



## **Operating Standards for Selah Place of Oregon County, Inc.**

### **Policies and Procedures Handbook**

**Hotline Phone (for emergencies only):**

**833-623-1899**

**Business Phone (non-emergency number):**

**417-821-1080\***

*\*If the caller does not ask for you using your code name we will not disclose you are here.*

**Address to be used for business mail:**

**Selah Place of Oregon County, Inc.**

**2 Cemetery Lane**

**Thayer, MO 65791**

Welcome to Selah Place of Oregon County, Inc. The circumstances that bring you here are traumatic and painful. As advocates we understand that there are many emotions and fears that you are facing. Over your stay, we are here to provide a safe place, support and resources as you work to achieve your goals.

**Write-ups can be given for violations of guidelines. Four write-ups may result in immediate exit.**

## **Marijuana Policy:**

Although marijuana is legal in the state of Missouri, Selah Place of Oregon County, Inc. participants are prohibited from using, possessing, or selling marijuana, even if done so legally. The U.S. Controlled Substance Act classifies marijuana as an illegal drug. Any use, possession, cultivation, or sale of federally classified illegal drugs at this facility is a violation of the Drug-Free Workplace Act and is not permitted. This includes the shelter facilities, parking lots, and in any personal vehicle parked on the property. Selah Place of Oregon County, Inc. reserves the right to refuse services to anyone who violates the federal law and is found in possession, or under the influence of any federally controlled substance, including marijuana. Any violation of this policy will result in an automatic exit.

Every resident has the right to live in a healthy environment. Some women in our program struggle with chemical dependency issues. We are here to support them in their recovery. Therefore, alcohol, illegal drugs and/or drug paraphernalia are not permitted on the premises of the shelter. Staff will support recovering residents in a non-judgmental, respectful manner. Please let us know what kind of support you may need to maintain or reclaim your sobriety. **Celebrate Recovery** meetings are held at **Christian Activity Center** every Monday at 6:00 PM. Please notify staff if you would like to attend.

## **Security:**

- Each resident will be given a code at intake to enter the shelter and their bedroom (upon exit from shelter codes are deleted).
- For safety purposes and for the protection of residents and staff of Selah Place shelter, security cameras have been added throughout the premises with a live feed directly to the police station.
- The shelter's location and the identity and activities of all residents and staff are confidential.
- Those who enter Selah Place of Oregon County, Inc. before and after you, will need the same protection as you. The street address of the shelter must remain confidential. Do not give this information to anyone without prior approval from a director. This is extremely important! Violations of confidentiality are against the law.
- Selah Place of Oregon County, Inc. has an address listed on the first page that may be used when necessary for business mail such as legal aid, the courts, Division of Family Services, and housing agencies.
- You may leave the shelter when necessary. You must sign out and give the expected time of your return. If the time of return changes, notify the shelter and give a new time. This is for your safety.
- Curfew is 9:00 PM unless you are at work or church (unless approved by the director).
- Overnight passes are available when needed; however, multiple nights away from the shelter will result in automatic exit if not approved by a director in advance.
- If you are out of the shelter after 9:00 PM and have not notified staff of an emergency delay you will be written up.
- Selah Place of Oregon County, Inc. is not responsible for lost or stolen items.
- Stealing will result in prosecution and/or exit.
- No burning candles. Violation of this rule will result in an immediate exit.
- Everyone must stay off the stairs except in the event of a fire.
- Contacting the perpetrator while residing in the shelter will result in immediate dismissal. Exceptions: court-ordered visitation, medical emergencies, child visitation, and other situations with approval of the director. The perpetrator must never come to the facility or be told where the facility is located.

## Telephone Usage:

- Residents may not answer the staff's phone.
- Phone calls made from shelter phones are limited to ten minutes unless it is a business call (ex. legal aid, housing, DFS, etc.).
- Cell phones are prohibited during all meetings with staff, classes and groups
- Turn your cell phone to vibrate from 9:00 PM until 7:00 AM so that other residents are not disturbed.
- If you are talking to a friend and/or family member please be mindful of your surroundings and take it to a private area (example: picnic table, room, or another area of the yard).

## Smoking:

- Smoking and vaping are a privilege.
- You may smoke or vape anywhere **outside** as long as butts are properly disposed of in an ashtray and the ashtray is returned to the table.
- Take beverage containers and personal items in the house with you, empty ashtrays periodically, and keep the table neat and clean.
- Do not ask the staff or other residents for cigarettes.
- Children under the age of 18 will not be permitted to smoke. **It's the law!**

## Kitchen Regulations and Guidelines:

- Clean dish drainer once daily.
- Wash dishes as soon as you are done with them.
- Leftovers must be covered, dated and labeled.
- Don't dump grease down the sink – let it cool and dispose of it in the trash.
- Kitchen towels need to be washed separately and bleached for sanitation purposes.
- No children playing in the kitchen during meal preparation and cooking because of safety. Ask staff for assistance when needed.
- Gloves are provided and must be worn when cooking.
- We are required by the health department to adhere to their guidelines.

## Community Living:

- Sock feet only on furniture.
- Keep all food and beverages in the kitchen or outside.
- Stay out of other people's rooms and empty rooms.
- All adults must be in their rooms and quiet by 11:00 PM.
- Please do not wear pajamas outside of your room.
- Treat all Selah Place properties with respect. You will be personally responsible for damages resulting from willful or careless activities by you or your children.
- If you have complaints against a staff person, please fill out a complaint form, seal it in an envelope and turn it in to the office. These will be given to a director. Please see Selah Place Grievance Procedure on the last page of this handbook.
- Physical, verbal, violent or any hostile behavior between residents will not be tolerated. Name-calling, yelling, threats, throwing objects, and harassment are all considered violent.
- Staff may enter your room and conduct room checks periodically with no prior notification
- No tattling or nitpicking against other residents; you are all here to have a safe place to live. Respect one another.

- Keep good grooming and personal habits, and bathe daily. Clean the shower after each use and return personal items to your room. You are responsible to launder any towels you have used as they are not house laundry.
- Launder clothing, towels and bedding weekly.
- Chore list will be posted daily; mark the chores you have completed each day and take it to a staff member for their signature.
- Report anything broken to staff immediately where it can be fixed.
- Do not enter offices without knocking and being invited in by staff.
- Television must be off between 11:00 PM and 6:00 AM. Any movies watched in the shelter must be PG13 or below rating.
- You are responsible for the cleanliness and order of your person, possessions, and children in your room and throughout the house.
- The shelter will lock down at 10:00 PM.

### **Residents with Children:**

- A child is defined as anyone less than 18 years of age.
- Parents must accompany children under 12 at all times.
- Do not change diapers in common areas. Diapers are to be put in a diaper pail and the diaper pail needs to be emptied daily. No diapers are to be thrown in the trash in the resident's room.
- No jumping or standing on furniture.
- A parent or guardian must accompany children 12 years and under at the bus stop. It is your responsibility to get children up for school and on the bus on time.
- Children 5 and under may not be in the restroom by themselves.
- Parents are responsible for cleaning and disinfecting after children use the restroom. Children under 12 are not allowed to use disinfectant spray.
- Children may be absent from school for 2 days if you feel they need it to adjust to their new surroundings. After 2 days children must be enrolled in school.
- Children under 12 are not allowed to get items from the refrigerator. If a child takes another resident's food item and the name has been written on it, the parent is responsible for replacing the item.
- Children are not allowed to play on stairs inside or outside. No items are to be left on the stairs.
- Abuse or violence will not be allowed among children, including brothers and sisters.
- Staff and volunteers may not babysit, unless approved by a director.
- Children may not under any circumstances, stay at the shelter unattended unless approved by a director.
- Disciplining your child is your responsibility, but as a parent you will be held responsible for your child's behavior. We strongly encourage you to use positive reinforcement and non-violent methods of discipline. If you are having difficulty with your child's behavior it can be addressed during parenting classes or you may speak with your case manager.
- Parents are responsible to make sure toys are put away when not in use, before bed, and before leaving the shelter for an outing.
- Bedtime for children is parental choice, however, quiet time begins at 9:00 PM and all children under 15 must be in their room.
- When using your cell phone, make sure you are still supervising your children.

### **Parenting Plan:**

A parenting plan may be implemented by the case manager or directors when parents are struggling with parenting concepts or refuse to adhere to policies concerning the supervision and care of their child(ren). Parents will be put on a weekly probationary period at that time and encouraged to implement the plan when dealing with children. All staff will receive a copy of the plan that is in place and will be instructed to offer support and guidance to the parent as needed.

## **Residents' Chores:**

- Dusting kitchen and living room every other day.
- Vacuuming area rugs every other day.
- Cleaning out the refrigerator once weekly on Sunday.
- Cleaning bathroom 1.
- Cleaning bathroom 2.
- Straighten living room every day.
- Sweep/mop kitchen every day.
- Sweep/mop living room every other day.
- Empty trash every day.
- Empty diaper pail every day.

## **Life Skills Classes:**

Selah Place Outreach staff provided classes on various topics (budgeting, parenting, etc.) to help you succeed. For shelter residents these classes are **mandatory**. We will make every effort to ensure classes are provided at times that do not conflict with your work schedule, and transportation will be provided. Failure to participate in classes will result in a written warning. Three written warnings will be cause for removal from the shelter.

## **Preparing for Exit:**

- We ask that you give us 24 hours' notice before exiting.
- The room must be cleaned and disinfected for the next resident.
- Return all linens, towels, padlocks, washcloths, and laundry basket to staff.
- All personal belongings must be taken with you at the exit unless prior arrangements have been made with the director.
- Arrange a time to complete exit papers.
- You may return to the shelter, if necessary, but do not observe or visit residents.
- We will only hold property that is left for two weeks before disposing of it.

## **Transportation Policy:**

Transportation to and from appointments is ultimately your responsibility. If you need transportation assistance, tell your case manager in advance when the appointment is, the address of where it is, and what it is for. Once the case manager has all relevant information, it will need to be approved by the executive director. If you need to go grocery shopping, to the thrift store, etc. let your case manager know.

## **Non-Emergency Medical Transportation:**

1-866-269-5435

You will be asked:

1. Your Medicaid number
2. Address of appointment
3. Phone number of clinic
4. Kind of doctor
5. Your address and phone number
6. Date and time of your appointment

## Acknowledgement

### Initialing beside each statement confirms that I agree to abide by it and that it is true and correct.

\_\_\_\_\_ I understand that the location, residents, staff, and activities of Selah Place are confidential, and I will not divulge them to anyone during or after my stay.

\_\_\_\_\_ I voluntarily contacted Selah Place for services and agree to hold them harmless from liability for any acts performed on behalf of myself or my dependents.

\_\_\_\_\_ I understand that the length of my stay here is **not to exceed 90 days**, and is dependent upon several factors including following shelter rules, treatment of staff and other residents, and my active participation in working the steps outlined in my case management program. I understand that the ultimate responsibility for locating housing is mine.

\_\_\_\_\_ I give Selah Place staff permission to search all personal belongings I bring into the shelter for alcohol, drugs, and/or weapons. I also give them permission to search my belongings if it is determined by staff that something of value is missing.

\_\_\_\_\_ I give Selah Place staff permission to check and treat myself and my dependents for head lice upon entry.

\_\_\_\_\_ I have received the *Selah Place Resident's Policies and Procedures Handbook*. This handbook contains important information including rules/guidelines, laundry schedule, chore list, etc. It is my responsibility to read and be familiar with the information. (If you have any questions or need a staff member to read it to you, do not hesitate to ask).

\_\_\_\_\_ I agree to abide by the rules and guidelines set forth in the *Selah Place Resident's Policies and Procedures Handbook*.

\_\_\_\_\_ I give Selah Place staff permission to do weekly room checks.

\_\_\_\_\_ I agree to abstain from alcohol and/or illegal drug use while residing at the shelter.

\_\_\_\_\_ I agree to seek help from staff if I feel the urge to inflict any harm on myself or others. I give Selah Place staff permission to call a mental health professional and release any needed information.

\_\_\_\_\_ I agree that Selah Place staff can release information as required by law, in the event of a medical emergency, for program audits/evaluations, and/or with my consent.

\_\_\_\_\_ I have been told the location of all exits and fire extinguishers. It is Selah Place staff's responsibility to call the fire department. I understand that in the event of a fire everyone is to exit the shelter and meet in the parking area behind the center.

\_\_\_\_\_ I have received a pamphlet describing the Crime Victims' Compensation fund process and the phone number to contact them.

\_\_\_\_\_ I understand that failure to abide by the guidelines of Selah Place can result in dismissal.

### Parents Only

\_\_\_\_\_ I agree to allow Selah Place staff to take my child(ren) to doctor/emergency room if necessary.

\_\_\_\_\_ It is Selah Place of Oregon County, Inc.'s policy to report suspected child abuse or neglect.

\_\_\_\_\_ I understand that if I am unable to be responsible for my children and no one is assigned to take responsibility on a release of information form, or if the person assigned refuses responsibility, Division of Family Services will be contacted for emergency housing for my child(ren).

**Participant Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Staff Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## **Resident Grievance Procedure:**

A resident who wants to file a grievance concerning the operations of this shelter, including but not limited to their goals, discharge and/or change in status, will be able to file a grievance as outlined below without being subjected to any retaliation.

A resident who has a grievance must first meet to discuss the grievance with their advocate. If no resolution is achieved to the resident's satisfaction, then the resident needs to meet with the Shelter Manager. If resident is still not satisfied, the next step is for the resident to make an appointment with the Executive Director.

If, when meeting, the Executive Director and resident achieve resolution, no further action is necessary by either party. If no resolution is reached, the resident will be required to submit a letter with a detailed description of the grievance and actions taken subsequent to it and request an appointment with the President of the Board of Directors or their Designee. The Board Designee will meet with the resident and their advocate (if one has been requested) and the Executive Director at the request of the Board Designee. If no resolution is reached during this meeting the resident may request a meeting with the full Board of Directors. Actions taken by the full Board of Directors are final and binding.

If changes are made to this process while you are a resident, you will be notified of those changes by this shelter.