



A Christ-centered community for
rebuilding, renewing, and recovery

PARTICIPANT HANDBOOK

WELCOME

Whole Woman Residential
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Hickory, NC 28602
828-855-9055

Chloe Waldrop Community Center
112 2nd Ave. SE
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Welcome Letter

Welcome to our Whole Woman residential recovery program! We are thrilled to be able to link arms with you as you take this very important step towards re-discovering who God created you to be. You will never regret the decision to allow God to rewrite the story of your life; We are forever grateful for how He has transformed and redeemed our lives and we will be praying for you as you continue to increase your relationship with Christ and learn more about his unending love.

At Safe Harbor, we understand that recovery is a progression; one that takes lots of time, patience, understanding, and grace. We believe that the best approach to recovery is alongside one another in love, encouraging, and empowering women to embrace their recovery and purpose. In order to do that, we must learn our identity in the One who created us and has known us from the beginning. We are known by a loving and merciful God and He alone can bring about the restoration and life transformation that we all seek.

We believe that “the opposite of addiction is connection” and that people find connection through community. Safe Harbor strives to create a Christ-centered community that empowers women to renew, rebuild, and recover their lives. The process of recovering from substance use disorder happens best in a committed Christ-centered community that offers a “whole-istic” approach to recovery with multiple layers of life-transforming instruction.

A Christ-Centered approach IS a “whole-istic” approach. God has made each of us physiologically, psychologically, and neurologically complex for a specific purpose. We must honor that design and respect that recovery is a journey; one that God directs, and one that individual’s must embrace with accountability. Being fully surrendered to God is an ongoing process, much like recovery. That is the commonality that we all share; we are all broken and in need of a Savior. We are honored to share the journey together; connected for his glory and for his kingdom.

God sees you and He knows you by name. You are worthy of this effort! You are valued, deeply loved, and accepted! We are so glad that you have made the decision to enhance your recovery journey here at Safe Harbor and are committed to serving you with excellence.

–Your Safe Harbor Team

Safe Harbor
Statement of Faith
[Statement of Faith for Participants to Review \(2023\)](#)

As a Christ-centered community for rebuilding, renewing and recovery, the sole basis of our beliefs is the Bible. What we believe is core to everything we do at Safe Harbor to inspire everyone we encounter to a thriving and purposeful life in Christ.

About the Scriptures: We believe the entire Bible is the inspired Word of God and that men were moved by the Spirit of God to write the very words of Scripture. Therefore, we believe the Bible is without error. (1 Thessalonians 2:13; 2 Timothy 3:16-17)

About God: We believe in one true God, as revealed in the Bible, equally yet uniquely expressed in the three persons of Father, Son, and Holy Spirit. (Matthew 28:19) He is the personal, transcendent (above and independent of the material universe), and sovereign Creator of all things. (Revelation 4:11)

About Jesus: We believe that Jesus Christ is the Son of God. That He became flesh to reveal God's love to humanity and to become the Savior of the world. We believe in His virgin birth, in His sinless life, in His miracles, in His death and resurrection, and that He will someday return in power and glory to claim His bride, the Church, for eternity. (Matthew 1:23; John 1:1-4; John 1:29; Acts 1:11; Acts 2:22-24; Romans 8:34, 1 Corinthians 15:3-4; 2 Corinthians 5:21; Philippians 2:5-11; Hebrews 1:1-4; Hebrews 4:15)

About the Holy Spirit: We believe that after Jesus ascended to Heaven, He poured out His Holy Spirit on the believers in Jerusalem, empowering them to be His witnesses to the entire world. We believe the Holy Spirit is equally available to all believers today, empowering them to preach the Gospel, assuring them of their acceptance as sons and daughters of God, and enabling them to be able to live a life pleasing to God. (Isaiah 11:2, Matthew 28:19-20, John 14:26, Acts 2:38)

About Humanity and Salvation: We believe that all people were created in the image of God to have fellowship with Him, and due to personal sin became separated from God, but that salvation, defined as redemption, forgiveness, and reconciliation with God, is freely offered to all by the grace of God through the death and resurrection of our Lord Jesus Christ. This salvation is received by faith and is not a result of any work performed by man. (Romans 3:22; Ephesians 2:8-10)

About Eternity: We believe in the resurrection of all believers - first spiritually, then bodily - to eternal life with God. (1 Corinthians 15:51-57; Revelation 20:11-15)

About the Christian Life: We believe all Christians should live for Christ and not for themselves. By obedience to the Word of God and daily surrender to the Holy Spirit, every believer should mature and be conformed to the image of Christ. (Galatians 2:20; Romans 8:29; Philippians 1:21)

About the Church: We believe that the church is the Body of Christ, of which Jesus Christ is the head. The members of the church are those who have trusted by faith the finished work of Christ. The purpose of the church is to glorify God by loving Him and by making Him known to the lost world. (1 Corinthians 12:12, 27; Ephesians 1:22-23, Ephesians 2:19-22, Ephesians 4:11-12)

About Sexuality, Marriage and Family: We believe God creates each person as either male or female, and these two distinct, complementary sexes together reflect the image and nature of God. We believe God's plan for human sexuality is to be expressed only within the context of monogamous marriage between one man and one woman; that the family unit is foundational to God's plan for humanity; and that God has ordained marriage as its centerpiece. (Genesis 1:27; Genesis 2:18; Genesis 2:24; Matthew 19:5-6; Mark 10:6-9; Romans 1:26-27; 1 Corinthians 6:9)

About Loving People: We believe that God created all human beings in His image, that human life is sacred from conception to its natural end. That every person should be treated with love, compassion, kindness, respect and dignity following Christ's example (Psalm 139:13; Isaiah 49:1; Jeremiah 1:5; Matthew 22:37-39; Romans 12:20-21; Galatians 6:10)

The Mission and Structure of Safe Harbor

Revised Mission and Structure of Safe Harbor

**Our mission is to provide a Christ-centered community for rebuilding, renewing and recovery.
Our vision is to inspire everyone we encounter to a purposeful and thriving life in Christ.**

Safe Harbor is a Christ-centered non-profit with two main programs, the Whole Woman one year residential recovery program for women and the Greenleaf Transitional Housing program for women and children.

We also offer many services for women in our 10k square foot Renewal Center. We offer life skills and discipleship classes, recovery services, support groups, bible studies and a Community Day Center for women and children experiencing homelessness or at risk of being homeless.

PROGRAMS:

Whole Woman Residential Recovery Program (Launched in 2009) A one-year residential, evidence-based, Christ-centered recovery program for women desiring to renew and rebuild their lives through long-term recovery. This holistic program seeks to get to the core issue of each woman's addiction(s). Most often it involves uncovering traumatic events incurred in their young lives and helping them find healing through counseling and learning of God's unconditional love for them.

Greenleaf Transitional Program (Apts. donated in 2010) Greenleaf provides low-cost, safe, clean, and fully furnished apartments for women and their minor children looking for structure and assistance with preparing for successful independent living. This program is for individual women or women with three or fewer children who are mentally and physically able to meet program goals.

Chloe Waldrop Taylor Renewal Center:

Community Day Center (Launched in 2006) A safe place for women and children experiencing homelessness or at risk of being homeless, to find shelter from 8 until 4 M-F. We provide showers, washers/dryers, and a hot lunch. A Services Navigator is available to help navigate service providers available in obtaining housing, employment and other resources needed to help women renew and rebuild their lives.

On Purpose Classes (launched in 2019) an ever-evolving array of classes to meet the needs and desires of women from all walks of life who wish to experience freedom and purpose in their lives. Some of the classes offered include Pathways to Freedom, Safe People, Boundaries and My Divine DESIGN. A description of each class may be found on the website and registration is required.

Support Groups – Safe Harbor offers support groups for women and in the evening the building is a venue for coed groups, i.e. NA, AA and CR

Social Enterprise:

ReSource Warehouse (launched in 2011) The purpose of ReSource Warehouse is to provide job skills and career experience for the women in Safe Harbor's Whole Woman program, while providing a revenue stream for the ministry of Safe Harbor. New and used items of clothing, jewelry, household items, furniture, fabric and more, are donated by various donors and churches within our community.

**Safe Harbor
Whole Woman Program Advancement**

Whole Woman (0-3 months)

Establish the Following:

- **Medical and Mental Health Stabilization**
- **Dental, Eye, Personal ID, Chiropractic Care**
- **Case Management**
- **Recovery Toolkit**
- **Nutrition and Exercise - Health & Wellness Class**
- **First Steps to Freedom**
- **Relationship Classes**
- **Counseling**
- **Work at ReSource Warehouse**

Whole Woman I (3-9 months)

Continuation and Enhancement of the following:

- **Case Management -**
- **Enhanced Discipleship - Abundant Life**
- **Initiation of Recovery Support Groups - CR, AA, NA**
- **Mentorship**

- **Journey to Freedom classes**
- **Conflict Resolution Class**

- **Counseling**
- **Divine DESIGN class**
- **Enhanced Work Principles - *ReSource Warehouse***
- **Career Readiness Training**
- **Parenting Classes**

Whole Woman II (9-12 months)

- **Case Management**
- **Career/Education Exploration- Empower 2 Employee Internship (240 hrs)**
- **Continuing Work Principles – *ReSource Warehouse* - Step Up**
- **Final Steps to Freedom Classes**
- **Mentorship**
- **Counseling**
- **Recovery Support Groups - CR, AA, NA**

- **Gainful Employment Obtained**

Experience **Transitional Apartment living** - Weekends Only with children; when applicable.

Outcome Goals 8 Domains



APPROVED ITEMS TO BRING

LB Approved Items to Bring 1-01-23

Clothing

- 10 Casual Pants/Jeans/Capris
- 3 Dress Pants
- 4 Shorts (must be fingertip length)
- 4 Dresses/Skirts
- 4 Sweatshirts
- 14 T-shirts (no skeletons or derogatory language)
- 2 Coats
- 2 Light Jackets
- 5 dressy blouses
- 3 Pajama Outfits (top & bottom)

Undergarments

- 6 Bras
- 10 Underwear
- 10 Socks
- 3 Tights/Panty Hose

Bathing Suit

- 2 bathing suits (tankini or one piece, no bikinis)

Shoes

- 2 Sandals
- 2 Sneakers
- 2 Dress Shoes
- 2 Boots
- 2 Flip Flops

Miscellaneous Approved Items:

Mp3 player w/headphones, bible, personal hygiene items (alcohol-free),

Items Not Approved:

Cell phones, laptops, medications not approved, cash, car, pets,

*****Due to lack of storage space and for the purposes of the program, items brought in that are not on this list or pre approved by case manager may need to be picked up from a family member or donated to a local thrift store.***

Safe Harbor

Whole Woman Program

Grievance and Complaint Process

It is Safe Harbor’s policy to present our program participants with reasonable and fair methods for voicing grievances. Forms for voicing a clear concern are available in several locations throughout the building. Once completed by the participant, the form is to be placed in a sealed envelope and submitted to the Manager of Whole Woman, the Manager of Transitional Services, or if the grievance concerns one of these individuals, it is to be submitted to the Program Director.

The staff receiving the grievance is to bring it to the attention of her supervising staff to review and decide on an appropriate course of action. The participant will be notified of the action to be taken in the form of a written response within 3 business days.

For accountability, Safe Harbor participates in a quarterly Client’s Rights Committee with other service providers for the purpose of reviewing the grievance process.

I have been notified by staff regarding the process for voicing a grievance or complaint:

Signature of Participant

Date

Witness

Date

**Safe Harbor
Official Complaint Form**

Person filing complaint: _____ Date: _____

Nature of complaint:

If more space is needed, use the back of this sheet.

Suggested Remedy:

Complaint turned in to: _____ Date: _____

To be completed by staff:

Follow up by: _____ Date: _____

Action: _____

Expectations for Meal Planning in Whole Woman:

- ❖ Residents share the responsibility of planning meals for dinner every week; Menu Rotation provided on day of intake. The resident responsible for the week is to plan a menu that runs Monday through Friday. It is the designated resident's responsibility to plan and coordinate the entire menu for each night and assign a resident (1 per day) to cook a meal each night of the week.
- ❖ Residents that are not fulfilling that "menu planning" role for the week are not allowed to pick and choose what they would prefer to cook; that is the menu planner's responsibility to delegate that out. The hope is that everyone will have an opportunity to experience the task of planning, preparing, and delegating out this important task for the week. Even if a resident has never actually "cooked" that meal before, it provides them with an opportunity to learn and step outside of their comfort zone; important for recovery.
- ❖ The menu planner must keep in mind everyone's work schedule and be accommodating to all in that regard. The menu planner must also keep in mind food allergies, health concerns, and minor preferences (within reason) overall for the house, when planning.
- ❖ The menu planner is responsible for completing the actual shopping for the week and must remain within a \$140 budget. All residents are expected to assist in maintaining an ongoing list of needed items for the week. That list is posted on the refrigerator and is designated for OTC meds, household supplies, and basic necessities.
- ❖ The menu for the week, including the shopping list, must be presented to the Case Manager for approval at your case management. It is expected that meals be beneficial choices that glorify God's temple and promote health and wellness.
- ❖ Any modifications to the above need to be approved by a staff person and noted in a shift review.

Romantic Relationships Agreement

Residents are encouraged not to self-medicate with relationships while in the Whole Woman program at Safe Harbor. For that reason, residents are expected not to pursue or attempt to maintain any romantic relationship(s) while in the one-year program. If a resident is currently married, then exceptions may apply which would be decided by your case manager.

During Whole Woman I and Whole Woman II, required book readings and summary reports that pertain to relationships will be discussed when turned into Case Manager.

Since each of us have blind spots, it is our desire to walk alongside a resident regarding healthy relationships in the interest of their recovery. By signing this agreement, you are committing to having transparency with your case manager, your counselor, your mentor, and the Greenleaf case manager regarding past and/or present relationships which includes developing an accountability plan for ongoing apartment living at Greenleaf.

For your safety and for the safety of others participating in Safe Harbor programming, below are some things that are important to enforce in Whole Woman.

- Please do not give any personal information such as cell number, address, work hours, church service, etc., to any interested parties, without prior approval from your Case Manager.
- Residents are encouraged not to self-medicate with relationships while at Safe Harbor. For that reason, residents are expected not to pursue or attempt to maintain any romantic relationships or close friendships with men and/or women until the completion of the Whole Woman program **Please review Safe Harbor’s Social Media and Cell Phone Policy for additional information.*
- Residents must be accompanied with a sponsor, volunteer, or a staff member to NA, AA, and CR meetings until such time is determined by your Case Manager.

By signing below, I am committing to abide by the terms of this agreement. By refusing to abide by the above terms I understand that I am choosing to exit the program.

Resident Signature _____ Date _____

Case Manager Signature _____ Date _____

House Leader Responsibilities

1. Please check to make sure exterior doors downstairs and upstairs are locked before leaving the house and before retiring to your bedroom for the night.
2. Please conserve energy by making sure lights are off when no one is utilizing the space and when leaving the house for activities.
3. Please close blinds and curtains and turn on the front porch light at sundown.
4. Share a short devotional, scripture, or something of your choice at dinner to encourage and uplift your sisters after prayer. It may generate an interesting and edifying dinner conversation.
5. Report any issues to on-duty staff *as needed*.
6. Give Gifts of Observation and/or self –evaluations *as needed*.
7. Turn in the Nightly Leadership Checklist sheet daily and/or discuss with overnight staff by 10:00 pm.
8. Please complete the leader’s duties as stated on the sheet attached to the Household Chores packet (last page).

Safe Harbor’s Whole Woman Program

How do we measure success?

[How SH Measures Success 2023](#)

What are the issues behind alcohol and substance use?

The issues of recovery from alcohol and substance use are usually very deeply rooted and difficult to overcome. As substance use increases with each year, so are the studies about what the causes are, and what means of treatment are most effective. A study funded by the Substance Abuse and Mental Health Services Administration in 2006 by White, Kurtz and Sanders states that “the majority of drug-dependent persons who achieve sustained recovery do so after participating in treatment”....and “it often takes three to four episodes of acute treatment over a span of eight years to achieve stable and enduring recovery.”

This same study defines “recovery” as “the process through which severe alcohol and other drug problems are resolved in tandem with the development of physical, emotional, spiritual, relational, and occupational health.” Scientists and researchers in the field are learning that the focus of recovery must be shifted from “what is *deleted* from one’s life (alcohol and other drugs, arrests for criminal acts, hospitalizations) to what is *added* to one’s life (the achievement of health and happiness.) Bill Wilson, the co-founder of Alcoholics Anonymous describes a state of emotional health that is much further reaching than just not drinking. Wilson defined emotional sobriety as “real maturity...in our relations with ourselves, with our fellows and with God” (Wilson, 1958).

Safe Harbor’s own study of root issues of women in addiction from our community shows that the common denominator of substance use is early childhood trauma. This trauma need not be “extreme” to have devastating effects, because the memories of trauma are stored deep within the limbic brain and sets the individual up for coping behaviors such as substance use. In a Time Magazine article by Michael Lemonick in the July 5, 2007 edition, he states, “When exposed to drugs, our memory systems, reward circuits, decision-making skills and conditioning kick in – salience in overdrive – to create an all consuming pattern of uncontrollable craving.” Once a behavior becomes entrenched, the brain is designed to crave the repetition of pleasurable or pain/numbing experiences – even when doing so will bring great harm to the individual and those he or she loves. Spiritually, in God’s Word, the apostle Paul describes the difficulty of breaking free from such behaviors in Romans Chapter 7. Paul described his own struggle with repetitive behaviors – and he was a mature believer and follower of Christ.

What works best in recovery?

The history of treatment for alcohol and substance use disorder has presented many methods that have been proven *not* to be effective. What we have learned is that treating addicts is much like treating a chronic disease. The symptoms may subside or be absent, but often the addict trades one addiction for another. It has already been stated that there may be multiple episodes of relapse before an individual achieves enduring recovery. We know that over half of those who begin treatment do not complete it. Twenty-five to fifty percent of those completing programs will be re-admitted. This “relapse” pattern is

seen by most of our society as failure. But what we have learned is that given the proper tools, a relapse can be the stepping stone to recovery, and indeed, must be considered as part of the process.

Observing these trends and learning from others in the field who have the highest of success rates, Safe Harbor bases its approach to recovery on these key principles:

Identification

1. We try to identify individuals who seem to be most ready for change and who have the personal ability and support systems to succeed in this very difficult endeavor. We have been learning over the past fourteen years that women who have already had some success (periods of at least one month) in recovery, who do not have mental or physical illness that would prevent their full participation in programs; who either do not smoke or are willing to stop; and who have a few people who are supportive of their recovery, are more likely to succeed. We utilize an in-depth application process to help identify these individuals. Along with a very detailed application, we request an ACES (Adverse Childhood Experiences Score) screening, a signed copy of our program expectations, and a mental health assessment before we conduct at least one phone interview and a face-to-face interview. This application process is conducted by two or more staff, so that a broad perspective can be gained.

Stabilization

1. For the first three months, participants settle into the community. This is a period of adjusting to life without tobacco and all other chemical dependencies. They start to build on the following:
 - Guidelines/Structure
 - Build functional relationships with staff and peers
 - Obtain medical, mental health, & dental services
 - Reduce the stress of survival mode
 - Identify triggers
 - Learn healthy coping skills
 - Learn about Codependency
 - Strengthen their relationship with Jesus Christ
 - Accountability
 - Proper nutrition and exercise
 - Rebuild relationships with family
 - Have fun in day to day settings
2. The Case Manager will meet with parents and/or family members to discuss the issues of addiction and what to expect from Safe Harbor's Whole Woman program.
3. Legal issues are addressed and compliance is assured.
4. A credit report is obtained and reviewed with the resident to start to rebuild credit and financial responsibility.
5. Personal and professional counseling begins after thirty days in the Whole Woman program.
6. Worship and fellowship at a local faith community begins.

7. Basic goals in 8 Life Domains are set, some based upon the structured program of Safe Harbor, and some on the individual needs and dreams of the woman. The 8 Life Domains are: Recovery, Living/Financial Independence, Employment/Education, Relationships/Social Support, Medical, Leisure/Recreation, Independence from Legal Issues, and Mental Wellness/Spirituality
8. Job skills training begins at ReSource Warehouse.

Going Deeper

1. Over the next six months, participants receive weekly case management where progress with goals in the 8 Life Domains is evaluated and revisited.
2. By 6 months, we expect that all participants will have moved from Crisis to Stable in the areas of Recovery and Relationships.
3. In-depth classes in recovery, addressing past trauma (i.e., sexual and physical abuse, abandonment, neglect, grief, etc.), discipleship, and healthy relationships with opposite sex are investigated, with a daily review of life application.
4. Accountability with staff, as well as with each other and with family members is established.
5. A mentor and safe friend are assigned after four months in the Whole Woman program.
6. After 6 months, Participants will have attended AA or NA, and Celebrate Recovery, so that a network of recovery support beyond Safe Harbor is explored and/or established.
7. Participants who decide to transition to Greenleaf Apartments after Whole Woman will apply and interview for eligibility into that program.
8. At 6 months, residents start evaluating a list of local businesses for an internship [Empower2Employ].

Transition

1. For women who have decided to apply for Greenleaf Transitional Apartments, at 9+ months—provided all program requirements have been met—may spend weekends at the Greenleaf Apartments.
2. Education goals are established and implemented.
3. Family outings and outside activities are being handled appropriately.
4. Small groups as well as a recovery group (AA, NA, CR, or Genesis Change Group) are in place.
5. At 9 months, Empower2Employ, an unpaid internship in a field of interest will be established.

Graduation

1. By the time a woman graduates Safe Harbor, she will have one year of sobriety and achieved non-smoking status!
2. She will have a strong social network [support system] in place through church, family, new friends, mentor, safe friend, and recovery groups.
3. She will have completed all classes and required reading, and exhibit an understanding and ability to apply what she has learned.
4. She will be gainfully employed.
5. She will demonstrate personal accountability toward herself and others.

6. She will have addressed all legal and financial issues, and have a plan in place to continue progressing in these areas.
7. All health-related issues will have been addressed and stabilized per doctor's direction.

What does this mean?

It means that we will have:

1. Provided a grace-filled environment where the very wounded can find healing and learn who God is.
2. Provided the good news of Jesus Christ to those who may have never heard it, or who have heard a distorted version of it.
3. Provided discipleship, and thus obeyed Christ's command to love.
4. Provided basic life needs of food, shelter, clothing, etc.
5. Provided job skills training and work experience through ReSource Warehouse.
6. Walked a woman through the dark valley of recovery from addiction and gave her the tools and time to learn and grow.
7. Built up the Kingdom of God by living it and increasing its population.
8. Provided an alternative to prison and jail.
9. Helped produce mature citizens.
10. Put lives, children, and families back together.
11. Glorified God and increased His glory.
12. Saved thousands of dollars for tax payers (from jails, emergency rooms, child support, etc.).

*Recovery Capital is a term developed by Cloud and Granfield in 2001 to refer to resources that support people's recovery from substance abuse. They believe that the goal in any treatment program should be to increase these recovery-based assets. According to the authors, the three main subcategories of Recovery Capital are:

1. **Social – Supportive people.** The authors say, "Most addiction treatment programs actively promote the development of positive or recovery-based social networks; however, very few can actually help individuals develop these connections in the community or teach people the skills needed to expand their social network in the community."
2. **Physical.** Tangible resources such as finances, stable employment or housing, transportation, access to a healthy diet, medical/mental health services, and leisure activities.
3. **Human.** This category refers to people's internal capacities and skills that will help them maintain their recovery over time: spirituality, problem-solving, managing stress, managing physical or emotional pain, job skills, educational/vocational skills. According to Cloud and Granfield, "Human capital can be viewed as the glue or catalyst for securing more recovery capital."

Safe Harbor has designed its program around increasing Recovery Capital from the day a woman steps inside our doors until she exits – either as a graduate or on a more short-term basis. We assess this by

measuring progress away from “crisis” and up the scale to “thriving,” all of which helps us measure our effectiveness in promoting “success.” Above and beyond each of these measurements is the assurance that from a spiritual perspective, our ministry is foremost about offering the love and grace of Christ. His approach never fails.

Safe Harbor
Whole Woman Program
Social Media and Cell Phone Policy

Computer

Computer privileges may be requested by a Whole Woman participant once her *3-month evaluation* is completed. The participant must submit a *privilege agreement* to their case manager to be considered for this privilege. The resident's Case Manager will assist the participant with logging onto social media accounts and deleting photos, messages, contacts, etc. that are not beneficial to one's recovery. Upon the completion of reviewing social media accounts, the case manager will then add a 15 min weekly monitored computer pass to the resident's phone log. Any additional needs for computer time (i.e., class work, assignments, testimony preparation, etc.) will require a purple slip from your case manager. Participants may utilize their points that they obtain in case management for additional computer time (post 6 months). Residents must be willing to submit to random social media checks with their case manager. Periodically, self-evaluations are expected to be shared by the resident stating how social media is or is not beneficial to her recovery.

Cell Phone

Participants of Whole Woman are eligible to submit a *privilege agreement* to acquire a cell phone on or around the time of their *3-month evaluation*. Once the privilege agreement has been submitted, the resident will complete an application for a government phone through SafeLink. Cell phones may be taken on family outings and mentor/safe friend outings at case manager's discretion. Cell phones will be kept in a resident's bin located in the front office. The resident may use the cell phone in lieu of the front office phone; however, phone calls will remain monitored by staff until 6-month advancement privileges have been granted.

Residents will be required to complete at least three (3) *Recovery Tools* to share aloud prior to their 6-month evaluation. The purpose of these recovery tools is for the resident to fully evaluate how this privilege has or could impact their recovery.

After the resident's 6-month evaluation, and approval from their case manager, the resident may utilize their cellphone in designated areas for private conversation(s) and viewing social media. The resident will receive three 15-minute passes per week and one 30-minute phone and/or computer pass to be used, outside of required activities. Passes and minutes may not be saved up nor combined for longer phone or social media sessions.

Cell Phone Etiquette

- Cell phones must not be present in the common areas\\
- Cell phones must not be taken to resident’s bedroom
- Cell phones must not be shared with other residents
- Cell phones must not be carried during group activities or to church
- No phone calls after 9:00 pm unless prior approval (via a purple slip by case manager)

Safety First

- For safety precautions, the location navigator in your phone settings must be turned off at all times
- Pictures of other residents may not be posted on social media unless approved by all other resident(s) in the photo
- Never post on social media your personal information such as your cell phone number, address, schedule, or any information pertaining to Whole Woman activities.
- Please go through your current social networks and remove information that could put you or others at risk and that is contrary to Whole Woman expectations.
- Protect Safe Harbor participants by not posting names, ages, phone numbers, addresses or community locations (this includes Yoga, YMCA, Art, Resource, etc.).
- Think and evaluate before you post photos or share something on social media. Once posted or shared, it’s in the public domain. Please consider that you are a representation of the body of Christ and of Safe Harbor’s Whole Woman.
- Don’t reveal personal information through photos such as the location of where you live, where you volunteer, Safe Harbor vehicles, or any information that concerns other participants of Safe Harbor programs.
- Don’t give your phone number out to ANYONE without consulting the *Whole Woman II guidelines* first and processing it with your Case Manager.
- Refrain from utilizing social media to increase in relationship with anyone that is not an approved family member, safe friend, or a part of the Safe Harbor network.
- DO NOT engage in communication with ANYONE that you have only met online.
- Never under any circumstance meet a person(s) alone that you met online or reveal any details of Whole Woman with them.

I have read and agree to follow the rules and regulations associated with this policy. I understand that social media and cell phone usage in Whole Woman is a privilege and that this privilege can be restricted and/or terminated if I am found to be in violation of this policy.

Participant Signature

Date

Case Manager Signature

Date

Visitation Policy

- 1. Visitor hours are on Sunday from 2-5 PM.**
- 2. Enter and exit through the front door. Please be sure to sign in at the front office when you arrive and sign out when you leave.**
- 3. Any bags brought for a resident must be looked through by staff before the resident is given them.**
- 4. All items brought in to a resident or other residents must be preapproved by their case manager. Items brought in without approval may be asked to be returned or held in the front office until approved. Please notify the case manager through the week before your visit to inform her of any plans to bring something.**
- 5. Allowed items: food (all food must be kept in the kitchen by resident), occasional gifts (at case manager's discretion- we try to encourage residents not to rely heavily on material items from others as we seek to help them gain independence), Items from home that the resident may wish for such as clothing, jewelry, etc.**
- 6. The following are not allowed: money, gift cards, electronics such as laptops or working cell phones. All reading material is subject to approval as well. (No excessive profanity in music, no movie ratings over PG-13, no overly demonic/gory thrillers.)**
- 7. Expensive items are discouraged, simply due to the chance of something being lost or stolen in the community living environment.**
- 8. Purchasing personal items for the resident is discouraged. We provide women with all their physical needs during their stay. If there is something they wish to buy, the case manager works it out with the resident to use resources from us to pay for it. This is once again due to our attempt to foster independence. Gifts for birthdays are acceptable upon approval of their case manager. Gift cards should be limited to \$25.**
- 9. Feel free to bring lunch for your resident, via prior approval through Case Manager. However, we ask that if you do so, you bring either only enough for your resident and yourself, or for everyone, but not for only part of the group.**
- 10. We ask that for the sake of consideration for other residents, children 5 and under visit with the resident and family downstairs in our family room.**
- 11. No television or movies are allowed during visitation hours.**
- 12. Visitors are allowed to have a quick tour of the resident's bedroom, upon resident's roommate's consent (if applicable.) However, prolonged visitation in the bedroom is not allowed.**

Infractions for WW

Verbal Warning: A verbal warning will be issued when ***habitual*** actions negatively affect your recovery OR the recovery of other resident(s). Three (3) Verbal Warnings will result in a Written Warning/Suspension. This decision will be made by your case manager and staff.

Infractions that constitute a verbal warning:

- Unwilling to comply with Whole Woman House Living Guidelines
- Gossip – sharing dishonoring information with someone who is not part of the problem or the solution. (Proverbs 11:13)
- Not holding one another accountable
- Unfavorable work ethic
- Romantic Relationships

Written Warning/Suspension: A written warning will be issued after 3 verbal warnings. This is determined when ***habitual*** actions negatively affect your recovery OR the recovery of others without resolve. Special privileges such as outings, social media, private phone calls, TV, etc. may be suspended for a time determined by Case Manager and staff.

Infractions that bypass a verbal warning:

- Disrespectful attitude toward staff and/or residents
- Refusal to complete an issued Recovery Tool(s)
- Lack of Professionalism at Resource

Automatic Exit: An exit is the result of non-compliance with a written warning. An automatic exit will be the result of actions such as:

- Positive drug, alcohol, or nicotine screening
- Leaving Safe Harbor property without permission
- Destruction of Safe Harbor property
- Theft

____ I understand what constitutes an infraction.

____ I understand the consequences of non-compliance.

____ I agree to hold myself and others accountable to all thing's recovery.

Whole Woman Resident

Date

Case Manager

Date

Description of infractions include but are not limited to:

- 1) **Unwilling to comply with Whole Woman House Living Guidelines.** These guidelines are read aloud and signed by the resident during their first week of intake to the program. Do not mistake an accidental error with a repeat offense. Safe Harbor exhibits grace abundantly but know that grace should not be taken as an “excuse” to do what is desired without a consequence to follow (i.e., stepping into one another’s room when you are not their roommate, taking items from the common areas and taking them back to your bedroom without permission or intent to return, taking items from Resource without pre-approval via purple slip, etc.).
- 2) **Disrespectful attitude towards staff and/or residents.** An appropriate tone of voice is important when having conversations with staff and residents. Treat others how you would like to be treated, even when it’s hard [See Recovery Code of Ethics]. We are to hold each other accountable. This includes issuing Recovery Tools and completing self evals when issued. Pushback is disrespectful, questions for clarity are not.
- 3) **Gossip.** Gossip is defined as: casual or unconstrained conversation or reports about other people, typically involving details that are not confirmed as being true. Please note that any conversation taking place whether positive or negative without the other person’s knowledge, consent, or presence is considered gossip. We want to create a safe environment that everyone feels comfortable in.
- 4) **Not holding one another accountable.** Recovery Tools should be utilized copiously to increase self-awareness and establish personal growth and promote recovery. Refer to the “No Secrets” policy.
- 5) **Unfavorable work ethic:** Resource Warehouse is designed to train a resident in job skills such as organizing, pricing, staging, register, customer service, communication skills, and professionalism. Monkeying around, being loud, engaging in “jail talk,” gossiping, glamorizing addiction, flirting, and being disruptive toward others, is not conducive with your recovery, future employment, nor the integrity of this ministry.
- 6) **Romantic Relationships:** Engagement in romantic relationships with the opposite or same sex is prohibited while in the Whole Woman program. Inappropriate conversation, gestures, suggesting, touching, and joking in a sexual nature is not congruent with your commitment to self, to recovery, and Safe Harbor’s No Relationships Policy agreement.

Daily Routines

Monday through Saturday all residents must be dressed for the day (Resource uniform including shoes and a packed lunch when applicable) by 8:00 a.m.

Monday, Tuesday, Wednesday and Friday house meetings will begin at 8:15 a.m.

Breakfast is to be eaten *before* 8:00 a.m. daily.

Thursday morning residents are expected to attend the joint Bible Study at the Community Center from 9am.- 9:30a.m.

On Holidays residents have until 10:00 a.m. to be dressed (unless church schedules or special activities warrant otherwise).

It is expected that showers occur *before* 8:00 a.m. daily. Showers during business hours (8:00 a.m. – 5:00 p.m.) or prior to 7:30 p.m. [i.e. wanting a shower after completing outdoor chores or working at Resource] need to be approved by a staff member.

Residents are allowed to be in their rooms as much as they like, *doors must remain open at ALL times.*

Lights are out for the night at 11:00pm. Residents are expected to remain in their room with the door ½ open for the duration of the night. No walking around the house except in an emergency situation whereby staff needs to be notified.

Naps (one hour) are permitted daily after 11:30am. Residents must get nap times approved and a door hanger on the closed *door* of room with name, time of nap, and signed by Case Manager, Safe Harbor staff, or approved volunteer. Only one resident per suite (i.e. Bedrooms 1 & 2; 3 & 4) may nap at a time. Sunday extended naps (2 hours) may be utilized for both residents if the door remains open.

Sign in/Sign out sheet is to be used when leaving the common living areas for any length of time. (e.g., being on the deck, classes, case management, leaving the house for appointments, work or errands, outings, etc.). Residents are required to inform staff when leaving the common areas for more than five minutes and must ask for permission to go outside or downstairs.

After business hours residents are not allowed downstairs for any reason without approval. Up to 2 residents may utilize downstairs unless phone privileges are being utilized. In that case, only one resident may be downstairs during phone time.

Residents are encouraged to participate in moderate exercise at least three times a week. (*unless doctor recommends otherwise*)

Residents are expected to utilize their planners daily and utilize their time wisely.