



A Mission Outreach of The Anchor of Truth Church
114 N Avon Ave, Phillips, WI 54555 715-339-2487

Resident Handbook

“May His joyous grace and total well-being, flowing from our Father and the Lord Jesus Christ, rest upon you.”
Romans 1:1b Passion Translation

Location Information

296 N Lake Avenue, Phillips, WI
Mailing Address PO Box 207, Phillips WI 54555
nwlivinghope@yahoo.com

Contact: The Anchor of Truth Church
114 N Avon Avenue Phillips, WI 54555
715-339-2487
anchoroftruth@yahoo.com

Congratulations!

We are thankful that God has brought you to Northwoods Living Hope. It is our desire that you will find peace, hope and a transformed life here. We're strongly committed to your healing process, providing you with the tools necessary to empower you to be strong and successful in your healing. Our commitment to you includes prayer, love, support and a firm belief that God will meet you on this journey. He will be there to assist you along this road you have chosen to heal, giving you the freedom, you so deserve.

We have compiled this handbook to give you guidelines for living at Northwoods Living Hope. We encourage you to read it carefully and refer to it often. It's designed to answer your questions and make your stay here as effective and rewarding as possible. Please feel free to ask questions at any time.

We pray that God touches your heart in a special way during your stay here.

Mission Statement

Northwoods Living Hope is to support and strengthen the community by providing emergency safe shelter and supportive services. Bringing living hope to women and children from tragic events and abuse.

Services/Expectations

1. We offer safe shelter, biblical counseling, and life skill classes to bring healing from the inside to the outside; empowering you to know who you are in Christ. Daily devotions, classes, mentorship and church service will be provided and mandatory.
2. All residents will be guided individually with goals to fulfill their God designed purpose and support to walk out their faith along with a healthy lifestyle. Becoming a healthy, thriving member of society.
3. One laundry basket of clothes is allowed per guest. When a resident enters NWLH all personal belongs are searched. All other items must be approved before arrival.
4. All residents will have a **urinalysis** (UA) upon arrival. Residents will be asked how much monitoring they would like us to use – if there is a discrepancy in following rules then Northwoods Living Hope will discuss closer monitoring with the Resident/and or Resident may be asked to leave facility. See guidelines listed below.
5. Employment if able will be expected upon arrival or agreed to attain in a reasonable amount of time.
6. Each resident with income must put 10% of their take home pay into a savings account that will be monitored and pay up to 20% gross in a monthly stipend to Northwoods Living Hope.

GUIDELINES

For a harmonious community and for the safety and protection of all residents, staff and volunteers alike, we choose to embrace the following guidelines:

Rules for Your Safety: Any violation of the following guidelines is grounds for immediate dismissal.

1. **Drugs:** Bringing or using drugs or alcohol on property- This includes non-prescription medication without prior approval of shelter staff. This includes coming into the shelter drunk and disorderly or high on any form of drugs. Shelter staff may do a room check at any time in order to enforce this rule. You may be asked at any time to do a drug, nicotine or alcohol test.

2. **Violence:** Any act of violence by anyone in the shelter is prohibited. You are asked to treat all residents and staff with respect. No outburst of any violent nature either verbal or physical will be tolerated by anyone.

3. **Weapons:** Guns and knives are not allowed in any form on this property. This includes any play guns and weapons. You must turn in any gun or weapon upon arrival. All guns that are turned in may be checked for registration when applicable. All weapons turned over will be returned to you when you leave the shelter.

Need to Know

Please read this information thoroughly. Each case is evaluated and carefully considered on a case by case basis. In order to keep our environment safe and as enjoyable as possible for everyone, we all voluntarily choose to follow the guidelines. **If you decide to disregard this information that decision may result in, you choosing or being asked to leave Northwoods Living Hope.** Respect and dignity are shared here between residents, staff and volunteers at all times. This information does not constitute a contract which guarantees services.

Animals: We are a no animal facility— pet or service animal. We apologize if you have a service animal and can not stay at our facility.

Cameras: There are cameras around the outside of the building and in the public areas inside the building for safety and security.

Case management: Each resident will meet with the Facilitator and their Mentor on a weekly basis to receive case management.

Childcare: Residents need to find childcare for their children outside of Northwoods Living Hope. Residents may not do childcare for other resident's children without the approval of the Facilitator.

Church attendance: Church attendance is mandatory.

Complaining: The Bible says in Philippians 2:14-15, "Do all things without grumbling or arguing so that you may become blameless and pure children of God without fault, in a warped and crooked generation. Then you will shine among them like stars in the sky." We want to be women that shine like stars in pointing others to Jesus. Do not become a woman that is known for complaining.

Confidentiality: It's important to remember at all times that breaking another resident's confidentiality can jeopardize their safety as well as your own. Confidentiality covers many areas such as saying a resident's full name in front of other people or sharing information about another resident even if you don't use their name. Do not post pictures of other residents on Facebook. Mutual trust is essential in keeping everyone safe.

Conflict Resolution: Conflict may occur in our community. Many times, conflict can be resolved between the people involved without further intervention by Northwoods Living Hope staff. If this is not possible, see the Facilitator. If you are having conflict with another person you need to talk only to that person and not involve others in the conflict.

Curfew: Adults must be in Northwoods Living Hope by 10pm nightly unless other arrangements are made with the staff.

Dining Area: Food must be eaten in the dining area only. The only exception is baby bottles. During mealtimes you must sit with your children and take care of their needs. If a highchair is used, then you must clean it. Everyone needs to clean up any messes created while eating and dishes done every day.

Donations: Residents are not allowed to go through donations unless otherwise advised.

Dress Code: Proper clothing is required at all times. Boys wear shirts. Shorts and skirts must be modest in length. Women must wear bras underneath their clothing anytime when outside of their rooms. There should be no cleavage showing. There should be no inappropriate words on tee shirts. It is up to the discretion of staff to determine whether or not clothing is appropriate. All residents are required to be hygienically clean and brush their teeth every day. Hair must be neat and clean. Body piercing will be at the Facilitator's discretion.

Electronic Vehicles: We do not allow plugging in of EV's.

Employment: Residents must give a weekly schedule to the Facilitator of Northwoods Living Hope. Employment may not include working on Sunday mornings. Residents may not find employment at establishments that primarily serve alcohol unless approved by the Facilitator– this would include supper clubs. All residents are required to work if they are able.

Food: Each resident will purchase her own food, beyond the weekly allotment provided by NWLH. Each resident will have a shelf in the refrigerator, freezer and a shelf in the pantry to store her personal items. No one may use food purchased by someone else unless permission is given.

Gossip: Talking to one resident about another resident in a negative way is gossip and the Bible is very clear that we are not to gossip but to encourage our sisters in love. Do not even listen to gossip.

Hair Coloring/Perming: Hair coloring, tinting or perming is not allowed in our apartments. This must be done at a salon.

Hallways: These areas are to be kept neat, clean and free of any trash or personal items.

Household Chores: Every adult will be required to do household chores which will be assigned weekly and posted in the apartment.

Laundry: All resident laundry will be the responsibility of the resident to take to the laundromat.

Living Room: No personal items are to be left in the living room.

Mail: Facilitator will check the mailbox on a daily basis. Each resident's mail will be handed to them or slipped under the door to their room. All mail is to be sent to PO Box 207, Phillips, WI 54555. We do not accept mail at the building.

Medications: Prescription medication will be kept locked in the office.

Occult Activities: Northwoods Living Hope is a Christian facility. No one is allowed to participate in any occult activities. This includes possessing any occult or inappropriate material or paraphernalia. NWLH staff will decide which materials are considered inappropriate.

Parental Responsibilities: It is the responsibility of parents to know where their children are at all times and to supervise their behavior. Children under the age of 13 need to be with their parents at all times. Parents need to accompany children who are under the age of 6 to the bathrooms. Small children (6 and under) must be in bed by 8pm; older children (7 and above) should be in their room by 9pm.

All school age children must be enrolled in school within 3 days of entering Northwoods Living Hope. It is expected that children will attend school. If children miss school for any reason, the Facilitator must be notified immediately. It is the parent's responsibility to call the school before 8 am if the child is staying home sick. Illness is a fever, vomiting or diarrhea. **If children are sick, they need to be in their rooms with parental supervision.**

Parents are responsible for teaching their children respectful behavior. Behavior that is inappropriate includes running in the halls, using profanity, roughhousing, throwing objects, yelling, entering someone else's room and

disrespecting others. This list is not all-inclusive and may be added onto at any time. It is up to Northwoods Living Hope staff to determine whether or not behavior is acceptable.

Shelter staff are mandated as CPS reporters. Staff must call CPS if there are indications of abuse or neglect. **A resident raising her voice to yell at a child makes the environment unsafe for the child and for the community.** If a child needs to be corrected, the resident will speak to them in a normal voice. If this is not sufficient, the resident will take her child to her room to continue appropriate disciplinary action.

Rooms: Room checks will be conducted at random without notice. It is your responsibility to keep your room safe and clean.

- Turn off all lights, and radio (only Christian music) when not in use.
- Make beds.
- Empty wastebaskets. Dirty diapers must be in sealed plastic bags - tossed in the kitchen trash can.
- Keep floors clean.
- No space heaters in resident's rooms
- No vaporizers or dehumidifiers in resident's rooms
- No candles, candle warmers or plug-ins (Febreze or Glade air freshener sprays may be used).

No food or drinks (except water) are allowed in the bedrooms. **Bulletin boards are provided in each room- so you will not hang or attach anything to the walls, doors or furniture.** You will be held responsible for any damage caused by you or your children in your room or anywhere on NWLH property. When you exit the shelter if your room is not clean you may be charged a \$50 fee.

Sexual Conduct: The expectation is no sexual conduct (including kissing, hugging or touching in an intimate way) outside of marriage. We believe that God's Word is clear that all homosexual practices are sin. Therefore, we do not allow any activity or conversation that includes any connotation to homosexual activity. If this is an issue that needs to be discussed, you can **ONLY** discuss it with the Facilitator.

Security: Entry doors are locked at all times.

Sign In/Out: Every resident must sign out when leaving, giving a phone number of where they can be reached and an expected time to return.

Smoking: There is a No smoking policy at Northwoods Living Hope. This includes all decks, yard/parking lot and surrounding sidewalks.

Stipend: Each resident is required to save 10% and pay up to 20% of income on the first of each month.

Television/Electronic Devices: A Television is in the Classroom/Chapel on the first floor. NO Televisions are allowed in the apartments – including bedrooms. Radios are allowed in rooms, but the volume needs to be kept at a low level. Christian music only is to be listened to. If the radios can be heard in the hallway, they are too loud. All Computer/IPAD will be kept in the office and use will be monitored.

Transportation: Each resident provides their own transportation. Vehicles must be parked behind the building. Residents must provide proof of insurance and be registered in their name. EV plug ins not allowed – see Electronic Vehicles.

Videos: Since this is a family residence, only videos with a rating of G or PG may be on the property.

Visitors: Every visitor must be approved by the Facilitator. No men are allowed in the building. Visiting hours are to be approved and arranged ahead of time.

Other general guidelines: If you are too cold or too hot, let someone know. However, keep in mind that the temperature in various rooms will be different.

There will be no profanity allowed in the shelter or on the shelter grounds at any time.

You may not lend or borrow any money from another resident. You may not use another resident's Food share card.

*******Accidents, Injuries, Allegations/Altercations*******

All accidents or injuries must be reported within 24 hours of occurrence. An Accident Report form is to be filled out describing who was injured, what happened in as much detail, where accident happened, and when it took place. As for Allegations/Altercations – against staff or another resident is to be documented in writing within 30 days. Northwoods Living Hope is not held responsible for handling any charges after that time. Staff will review security cameras and involve authorities if needed, the residents do not make those calls.

Dismissal Policy

A resident could be dismissed from the program immediately for any of the following reasons:

- 1.Repeated violations of the guidelines and policies listed in this document.
- 2.Rebellion- We will not work with a person who is unwilling to be disciplined or follow staff directives.
- 3.If, in the opinion of a staff member a resident is not serious about recovery as evidenced by repetition or a combination of the following:
 - Not completing chores
 - Not participating in groups
 - Dishonesty
 - Any Cardinal Rule Violation
 - Use of alcohol or drugs in or out of the shelter
 - Physical violence to anyone
 - Theft or covering up a theft
 - Arguing with or disrespecting staff
 - Talking negatively about the program or staff
 - Racism in any form, including using race to manipulate others

Termination of Assistance Policy

As a resident of NWLH you are provided an opportunity to APPEAL YOUR TERMINATION PROCESS: Once terminated you must leave the property immediately and you have 24 hours to complete a written APPEAL OF TERMINATION and submit it back to the Board of Directors
Contact the Executive Director at 715-820-0388

1. Provide a written letter of appeal and return within 24 hours of termination. In the event you are terminated over a weekend you must contact the Executive Director by noon on Monday following the termination.
2. An Appeal Hearing will be held by the Board of Directors
3. On review the Executive Director will notify you of the decision reached by the Appeal Committee.