuries, and exposure to hazardous materials at all costs.
- NSNS has a zero-tolerance policy towards violence, aiming to maintain a workplace devoid of any form of violence. This encompasses acts or threats of physical violence, harassment, intimidation,



or any other threatening or disruptive behaviors. Weapons are strictly always prohibited on the premises.

- NSNS upholds a drug-free policy, strictly adhering to controlled substance guidelines and prohibiting the illegal distribution of medications, controlled substances, or street drugs.
- Any form of property destruction, bullying, or retaliation among participants or team members is not permitted within No Struggle No Success, Inc.



- Sexual harassment, whether verbal, written, or physical (including unwelcome touching or telecommunications with sexual intentions), is strictly always prohibited.

_____Name: _____Signature _____Date

Inappropriate Relationships

Romantic or sexual relationships between NSNS program participants and team members, including contractors, are strictly prohibited, especially in situations where one party holds influence or control over the other's program conditions. This ban also extends to inappropriate conduct through photos, text messages, body language, emails, and social media interactions. Even consensual relationships of this nature can lead to conflicts or complications within the organization and are subject to a zero-tolerance policy, resulting in immediate termination. Participants who violate these rules may face discharge from the program.

By signing this section, you acknowledge your understanding and agreement to this policy. You confirm that you have received and agree to adhere to the policy guidelines as a condition for your acceptance and continued involvement in the NSNS program. Your signature also signifies your recognition of the importance and seriousness of adhering to this policy.

_____Name: _____Signature _____Date