

Remember, we all share the responsibility of making our "shelter community" comfortable and safe.

If you have questions or concerns about responsibilities of residents, staff or volunteers please speak with Survivors, Inc.. staff and/or volunteers.

Everyone has the right to live a life free from violence!

I have read and discussed these responsibilities with a staff person and/or volunteer.

I have been provided with a copy of Survivors, Inc.'s Child Discipline Policy.

I have been provided with a copy of Survivors, Inc.'s Child Abuse Reporting Procedure.

I have been provided with a copy of Survivors, Inc.'s "reasons for termination" Policy.

My questions have been answered to my satisfaction. I understand my role as a shelter guest at **Survivors, Inc..**

Signature of Resident

Date

Signature of Staff/Volunteer

Date

Survivors supports those who experience domestic violence or sexual assault and strives to create a world in which violence against women and children is unthinkable.

cc: Shelter Guest's File

Welcome to...



Survivors Inc.

We realize that this is a very difficult time for you and we will do everything that we can to work with you during your stay at our shelter. There will be someone available to talk to at all times. Please remember that any information you share with us is strictly confidential. This is a community of women and children seeking safety while responsibly living and working together.

AS PART OF YOUR SHELTER STAY YOU ARE ENCOURAGED BUT NOT REQUIRED TO ATTEND...

Individual counseling sessions, shelter meetings, support group meetings and educational programs. We have found that these activities assist shelter guests with setting and attaining your individual goals.

SHELTER MEETINGS - Shelter meetings are scheduled every week, (please see staff for specific times). This is an opportunity for us to discuss house responsibilities, plans for the day, any issues that arise, or any special announcements. Additional meetings will be scheduled as requested or needed.

INDIVIDUAL AND GROUP COUNSELING – Advocates/Staff from Survivors, Inc. are onsite and ready to assist you in developing your individual service plan that will act as a guide in addressing your individual needs. Group sessions will be posted.

SUPPORTIVE SERVICES – We are here to help identify available resources for you. Staff and volunteers have information on a variety of topics including legal advocacy, transportation, parenting, financial resources and information and referral.

STAFF AND VOLUNTEER AVAILABILITY - Sometimes it helps to talk with someone. Staff and volunteers are available to meet with you 24/7.

EXITING SHELTER. Please return all towels and linens and remove your personal items from your room. We ask that you schedule a final interview with staff and complete exit forms. Your feedback is very important to us!

We have only TWO overarching rules at Claudia House

- **No violence-** Any action or behavior that is abusive and/or willfully hurts, threatens or intimidates another will not be tolerated and will result in the loss of shelter or transitional housing services. Abusive behavior includes but is not limited to:
 - Yelling
 - Name calling
 - Threatening behavior, by word or deed
 - Discipline of children in a corporal (physical) manner
 - Possession of weapons on shelter property
- **No alcohol/drug use or possession on shelter property-** If you are observed using drugs and/or alcohol on shelter property or are in receipt of drugs and/or alcohol your stay with us will be immediately terminated.



IMPORTANT PHONE NUMBERS

ADAMS COUNTY HOUSING	334-1518
ADAMS TRANSPORTATION	337-1345
ADAMS/HANOVER COUNSELING	334-9111; 632-4900
AIDS COMMUNITY ALLIANCE	1-800-867-1550
AMERICAN RED CROSS	334-1814
ASSISTANCE OFFICE	334-6241
CHILD ABUSE HOTLINE	1-800-932-0313
CHILDREN & YOUTH	337-0110 after hours 911
COUNTY CONTROL	334-8101; 677-8101; 624-8101
CRISIS INTERVENTION	334-0468 after hours 334-2121
DOMESTIC RELATIONS	337-9804
FAMILY PLANNING/HEALTH CENTER	334-9275
GETTYSBURG HOSPITAL	334-2121
GETTYSBURG POLICE	334-1168
HEAD START	337-1337
HOMELESS SHELTER	337-2474; 337-2413
LEGAL SERVICES	334-7623
L.I.U. (Migrant Vo-tech Ctr.)	337-3388
L.I.U. (Migrant Child Development)	334-0006
MENTAL HEALTH/RETARDATION	1-800-632-7568
NOVIS	339-0222
OFFICE OF AGING	334-9296
PEACE	337-0044
PLANNED PARENTHOOD	334-9275
PROBATION & PAROLE	337-9801
PUBLIC DEFENDER	337-9842
RESCUE MISSION	334-7502
SALVATION ARMY	334-8189
SCCAP	334-7634
SHERIFF	337-9828
STATE HEALTH CENTER	334-2112
STATE POLICE	334-8111
SURVIVORS HOTLINE/EMERGENCY #	334-9777; 1-800-787-8106
SURVIVORS SHELTER PHONE	334-0789
SURVIVORS ADMIN. OFFICE	334-0589
VICTIM WITNESS SERVICES	337-9844
WOMEN'S INFANTS CHILDREN	334-7634

Additional Numbers:

A FEW MORE IMPORTANT ITEMS – Guidelines to co-existence!

SAFETY COUNTS! For this reason, it is important that you let staff know your whereabouts (and that of your children), a phone number in which you can be reached and your anticipated time of return when you leave the shelter. You will be shown the procedure when you arrive at the shelter and settle in.

NOTE: If you are 90 minutes to 2 hours late and we have not heard from you we will call the number you have left and ask for you. If 2 more hours pass and we still have not heard from you, we will call your emergency contact. After that, based on the information you provided in your assessment of batterer-generated risk, we may call the police and report you as a missing person.

In the interest of safety, we ask that only staff and volunteers open the doors of the shelter to those seeking entrance, and that only adults answer the phone.

HOUSEKEEPING - Please help us keep our shelter tidy. This includes all common areas such as your dining room, kitchen, playroom, living room, hallways, stairways and bathrooms. Cleaning these areas after personal use is everyone's responsibility. We recognize that your bedroom is your space, but we never know when we may have to ask you to share your room with another shelter guest (and often other guests arrive with little or no advance notice). You can help us make our shelter a welcoming place!

LAUNDRY FACILITIES AND SUPPLIES- are provided for your convenience. Please be considerate of others by not leaving your laundry in the washer or dryer.

YOUR STAY AT SURVIVORS, INC. - Emergency shelter stay is time-limited, meaning up to 30 days within a six-month period. It is our goal to provide you with as many options/tools as possible to move

onto a violence free life. The Transitional Living Program gives guests the opportunity to work toward self sufficiency in a safe and supportive location. For more information please see the Transitional section in this booklet, or a member of Survivors, Inc.

SUPERVISION OF CHILDREN - Mothers are responsible for their children at all times, including overnight. For your child's safety we ask that residents supervise their children both inside and outside of the shelter. On a limited basis, childcare may be shared by guests at the shelter. To share childcare, guests will need to fill out a babysitting form and have it witnessed and copied by staff. Staff cannot assume parental responsibility for guest's children.

QUIET TIMES- After 9pm until 8am on weekdays we ask that all equipment, conversations, etc. be kept to low levels. At any time though, consideration for others is paramount for a peaceful co-existence!

NIGHTS OUT/CURFEWS- There are no curfews, etc. However, we ask that you follow your safety planning procedure and ensure that staff knows your location, intended time of return, and has a valid contact number. Any resident who is out overnight for 5 consecutive days in any 30 day period will be re-assessed for need of shelter services.

MESSAGES & MAIL - Please check the Resident Message Board in the shelter - staff will show you where this is located. Your mail will be placed in the mailboxes (numbered after your room numbers) in the first floor staff room of the shelter. Please check with a staff member or volunteer on duty to see if you have mail.

RESOURCE ROOM AND CONFERENCE ROOM- There are a resource room and conference room available for your use in the shelter. Internet access is also available. Please see staff for details.

SHELTER LOCATION - To help ensure safety for shelter guests and staff please do not disclose the location of Survivors, Inc. shelter. If you need to meet with someone, Survivors, Inc. staff and/or volunteers will work with you to identify a neutral location in accordance with your safety plan. Please do not bring anyone to the shelter, or have someone drop you off at the shelter. Safety first!

SAFETY PLAN - We suggest that you stay within the shelter to help ensure your safety. For those of you who must leave, we ask that you advise staff when you leave and your anticipated time of return. We will follow your individual safety plan.

PHONE CALLS - Local calls may be made from the shelter guest's phone located in the dining room. Long distance calls that are related to the guest's service plan can be made with the assistance of shelter staff. Survivors, Inc. staff will provide phone cards (when they are available) for other long-distance calls. No collect calls can be accepted to the resident phone, and we ask that you not give your abuser the shelter phone number. Please answer the phone with 'hello' and under NO circumstances give out any information about anyone at the shelter, including confirming whether the person is there or not. For safety's sake, it is best that children do not answer the phone. To be considerate of other guests, if someone is waiting for the phone please limit your call to no more than 10 minutes.

VIOLENCE-FREE ZONE - Abusive behaviors are not acceptable at Survivors, Inc. This includes - but is not limited to - hitting, grabbing, and physical discipline of children, pushing, shoving, yelling, name-calling, threatening or intimidating behavior. Any action or behavior that willfully hurts or threatens to hurt others will not be tolerated and may result in loss of shelter services.

PARENTING - Parenting can be a real challenge! Survivors, Inc. staff and volunteers are available to help work through parenting concerns and introduce you to alternative, non-violent forms of discipline.

WEAPONS - No weapons are permitted at Survivors, Inc. All weapons must be stored off-site. We can help to arrange for safe storage for any weapon that you may have in your possession until you either exit the shelter or independently make other arrangements for their safekeeping. Also in the spirit of safety and non-violence, no toy weapons are permitted on shelter property.

FOOD AND BEVERAGES – We ask that food and beverages be kept in the kitchen, dining and living room areas. Food is available 24/7, and staff will be happy to secure items in the pantry that may not be stocked in the kitchen at the moment. Please notify staff of any special requests or dietary needs you may have. You may purchase your own food, and label and store it accordingly. Please respect others by not using/eating their labeled food, and ensuring children avoid using someone else’s food or beverages.

MEDICATIONS - All over-the counter medications are stored in a locked cabinet accessible by Survivors, Inc. staff and/or volunteers. They are available to you at all times upon request. Your individual prescription medication will be stored in a locked box in your closet, and you will be provided with the key.

DRUGS AND/OR ALCOHOL - Survivors, Inc. is a drug-free zone. We ask that you refrain from any use/abuse of drugs or alcohol while in shelter. We define the term drugs as: An illegal substance or prescription drugs used outside of their prescribed and intended use. If you present yourself to the shelter under the influence of drugs or alcohol, we will work with you to ensure you are physically safe.

SMOKE-FREE ENVIRONMENT – For the health and safety of others, there is a designated smoking area at Survivors, Inc. outside the kitchen area on the landing. Please place your cigarette butts in the receptacle provided.

PETS- No pets are allowed at the shelter. If you have a companion animal, please see an advocate to seek temporary respite or options for your pet. Service animals, such as Seeing Eye dogs, are permitted.

ILLNESS- Communal living can sometimes be a challenge, especially if you are ill. If you or your children are ill, we ask that the sick persons remain in their room so not to spread the illness through the house.

FIRE DRILLS- A fire drill is held once a month. You will hear a male voice saying, “Fire, leave immediately”. Staff will inform you of the protocol regarding fire drills. Please see the page in this booklet regarding evacuation procedure.

FORGET SOMETHING? Should you leave the Shelter without taking some of your personal belongings Survivors, Inc. will store them for one week. Please note that Survivors, Inc. is not responsible for lost or stolen articles. If you have something valuable, please ask staff to assist you in finding a secure spot for the item(s) safe-keeping.

AFTER YOU HAVE LEFT ... CONTINUING ADVOCACY- All of our services, including support groups, individual counseling, accompaniment, and advocacy, will continue to be available to shelter guests and clients accessing through community outreach who request services. We will make every effort to provide advocacy and referrals to other community service providers. We will request permission from you to make follow up contacts, always keeping in mind that safety for both you and our staff is paramount.

Once again, all of our services will continue to be available to shelter residents after they have left the shelter.

GRIEVANCE POLICY FOR THOSE ACCESSING SERVICES

Purpose:

All recipients of service will have the opportunity to appeal denial or reductions of any of our residential and/or non-residential services. All recipients of service will have an avenue to address matters of concern between service recipients.

Policy:

It is the policy of Survivors, Inc. to encourage resolution of any grievance at the lowest organizational level possible. All recipients of service, may request at any time, assistance from staff in resolving differences occurring among residents or other service recipients, or with other staff or volunteers.

Procedure:

A client having a grievance against another client is expected to resolve the problem through non-aggressive dialogue with the other client. If this fails, the client may request mediation with an advocate or the shelter coordinator.

If resolution is unattainable, a meeting with the parties, the advocate or shelter coordinator and Direct Service Supervisor may be requested by the service recipient.

A client having a problem with an advocate, the shelter coordinator, or a volunteer may request to meet with the Executive Director and all the involved parties.

A client who believes that she is being denied or having services reduced may appeal the decision of the Case Management team to the Department of Public Welfare and request a copy of form PW 1011. Assistance in completing the form will be provided.

REASONS FOR INVOLUNTARY TERMINATION

It is the mission of Survivors, Inc. to provide quality services to those people whose lives have been disrupted by domestic violence and/or sexual assault.

Clients may voluntarily terminate their services when they decide that their service goals have been met. They may reapply for future services at any time.

Clients who pose a threat to staff or other clients by actual or threatened assault will be discharged from our services, referred to another program for services, and may face prosecution.

Clients who repeatedly attend our programs in states of altered consciousness will be referred to appropriate intervention. Services may be suspended until the recommendations of the evaluator are followed.

Clients who are disruptive in a group setting will be suspended from the group and referred for individual counseling. They may return to the group when the advocate recommends return.

Clients in possession of concealed drugs, alcohol, and/or weapons during a Survivors program will be immediately discharged and referred to another agency.

Clients who believe they are unfairly denied services may exercise their right to Survivors' grievance policy.

PARENTING GUIDELINES

- Disciplining of children must be done non-violently. Education and information about non-violent forms of discipline can be discussed with a staff member or the children's advocate.
- For everyone's safety, children are not allowed to answer the door or the phone.
- Children must be attended by their mother at all times, including when they are outside. If a resident agrees to babysit for someone, she must fill out two babysitting forms. One form stays with the babysitter, and the other is submitted to staff. A staff person can provide you with these forms.
- Every effort must be made to have children back in school by the third day of their stay at the shelter.



Note- all staff and volunteers are mandated reporters- this means if they witness abuse as defined under CPS law, neglect, or evidence of abuse or neglect of a child- they are compelled by law to report it to the appropriate authority.

FIRE SAFETY

Fire Extinguishers. Fire extinguishers are located in various places in the House. Make yourself aware of where they are.

Evacuation Plans:

1. In every room in the House you will find the best escape route to use in case of fire. Familiarize yourself with this map and the following emergency procedures.
2. In the event the smoke detector activates, a monitoring service will notify the Fire Department.
3. The fire department prefers that all doors and windows be closed before leaving the building. However, do not jeopardize your safety by going back to close them if you forget.
4. Evacuate the building. DO NOT RUN but walk in an orderly manner. Use the predetermined primary exit route. If the primary exit route is blocked or not usable, look for an alternative route. After leaving building, DO NOT GO BACK INTO THE BUILDING FOR ANY REASON.
5. Meet the other residents of the building at the rear gate. Count heads to make sure all residents have evacuated the building. If anyone is missing; DO NOT GO BACK FOR THEM; notify the responding fire fighters and they will get them out.
6. REMEMBER, feel all doors before opening to see if they are hot.
7. REMEMBER, heat, and smoke rise, so keep low. The air at floor level is clearer and cooler.
8. If you are unable to exit from a room on the upper floors, bed clothing should be hung out of the window to alert firefighters.
9. We have a FIRE DRILL once a month. Be prepared to follow the above procedures for the fire drill.

TRANSITIONAL LIVING PROGRAM- Guests that are interested in Claudia House's Transitional Living Program will apply with the assistance of a counselor advocate, and will fill out an application. To be eligible, there must be:

- Space in the program
- A completed application which includes
 - Proof of income
 - A copy of the current service coordination plan
- A team meeting of the key shelter staff (as determined by the Supervisor of Direct Services and the shelter guest).

If the guest is accepted to the program, the next steps and expectations are for the shelter guest to:

1. Complete the Transitional Housing Agreement at the team meeting.
2. The assessed fee for residing in the Bridge House will be based on the following formula: Monthly net income x .30+ Assessment Fee (30% of family net income).
3. The assessed fee will be entered into the Transitional Housing agreement along with date of payment. The TANF Coordinator will keep on file a statement of the amount owed and will receive the fee from the resident at agreed upon intervals. Money received from Transitional Housing will be conveyed as soon as possible to the Fiscal Coordinator.
6. The Transitional Housing Program guest will meet at least monthly with an advocate in order to evaluate the resident's continuance in the program. Residents will produce proof of income monthly to the TANF Coordinator. Any staff member can copy the information and pass it along to the TANF Coordinator. Team meetings will occur each 90 days to

support the client in her work to regain self sufficiency and to extend her stay in 90 day increments up to one year.

7. If there are significant changes in income or the number of children residing with the resident, it is the resident's responsibility to submit a revised fee calculation.

All Transitional Program Guests are expected to adhere to the same rules as Emergency Guests.



Thank you for selecting Survivors, Inc.

We value your decision to allow us to be of service to you.

We look forward to assisting you!