

# SYBIL H. SMITH FAMILY VILLAGE PROGRAM POLICIES

(Revised February 2, 2007)

Dumas Wesley Community Center – Sybil H. Smith Family Village reserves the right to amend or revise these policies. Residents will be provided with a copy of any such amendments or revisions.

## GENERAL INFORMATION

*Sybil H. Smith Family Village is **not** “just a place to stay.” It is a program designed to assist you and your family to become independent and obtain permanent housing as quickly as possible.*

The maximum length of stay in The Sybil H. Smith Family Village is two years; however, each family's length of participation in the program will be determined on an individual basis. Follow-up case management after a Resident leaves the Village may be provided as necessary for up to six months.

Transitional Housing Staff (Director and the Case Manager) are generally on duty from 8:00 a.m. to 5:00 p.m. Night Supervisors are on duty from 5:00 p.m. to 11:00 p.m. Security personnel are on duty from 11:00 p.m. to 8:00 a.m. If you need assistance after hours, please go to the Staff Office and speak with the staff or guard who is on duty.

## REQUIRED PROGRAMS

All Residents will be required to attend programs as outlined in their Individual Goal Plan. Additional programs throughout your time of participation in the program may be added as determined by the Director or the Case Manager.

During the first four weeks after your admission into The Village, you will be in required Life Skills classes Monday through Friday, approximately 9:30 a.m. to 11:30 a.m., and then 1:30 p.m. through 3:30 p.m. Please do not schedule medical appointments, food stamp appointments or other appointments during those class hours.

If you are already employed at the time of admission, adjustments to the Life Skills class hours will be made on a case by case basis. If you are employed but not at work during the Life Skills class hours, **you must be in the classes.**

## THE 35-HOUR REQUIREMENT

Residents must be employed, enrolled in job training or in school within two months of entering The Village in order to continue in the program.

Upon completion of the Life Skills classes, you will meet with the Case Manager to plan your weekly schedule. All Residents are required to be working and/or going to school, and performing volunteer hours for at least 35 hours per week. All adult Residents of Sybil H. Smith Family Village are required to perform at least one volunteer hour per week at Dumas Wesley Community Center, Sybil H. Smith Family Village and/or in the community. For example, Residents may volunteer to answer the phone and greet visitors in the front office, complete chores throughout the property, help in other programs, or serve as “hostess” for sponsored functions like birthday parties. Napping during the day or just “hanging out” is not allowed. The Village is a very structured program, requiring that your time be spent in pursuing worthwhile common goals, as well as your individual goals, leading to independence and permanent housing.

### **PROGRAM SERVICE FEES (PSF)**

Residents do not pay rent while participating in the Sybil H. Smith Family Village transitional housing program. There is no tenant/landlord relationship between Residents and Dumas Wesley Community Center/Sybil H. Smith Family Village.

However, a Program Service Fee (PSF) is charged. This is a fee to cover a portion of the program costs involved. After a Resident has worked for a period of one month, the Program Service Fee will be calculated based upon the Resident’s gross annual income, and will be payable thereafter on the first business day of each month. A late fee will be charged for each day the fee is late. Current pay stubs and other income verification will be required to begin this process, and each quarter thereafter, and/or at the request of the Director or Case Manager. Program Service Fees may be increased or decreased upon a review of the Resident’s financial status.

Adjustments may be made to a Resident’s Program Service Fee upon request of a Resident, and with approval of the Director, such as in the case of a reduction in work hours or loss of work hours due to illness. However, adjusted PSFs will be credited first to the entire amount of the Program portion which is due, with the remainder applied next to Savings.

A percent of the PSF will be set aside for the Resident’s move-out expenses and will be payable *upon successful completion* of the program. These funds will be used to help with permanent housing expenses. All reimbursements will be made *within five business days after final inspection* of the apartment by the Case Manager and/or Ms. Joanna when a Resident leaves the program. In special circumstances, if a Resident requires the savings in order to pay deposits or other fees for housing, the Resident may receive the savings prior to moving out. Charges for damages, cleaning fees, and/or fines accrued during the Resident’s length of stay will be itemized and deducted from the reimbursement check.

### **BUDGET, SAVINGS & DEBT PAYMENT POLICIES**

*The major goal of the Sybil H. Smith Family Village is to prepare families to move to permanent housing and to gain independence. Therefore,*

- Residents must prepare a budget within the first month of moving into the Village. Budgets will include: 1) details for repayment of any outstanding debts, 2) monthly budget for living expenses, 3) a comprehensive savings plan, and 4) a move-out budget.
- Any other amounts of income including but not limited to TANF, food stamps, back child support, disability, social security, court settlement, etc. must also be reported to the Case Manager and incorporated into the Resident's budget, payment and savings plan.
- If a Resident is not employed at the time of move-in the budget will be adjusted when employment is gained.
- If a Resident is not employed, a minimum Program Services Fee will be determined based upon other income sources. If a Resident's income or salary varies, for whatever reason, the Director will determine a base income amount to re-calculate the Program Services Fee.
- Residents will turn in a copy of each and every paycheck along with savings and/ or banking account statements at the end of every quarter and/or at the request of the Director or Case Manager.
- Upon completion of annual State and Federal Income Tax returns, each Resident must provide the Case Manager with a copy of the returns. When income tax refunds are received, you must provide the Case Manager with a copy of refund check(s).
- Allowing any individual to claim your dependent child on his or her income tax returns is illegal, unless that person has custody of the child, or has been permitted by Court order to do so. Therefore, any resident who allows this practice will be terminated from the program immediately.

### **FINES SCHEDULE**

At the time of entry into the Sybil H. Smith Family Village transitional housing program, each Resident agrees to abide by the policies. Unfortunately, not all Residents comply with these policies at all times. Fines will be assessed for failure to abide by policies.

### **SAFETY AND SECURITY**

Residents and their children **must always sign in or out**, in the Resident Sign Out Book located in the office reception area. For safety reasons, be **specific** as to where

you are going by listing the name, address and phone number of the location (do not just put "out") and list the time you plan to return. Do not ask others to sign in or out for you. *Please remember if you are not going to return to the Village at the stated time it will be your responsibility to call staff to inform them of the time you will return. See Entrance/Exit section of Policies for further details.*

Residents will need to:

- Enter the time you anticipate returning to the Village in the sign out log.
- Call the staff on duty if the time will vary more than 10 minutes from the time indicated in the log.
- If returning to the Village after 6 pm, ring the bell at the office door when every one is out of the car and ready to enter.
- Sign the time you enter the building.
- You must plan to be back no later than 10 minutes before curfew so that you can sign in, check phone messages and be in your apartment by curfew.
- Children must be signed out by parent or staff. Do not allow children to write in the sign-out book.

Visitors must come in and sign the Visitor's Log Book located in the office reception area, and even if they are just picking you up, unless excused from doing so by the Director or Case Manager.

*Never* open the doors to anyone after curfew. If you must come in after curfew due to your work schedule, the Staff or the Security Guard will let you into the building. At no time should the Community Room door leading into the parking lot be used for entry. For safety purposes, do not open the door to anyone.

A lockout will occur 15 minutes after the stated curfew hour or at any time the staff feels a lock out is appropriate for the safety of the families & staff members.

You are provided with one key to your apartment. If you lose or misplace it, it will be replaced at your expense. You are responsible for securing your apartment at all times. Your apartment should be locked each time you leave, no matter how long you plan to be gone. Dumas Wesley Community Center/ Sybil H. Smith Family Village is not responsible for the loss of items left in an unlocked apartment.

### **ENTRANCE & EXIT**

All Residents, their children and guests are to use the Office entrance at all times. The only exception is for the removal of trash from the building. The Community Room door will be used to exit the building when taking out the trash but the office door is to be used to return to the building. **No children are to take out the trash.**

In order for a Resident to enter the building after 5:00 p.m. the Staff on duty or the security guard will be required to open the door for the Resident.

### **CURFEWS**

The Sybil H. Smith Family Village definition of "Curfew" is that Residents must be in their apartments at the designated time. There are two curfew categories, Adult and Youth.

- Adults: the women that head the households.
- Youth: the children of the Adult Residents

The following are the curfew time frames for all Residents and their children, *unless the Director has told you otherwise*:

#### **Adult Residents:**

Sunday - Thursday - 10:00 p.m.  
Friday, Saturday and National Holidays - 11:30 p. m.

If work or school schedule conflicts with the stated curfews, you must discuss with the Director as soon as you become aware of the conflict.

#### **Babies/Children/Youth:**

Sunday - Thursday 8:30 p. m.      School nights  
Sunday - Thursday 9:00 p. m.      School is not in session  
Friday, Saturday & National Holidays: 10:30 p.m.

*The adult curfew may apply to children when they are away from the Village with their mother on **holidays and weekends ONLY**.*

PLEASE NOTE: Mothers with children, **your** curfew is the same as your child's curfew. Therefore, no visiting in other apartments after the curfew time for children. You are to remain in your own apartment and not visit on the sidewalk or in other apartments. Single Residents, please be aware that you are not to visit with mothers who have children in their apartments after the curfew for children. We strongly recommend all young children be in bed by 8:30 p.m. during the school year and youth 13 and older be in bed no later than 9:30 p.m.

Prior to each holiday a reminder of the curfew will be posted. The curfew typically is for the evening prior to the holiday. Visiting in one another's apartments, talking on the phone, checking phone messages, doing laundry and other chores etc., are not permitted after curfew.

One hour prior to curfew, the Community Room is reserved for single adults only.

Please advise family, friends, co-workers, etc., that no phone calls will be made or accepted after curfew.

### **PERSONAL APPEARANCE / BEHAVIOR**

The Dumas Wesley Community Center – Sybil H. Smith Family Village is a family-oriented environment. Therefore, all Residents must be properly attired when outside their individual apartments. Clothing should be appropriate for the occasion, clean, pressed and the proper size. Undergarments must be worn. No clothing with provocative, offensive or vulgar symbols or words will be allowed. Curlers, head scarves, sleeping attire, including robes/housecoats and slippers should not be worn outside apartments. The display or wearing of gang colors or symbols is not allowed. Shoes *must* be worn at all times outside apartments. Please confer with Staff if you are unsure of the appropriateness, or if you would like to take the opportunity to visit one of the local clothes closets.

The wearing of nose rings, tongue rings or any pierced body ornament is prohibited. Residents who have such piercings prior to admission to the Village are required to not wear these ornaments while on the premises of the Village. Tattooing or piercing of the body is prohibited while a participant in the Village program.

Public and/or private displays of intimacy are not allowed. Loitering in the parking lots or on the premises of The Village or Dumas Wesley Community Center is not allowed. Loud and/or disruptive behavior is not allowed. TV's/Radios/CD Players may be played in individual apartments only, and the volume must be kept low. *Music may not be played in the Courtyard.* No fighting, physical violence, or horseplay. Report any such disturbance immediately to the Staff member on duty.

Food and beverages are NOT allowed outside your apartment. This includes the Courtyard. Please keep the Courtyard clean. Trash in the Courtyard area will mean loss of privileges for everyone.

### **ZERO TOLERANCE POLICY**

The Dumas Wesley Community Center – Sybil H. Smith Family Village is a drug and alcohol-free facility. Absolutely no social drinking, alcohol, drugs, or drug paraphernalia are allowed in the building or on the premises of Dumas Wesley Community Center and Sybil H. Smith Family Village, or away from the Village. Residents and/or their guests who arrive at The Village under the influence of alcohol or drugs will be denied entry and will be terminated from the Sybil H. Smith Family Village transitional housing program immediately. In order to protect the well being and security of all Residents, residents will be subject to background investigations and/or random drug or alcohol testing.

Selling or purchasing prescription drugs or illegal drugs from other residents or anyone

else will result in immediate termination from the SHSFV Program. Police, Drug Enforcement, DHR and any other appropriate authorities will be notified. Furthermore, abuse of prescription drugs is prohibited, including taking medication that was prescribed to another person.

The Dumas Wesley Community Center – Sybil H. Smith Family Village is a smoke-free facility. No smoking is permitted inside individual apartments or any other building in the Dumas Wesley Community Center and Sybil H. Smith Family Village complex. Residents may smoke in the courtyard. Please do not smoke in doorways or entrances. Cigarette butts must be extinguished completely and placed in the receptacles provided in the Courtyard. Please do not throw butts in the courtyard, parking lot or on the ground. Do not bring partially used cigarettes into the office area, do not leave cigarettes on the window ledges, do not leave cigarettes burning in the receptacles, and do not extinguish cigarettes on the brick.

### **CHILDREN**

Children are the priority at Dumas Wesley Community Center and Sybil H. Smith Family Village. The law mandates any incident of child abuse or neglect, whether physical or verbal, be reported by Staff to the proper authorities.

Only children who are your children by birth or adoption are allowed to reside with you at the Village. This does not include children of whom you have temporary custody or legal guardianship.

*Residents or Residents' Children are not allowed to baby-sit or watch each other's children **unless pre-approved by the Director or the manager on duty.** If you have a medical emergency, notify the staff member on duty and arrangements will be made to care for your children.*

Children under the age of five may NOT be in the Community Room without his/her parent or sibling 13 years of age or older. Never leave your children unattended or alone. Do not leave your children in the care of another Resident, even if you are somewhere else in the building. If your children are left unattended in the building, and you cannot be located, the authorities will be called to take custody of your children.

Do not allow your children to run or play on the balconies, stairways, laundry-rooms or in the hallways. You are responsible for seeing that your children are aware of and understand all rules of the Village. It is your responsibility to see that your children are well behaved.

Residents will be expected to teach their children the proper way to care for items in the Community Room. (Example: No food or drink; no feet on the furniture; books, toys and games returned to their proper place after each use).

Youth must be 13 years of age or older, have appropriate behavior and child-care skills to care for their younger brothers or sisters.

*Based on a child's behavior, regardless of age, a mother may be required to be present when a child is in any of the common areas.*

Children under the age of five may NEVER play in the parking lot area without their mother present. Siblings are NOT allowed to watch younger children in the parking area.

Residents may NOT give other Residents' children food, candy, drink etc. without the mother's permission.

*Residents may NOT discipline, punish, or chastise other Residents' children.*

### **DUMAS WESLEY CHILD DEVELOPMENT CENTER AND CHILD CARE FEES**

The Dumas Wesley Community Center provides a variety of day-care and recreational services for children and teens. You will be provided with information on these services. The DWCC day-care hours are 6:30 a.m. to 6:00 p.m. Children ages 3 months to 5 years who reside at The Village will be enrolled in the DWCC Child Development Center, if there are available openings. Residents must make application for any available child care subsidies upon entering The Village, and are responsible for the prompt payment of any co-payments. Residents who are employed and not eligible for child care subsidies are responsible for payment of child care fees based upon income.

### **CHILDREN & SCHOOL**

*The philosophy of the Sybil H. Smith Family Village regarding children and school is quite simple. We believe the children's job is to attend school, make the very best grades they are capable of making, have excellent conduct and enjoy after school activities.*

Immunization records must be updated each year for children in day care or school. A copy of these records must be in each family's file.

Upon entering the Village, each child will be issued two school uniforms, shoes and school supplies, if needed. Mothers with an income or other financial resources are responsible for purchasing uniforms and other school needs.

School uniforms provided by the SHSFV are to be returned to the Village clothes closet when the child can no longer wear them or the family leaves the SHSFV Program.

Copies of all progress reports and report cards are to be given to the Youth Counselor. Copies will be kept in the family's file.

Report card grades will be rewarded if conduct grades and teacher's comments are favorable. The Director will determine the financial reward.

Mothers are required to attend all Parent/Teacher conferences and other important activities at their child's school.

School-age children will attend Spencer Elementary School, Scarborough Middle School or Murphy High School. Bus stops are located in front of The Village. Children are to be accompanied to the bus stop by their mother. If a Resident is unable to accompany child to the bus stop because of work or illness, the child will be taken to the bus stop by the security guard.

Children will be required to attend school unless they are running a temp or have been determined contagious by a physician. Notify the staff immediately when your child is ill and unable to attend school. No child under the age of 12 or with behavior problems can be left unattended if staying home from school due to illness.

### **BIKES, SKATES, SCOOTERS ETC.**

Children younger than 12 must have their parent present when riding their bikes or skating. Bikes may not be loaned out to other children in the Village. Bikes may be ridden after chores are completed. All bikes must be returned to their designated areas on school nights by 7:00 p.m. and 8:00 p.m. on all other nights or at dark, whatever occurs first. Bikes are to be kept in the bike stands under the stairways in the Courtyard.

Bikes and tricycles are **NOT** to be ridden in the Courtyard, on the inside sidewalks, or in the apartments.

Only one person on a bike. No riding another person on the handlebars, etc.

Safety equipment will be provided one time for youth in need of safety equipment. Equipment that is lost, misplaced, damaged or broken will be the responsibility of the youth and the parent to replace or repair. Until the equipment is replaced or repaired the privilege to use it will be forfeited.

### **LAUNDRY FACILITIES**

Laundry Rooms are located on each floor. You are to use the Laundry Room located on your floor. If necessary a schedule for use of the laundry rooms will be posted. You are responsible for providing your own laundry supplies. The washers and dryers require coins to operate, so make sure you have sufficient change, as the Staff will not always be able to provide coins. Operate at own risk...no refunds will be given by Staff.

*When a dryer is in use, a window or the Laundry Room door must remain open, and the dryer must be at least 12 inches from the wall for proper operation.*

Irons and ironing boards are available for your use in the Laundry Rooms. Please sign-out irons and ironing boards from the Laundry Rooms on the sign out sheet provided. Return irons and ironing boards to proper places as soon as possible. Please do not keep this equipment in your apartment overnight or for long periods of time.

After using the Laundry rooms, please clean up any spilled detergent or water. Please clean the lint filter after EACH use. Please take your empty containers to the dumpster or back to your apartment. DO NOT leave them in the laundry-room.

Dumas Wesley Community Center – Sybil H. Smith Family Village will not be responsible for items and clothing left unattended. If clothing is left unattended in the washers, dryers or on the Laundry tables, Staff should be notified so that the clothing may be removed. Residents may **not** remove other Residents' clothing.

Do not hang wet clothes or any other items on furniture in apartments or on balcony railings.

A mop sink is located in the first floor laundry facility. Residents from both floors may use this sink to thoroughly clean their mops. Mop water is **not to be poured down toilets or sinks in your apartment.**

### **MAINTENANCE AND CLEANING OF APARTMENTS**

*You are responsible for cleaning your apartment **daily**.* This includes sweeping, taking out trash, making beds, dusting, cleaning bathrooms and kitchen/dining area. Rooms will be checked by Staff daily after 9:00 A.M. The Director will conduct quarterly apartment checks. All damages that are noted at that time or any other time shall be the responsibility of the Resident to repair or replace.

Since the apartments are already furnished, you should limit your belongings to your family's clothing, shoes and small personal items. There is no room for storage in your apartment or the building. The Director must approve all items other than those listed *before you bring* such items to the Village. Residents may not drill, hammer nails or screws, or use glue and/or adhesives to put items or pictures on walls or doors of the apartment. 3M makes hooks with *Command* adhesive strips that are removable and are permissible for use in the Village. If an apartment becomes cluttered, the Resident will be required to obtain an off-site storage unit, at her own expense, in which to store excess items.

No pets, including fish, are allowed, other than guide animals which accompany the physically challenged or visually impaired.

No burning of candles, incense, or oil lamps is allowed.

Dirty diapers and sanitary products are to be wrapped and placed in your trash. Do not flush such items down the toilet! The toilets are "low flush" and can not accommodate large amounts of toilet paper or cigarette butts.

Grease or food of any kind must not be poured down the sink, toilet or the drains in the courtyard.

Residents are responsible for taking the trash or garbage from their apartment to be put into the dumpster on a daily basis. The dumpster is located outside in a fenced area in the parking lot. **Children are not to take out the garbage.**

Limited cleaning supplies for apartments will be provided at time of admission. You are responsible for purchasing cleaning supplies thereafter.

You will be provided one set of bed linens for each bed, towels and washcloths, upon arrival. You are responsible for washing them on a regular basis.

Keep all foods in your cabinet, freezer and refrigerator in secure, closed containers.

The first of each month, Residents are responsible for cleaning their ovens and lining with foil, changing their AC filters, washing their front door and windows and cleaning the sidewalk area in front of their apartment.

Once per month, floors in the living room, kitchen and hallway of each apartment will be buffed. You will be notified the day before. The night before, Residents are to pick up all items from the floors, and sweep and mop thoroughly.

Only white vinegar and/or water may be used to clean the floors. **DO NOT** use soaps or cleanser such as Bleach, Comet, or other abrasive cleaners on the floors.

### **REPAIR AND MAINTENANCE OF THE FACILITY**

Please be aware that various repair and maintenance personnel will be given access to your apartment as needed.

Each Resident is responsible for completing the "repair form" to report problems in her apartment, or to request repair work to be done as soon as the problem is noticed. These forms are to be given to the Receptionist.

All family members over the age of five will be given a chore to perform each day. Please refer to the Chore List posted on the bulletin boards for your assigned chore. If you have a question or need cleaning supplies, please see the Staff member on duty.

Youth are to complete their chores as soon as they return to the Village after school or daycare. On weekdays and holidays, chores are to be completed before visiting hours.

## **COMMUNITY ROOM**

**The Community Room** is for the use of all Residents, and during visiting hours for Residents and guests. It is the responsibility of all Residents to maintain this room at all times. Books, other materials and toys are to be put in their proper places after being used and BEFORE you and your children leave the Community Room.

Children are not allowed to watch television in the Community Room until all homework has been completed and chores performed.

A Resource Center is located in the Community Room and contains books, audiotapes, magazines and other references on various topics.

The Kitchen Area in the Community Room is for staff use during meetings and special events. Other than the microwave, Residents are not to use this area, including the refrigerator, sink, cabinets and counters.

## **COMMUNITY ROOM TV/VCR OPERATIONAL GUIDELINES**

*The Sybil Smith Family Village* has one TV for general use by the Residents and their children. With that in mind, the following rules and guidelines are to be followed:

Monday through Friday, the television may be viewed by children while they wait for the school bus each morning. After children leave, the television may not be viewed until 5:00 p.m. Saturday and Sundays, the television may be viewed until adult curfew.

The last person in the Community Room is responsible for turning off the TV/VCR.

Programs such as MTV and VH1 Music Videos are not allowed at any time.

TV programs or Videos containing inappropriate language, violence and explicit sex scenes are **NEVER** appropriate for the Community Room.

If you are in doubt about the appropriateness of a video or TV program, check with the Director, Case Manager or staff on duty.

The Staff will at all times monitor the volume of the TV and the programs being viewed.

## **COMPUTER ROOM**

Computers are located in the Conference/Classroom and are for the use of *Adult residents only*. The Director or Case Manager must determine the skill level of a Resident *before they are allowed to use the Computer Center. It will be the responsibility of the Resident to set up the appointment with the Directors to evaluate skill levels. All residents must sign the Computer Log before and after each session.* Please limit your computer time to 30 minutes per session. Computers may

be used during the hours of 8:00 a.m. – 4:40 p.m., unless permission is granted by the Director or Case Manager for other hours.

Do not add software programs or applications to the computer. Do not change menus, screen savers or any other settings on the computer. Computer use is for the purpose of job searching, resume preparation, and school requirements. **Absolutely no chat rooms or “personals” (dating) sites are allowed.**

### **TRANSPORTATION**

Dumas Wesley Community Center vans are available for medical appointments 9:00 a.m. to 1:30 p.m., Tuesday through Thursday only. You must complete a Transportation Request Form and take the form to DWCC as soon as you make a doctor's appointment. The transportation coordinators require at least 24 hours advance notice.

### **VEHICLE POLICY**

**In order to have a vehicle the Resident must:**

- Have and maintain a current and valid Alabama Drivers License
- Have and maintain a current and valid Alabama car tag
- Have and maintain insurance on the vehicle as required by the state of AL
- Have no outstanding traffic violations or warrants

In order to be eligible for a donated vehicle all of the above must be in place and the Resident must be in good standing with the SHSFV program rules and guidelines. The Resident must also have proof of income to maintain the vehicle.

Preference will be given to working Residents or Residents that are full time students. Youth will not be considered for a vehicle until all adults have been offered a vehicle and then only with donor permission.

Dumas Wesley Community Center/Sybil H. Smith Family Village is not liable for the theft or loss of, or damage to, any vehicle belonging to residents, visitors or staff. Residents should take into consideration their personal situation and decide whether or not to purchase auto insurance to cover loss, theft or damage to their vehicle.

### **MAIL AND PHONES**

Your mailing address is as follows:

111 Mobile Street, Apt. # \_\_\_\_\_  
 Mobile, AL 36607

Your phone number is 251-473-1024 Voice Mail Box # \_\_\_\_\_

Residents may be required to sign for their mail at the front desk or mail may be placed in the Resident's mail /message slot. Please check your mail/message slot daily. Children will NOT be allowed to sign for the family mail.

A phone for your use is located in the Community Room. Please limit your calls to ten minutes. This includes teenage residents! Remember, when you are on the phone no messages can be left for you or any other Resident.

Voice Mail is available to all Residents for the duration of their stay in the program. Each family will be issued a Voice Mail Box number and will select their own Password Code. The family is responsible for giving their voice mail number to persons with whom they wish to have contact. Staff will NOT give out the voice mail numbers. The phone in the Community Room is designated for Residents to retrieve voice-mail messages and to make outgoing calls.

Residents are to delete voice mail messages as soon as they have been retrieved. If a Resident does not delete messages the system will not function properly.

### **CELL PHONES**

1. Adult Residents may have possession of a cell phone or beeper while a resident of the Sybil H. Smith Family Village, provided the financial obligations of owning a cell phone or beeper do not place a burden upon the resident. Children and teenagers are not to have in their possession a cell phone or beeper.
2. Before signing a contract with a phone company, a resident must meet with the Case Manager to review any such contract.
3. Cell phones and beepers may be used only in apartments or off-premises, away from the Sybil H. Smith Family Village.
4. Residents are not to lend cell phones and beepers to other residents.
5. Cell phones and beepers must not be brought to group meetings, Aftercare or other gatherings.
6. Ring tones must not be of an offensive or inappropriate nature.

### **VISITORS**

Visitors are welcome at Dumas Wesley Community Center – Sybil H. Smith Family

Village during the following times:

Friday 6:00 p.m. to 9:30 p.m.  
Saturday 1:00 p.m. to 9:30 p.m.  
Sunday 1:00 p.m. to 8:30 p.m.

Residents are required to be in the Community Room waiting on their guest. Staff will not be able to leave the office to inform a Resident that a guest has arrived.

To ensure the safety of our Residents, please be aware of and inform your guests of all policies. Residents are responsible for their guests' behavior. **Visitors are NOT allowed in the apartments.** Permission may be granted by the Director of Case Manager for counselors and social workers to conduct individual sessions in a Resident's apartment.

Please limit your visitors to two individuals per family at any given time. Guests are welcome in the Community Room if accompanied by a Resident.

During a Resident's first week at the Village, *and only during this first week*, Residents may have family members visit their apartment for a 20 minute visit. A written request for such a visit must be submitted to the Director or Case Manager prior to the visit. Night Staff can not grant permission for such visits.

Residents and/or their guests must not loiter or visit in front of the buildings, in the parking lots, or in cars in the parking lots.

All visitors are required to sign in and out on the "Visitors' Register" located in the office reception area.

### **VILLAGE CELEBRATIONS**

Birthdays are special! Volunteer groups host a group birthday party for Residents several times a year. Refreshments, games and small gifts will be provided.

Mothers may have a small party for their child's birthday in the Courtyard or Community Room, but all Village Residents must be invited to participate in the celebration. The Mother will be responsible for all of the clean up afterwards.

Major holidays are observed and special events may be planned by and for Residents. Residents are encouraged to plan special events as a group, such as cookouts, movies, spring/fall cleaning days, etc.

### **MEDICAL CARE / MEDICATIONS**

Medical services are available through the Franklin Primary Health Care System. If you

are eligible for Medicaid, or have other insurance coverage, charges for these services will be billed by the health care provider.

Effective December 15, 2004, opiate derivatives and other narcotic painkillers, whether prescribed by a medical professional or over the counter, will not be allowed at the Village, **unless the Resident's physician or other authorized medical staff has notified the Director, prior to the prescribing of same, of the necessity for the Resident to take such medications. If approved, any such prescribed medications must be given to the Case Manager to be locked away for safekeeping.**

*DO NOT share any medications (prescription or over-the-counter), including vitamins or supplements, with other Residents or their children.*

### **HURRICANE PREPARATIONS**

Based upon the Category and intensity of a tropical storm or hurricane, and where it is likely to hit, the Village may be evacuated. You will be given plenty of time to prepare for such an evacuation. The decision to evacuate and not remain at the Village is based upon several factors:

- 1) While the building is structurally sound, power outages will result in unsafe conditions.
- 2) Mobile Street and surrounding streets are prone to severe flooding and access to the building will be cut off.
- 3) While residents are safe during normal conditions, we can not guarantee the safety and security of the staff, women and children in what could be dangerous conditions after the storm. For example, the Security Company can not provide guards in the immediate days after the storm.
- 4) Medical needs of residents may necessitate emergency care which can be provided by trained personnel at the Shelters.

Each resident will be given the option of being transported to the nearest designated shelter for our area, or to stay with family or friends. If you choose to go to a shelter, we will provide transportation. Wherever you go, you will be given a specific time frame in which to leave, and a specific time to return, based upon the situation after the storm has passed. You will be asked to provide the name, address and phone numbers of the place you will be staying. Please give as many phone numbers as possible since Staff will need to communicate with you regarding returning to the Village.

### **Preparations:**

When the decision is made to evacuate, Staff will notify Residents and the following steps should be taken:

- 1) All lawn furniture, flower boxes and ashtrays are to be stored in the Laundry Room.
- 2) Unplug all electrical appliances, TV's, etc. in your apartment. Move all such items away from the windows.
- 3) Laundry Room windows closed and blinds drawn.
- 4) All tubs are to be filled with water, EXCEPT in apartments where there are small children.
- 5) Additional water should be stored in available pots, pitchers, and assorted containers.
- 6) Purchase any medications which are needed.
- 7) Pack one small bag or suitcase with clothing and personal items for each family member. Include toys and games to occupy the children's time. Take along some snacks. Shelters provide meals but you will need snack items.
- 8) Provide Staff with the names, phone numbers and address of where you will be going.

**Do not return to The Village until you are contacted to do so. If you are in a hurricane shelter and the shelter closes, and the Village has not yet reopened, arrangements will be made for you to stay in a hotel to be chosen by the Director.**

All residents will be drug/alcohol tested before being readmitted to the Village. A resident testing positive will be immediately terminated from the program.

### **GOOD NEIGHBOR POLICY**

Dumas Wesley Community Center has been an important part of the Crichton Community for over 100 years. As Staff and Residents of Sybil H. Smith Family Village, we wish to continue this special relationship. You are encouraged to participate in community groups and activities held at DWCC.

Many shops and stores are located within walking distance of the Village, and you are encouraged to shop at these stores.

### **TERMINATION FROM THE PROGRAM**

Residents may participate in the SHSFV Program for up to twenty-four months. A status meeting attended by the Director, the Case Manager, the resident and any pertinent stakeholders in the Resident's progress will be conducted on a quarterly basis to assess the Resident's progress toward goals, independence and permanent housing.

Residents may choose to terminate from the program at any time. The Resident is responsible for providing the Director with a written "Notice of Intent to Terminate" form,

stating the reason for termination, and the projected date of moving out.

A Resident may be terminated at any time from the program for violating program policies. The Resident will receive a written notice from the Director stating the reasons for the termination and the date/time the Resident must vacate the premises. Any belongings left after this date will be disposed of at the discretion of the Director.

Any policy violations involving weapons, violent behavior, threats against Staff and/or other residents, dealing or using drugs or alcohol, can result in the immediate termination of the Resident from the program without written notice.

The Director will conduct an "exit interview." During the interview continued program privileges, benefits, reimbursements and Resident's recommendations for program improvement will be reviewed.

### **GRIEVANCE PROCEDURE**

If a Resident is dissatisfied with the services or procedures of the Sybil H. Smith Family Village, the concerns are to be put in writing and presented to the Director. The Director will set a meeting for all parties concerned. If the problem is not resolved at this meeting, the Resident may file a written grievance with the Dumas Wesley Community Center Director who will respond to the Resident within five working days.

**ACKNOWLEDGMENT**

I do hereby acknowledge that I have received a copy of the foregoing Program Policies, have read the Policies, and have reviewed the Policies with a Staff member of the Sybil H. Smith Family Village. I understand these Policies and agree to abide by them while I am a Resident of the Sybil H. Smith Family Village. I further understand and agree that I am responsible for seeing that my children, and my guests or family members, are aware of and abide by these Policies.

\_\_\_\_\_  
**Resident**

\_\_\_\_\_  
**Witness**

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

*(February 2, 2007 Revised Policies)*