

Lake County Haven  
Shelter Policies

**Overview**

- 1) LCH's shelter program is time-limited. The typical stay is 4-5 months. Residents are expected to make swift and reasonable progress toward independent living. Plan time accordingly. If the rate of progress is not satisfactory, the stay in shelter will be shortened.
- 2) The Haven is a highly structured program. This structure will provide a road map that will help you achieve healthy, safe, independent living. Strict adherence to these rules is required.
- 3) Residents pay \$10/week for shelter rent (to be paid on the 1<sup>st</sup> of the month) once the resident either has savings or has income of any kind (employment, disability payments, unemployment insurance, alimony, etc.).

**Communication & Attitude**

- 1) Your shelter, food, personal items, and services are being provided by many donors who have sacrificed so that you can have a new start. The Haven staff also works tirelessly to provide you with this opportunity. In response, a positive, grateful and cooperative attitude is expected from you at all times.
- 2) Residents are expected to treat staff, volunteers, and other residents with respect at all times. Each resident is expected to treat the Haven, its physical properties, and its reputation in the community with respect at all times.
- 3) Honesty is expected from all residents without exception.
- 4) LCH is a confidential environment. Residents may not discuss personal or identifying information about any other LCH resident, either on or off-site (or via telephone). This includes confirming/denying that someone resides at the shelter and disclosing LCH's address.
- 5) If a resident has concerns about another resident's safety or sobriety she is expected to bring those concerns to a staff member immediately.
- 6) Residents are not allowed to listen to private conversations between other residents and representatives of LCH.

**Dress Code**

- 1) Proper attire must be worn at all times. Visible underwear is not allowed.
- 2) Bathing suits are not to be worn on LCH property.
- 3) Bare midriffs are not allowed.
- 4) Excessively low and/or baggy pants are not allowed.
- 5) Head coverings are not allowed indoors. This includes baseball caps and hoods. Scarves are only permitted between the hours of 9pm - 8am.

**Case Management & Counseling**

- 1) Case management is the cornerstone of our program. Participation in 2 case management sessions per week is mandatory. The responsibility for scheduling sessions is the resident's.
- 2) Residents are on time and prepared for all case management/counseling meetings.

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- 3) The Haven's Day Program is designed to provide residents with the tools and education needed to become independent. It provides 40+ hours per week of in-house groups led by Haven staff and volunteers. Residents are required to attend all groups.
- 4) All residents are placed on the Green Team for at least 4 weeks upon entrance to the Haven's program. The first 2 weeks will be orientation to the Haven's program. During weeks 3 and 4, residents will participate in the Haven's PUP program full-time. After this 4-week period, residents may transition to the Blue or Purple Team.
- 5) Residents are expected to adhere to all Group Rules, no exceptions.
  - a) All groups are mandatory unless excused in advance by a staff member.
  - b) Be on-time for all groups. Late-comers, 10 minutes or more late, will not be admitted and will incur consequences.
  - c) There is no leaving to go to the bathroom. This is to be taken care of before the group begins.
  - d) Cell phones/tablets will be turned in to staff before the start of the group and returned only once the group has ended. If this rule is not followed, residents may lose phone/tablet privileges for a day or more.
- 6) Residents develop an Individualized Service Plan in consultation with their case manager. The goals of this plan are stable housing, income, savings, sobriety, health, life-skill achievement, and other personalized goals. Residents work ambitiously on this ISP and are expected to make swift and reasonable progress. An honest and fully accurate account of working this plan will be expected.

**Community Living**

- 1) Residents are not allowed in bedrooms other than their own.
- 2) Residents may not touch another's belongings.
- 3) Residents are not permitted to lend or borrow money, goods (clothing, cigarettes, etc.), or services (link cards, phone cards, bus passes, etc.).
- 4) Burning of any kind (incense, candles, etc.) is not allowed.
- 5) This is a violence-free environment that includes physical, emotional and verbal (obscenities, yelling, name-calling) violence. Physical violence also includes self-mutilation and suicide attempts. If you have thoughts of self-harm or harming others, you must immediately bring it to the attention of an on-duty staff member. Weapons of any kind, concealed or not, are not allowed on site at any time. **Physical violence or bringing/possessing a weapon on site may be cause for immediate dismissal.** \_\_\_\_\_ (Client Initials)
- 6) The shelter is under video surveillance, both inside and outside, at all times. This video can be seen only by LCH staff. However, the video record may be used and shared with outside parties including the police and courts in the event that a crime or infraction has occurred on-site.
- 7) Random and for-cause searches may occur at any time whether a resident is present or not. Refer to Search and Seizure waiver for more information.

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**Conduct While On Site**

- 1) Private food is not recognized by LCH. You are encouraged to use the food that LCH & volunteers have provided.
- 2) No food or drink, other than a glass of water, is allowed outside of the kitchen. This includes all outside areas of the shelter (i.e. the back patio).
- 3) Residents are expected to take one shower per day, and it cannot be between the hours of 9am-6pm or when shelter visitors are present. Showers are limited to 20 minutes or less.
- 4) Neither shoes nor bare feet are allowed on any of the furniture.
- 5) Smoking is only allowed on the back patio with the door completely closed and only between the hours of 6am and 10:30pm.
- 6) Residents will be given a locker for valuables, money, and medication. LCH does not assume any responsibility for a resident's belongings.
- 7) Private laptop computers, DVD/video players, tablets, CD/mp3 players, phones, and other devices used for movies, texting, and music cannot be used in bedrooms. These devices may be used throughout the rest of the house as long as it is not disruptive. Headphones should be used if the device is making sound. All such devices must be turned off at 9pm.
- 8) Pets and plants are not allowed. This includes formerly live plants such as cut flowers.
- 9) Polishing nails and dying hair can only be done in the basement utility room. Residents are held responsible for any damage caused by these substances.
- 10) Residents must never leave in-use kitchen appliances (i.e. stove, oven) unattended.
- 11) Residents must never leave in-use or hot bathroom/hair appliances (i.e. hair straighteners, curling irons) unattended.
- 12) Shelter walls and floor must be kept in good condition. Nails, tacks and tape are not allowed.
- 13) When the air conditioning is on, all windows and doors must be closed, except for bedroom doors.
- 14) LCH strives to be a good neighbor in the community. Residents cannot linger in front of the house, at the sides of the house, or in the garage.
- 15) The shelter driveway fits 4 cars and must be fully utilized before anyone is allowed to park on the street. Please park in the driveway in a manner that allows for 3 other cars.
- 16) The staircase in the front of the shelter is for staff use only.
- 17) All outside shelter doors must be locked at all times.
- 18) Residents may only use the side door unless registering medications.
- 19) Bedroom doors remain fully open at all times from 6am - 10pm (except for brief times when a resident is changing clothes). In the overnight hours from 10pm - 6am, bedroom doors may be partially closed, but never fully shut.
- 20) Residents are awake, showered, and fully clothed by 9am each day.
- 21) Residents are not permitted to be in bed during day time hours (9am-9pm) without permission from on-duty staff member.

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- 22) On Monday-Thursday, the LCH television can only be watched from 5-9pm. On Fridays the LCH television can be watched from 5-10pm. On Saturdays, Sundays, and holidays, the LCH television can be watched from 9am-10pm.
- 23) Sexual activity or sexual partners of any kind are not allowed in the LCH shelter.
- 24) There is no solicitation on LCH property.
- 25) There is no piercing of oneself or others on LCH property.
- 26) The playground equipment in the back yard is for children 15 years old and under only.

**Sober Environment & Recovery from Addiction**

- 1) LCH is a drug and alcohol-free environment. ***Bringing alcohol or drugs on site is cause for immediate dismissal. Being under the influence of alcohol or drugs or misused prescription medications on-site is cause for immediate dismissal. Relapse will make you ineligible for Stage II.*** \_\_\_\_\_(Client Initials)
- 2) Personal/hygienic items containing alcohol (such as hand sanitizer, mouthwash, nail polish remover) are not allowed.
- 3) LCH conducts random and for-cause drug tests. A fee of \$10 is charged to the resident per drug test. If the \$10 fee cannot be paid at the time of the drug test, the test will continue and payment will be collected when the resident is able to pay. ***Not submitting to a drug test or having a positive drop may result in immediate termination.*** \_\_\_\_\_(Client Initials)
- 4) Residents in recovery prioritize their recovery work above employment, social life, etc.
- 5) Residents in recovery attend at least one 12-step meeting daily. Female-only meetings are strongly encouraged.
- 6) Residents in recovery secure a permanent (female) sponsor with a minimum of 1 year sobriety and have contact with her daily via phone and in-person 1x per week. Refer to Relapse Prevention Plan for further information about sponsorship.
- 7) Residents follow all "in-house" rules.

**Employment**

- 1) Residents must secure paid work for at least 40 hrs/week. Residents who are not employed full-time are required to follow specific job-search strategies designated by staff.
- 2) Each resident creates a job search plan with their case manager which must be closely followed. Those who are not consistently working 40 hours a week of work or 30 hours of work/week + aftercare must complete 10 job searches a day, 6 days a week. Evidence of daily search efforts is required. It is expected that a resident will secure employment within 4 weeks of beginning their job search.
- 3) Temporary employment is discouraged and does not satisfy LCH's employment requirement unless approved in advance by a case manager. Third-shift (overnight) employment is not allowed.
- 4) Residents in recovery are not permitted to work in settings with alcohol or drugs.
- 5) Residents may not quit or change employment without getting approval from their Case Manager first.

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**Finances**

- 1) Residents open a savings (not checking) account at an LCH-designated bank in Libertyville. Residents will not possess a debit card.
- 2) Residents develop a budget in collaboration with their case manager. Residents are expected to follow this budget. Spending outside of this budget is not allowed.
- 3) Residents are required to save a minimum of 80% of their income (regardless of the source of income including unemployment insurance, disability, etc.). 100% of tax returns must be saved. ***Not following this savings plan may be cause for immediate dismissal.*** \_\_\_\_ (Client Initials)
- 4) Proof of savings, deposits, bills, and pay stubs is required throughout the stay at LCH.
- 5) A resident who is facing severe financial problems may be required to eliminate the use of her vehicle, cell phone, storage space, or other expenses.
- 6) Residents may not take on financial commitments (such as car loans, etc.) without prior case management approval. ***Not following this savings plan may be cause for immediate dismissal.*** \_\_\_\_\_(Client Initials)

**Children**

- 1) Residents with children must provide constant supervision. Children must be within mother's sight at all times. Mothers will be held responsible for children's behavior.
- 2) Residents may request babysitting from volunteers or other residents. Babysitting consent forms are required to be fully completed. Requests of volunteer help must be in writing at least 7 days in advance in order to be considered. Mothers must drop off and return children on time in order to continue to be eligible for this service. Failure to pick up children at the agreed upon time, and/or any indication of abuse or neglect will initiate involvement from DCFS or the police. All Lake County Haven staff and volunteers are mandated reporters.
- 3) Residents with young children will immediately throw away diapers in the outside garbage bins, not in inside trash cans.
- 4) Residents working on a plan to reunite with their children must arrange those plans around their LCH obligations. Supervised visits should most-often occur off-site. On-site visits must be pre-approved at least 7 days in advance by LCH staff. Such visits will only occur when a case manager is on duty.

**Visitors**

- 1) **Visitors (i.e. non-residents) are not allowed on-site.** Exceptions may be made for other service providers (i.e. probation, DCFS) at the discretion of the case managers. These visits must be approved at least 24 hours in advance by case managers, and will only be allowed while case managers are present.
- 2) Visitors are only allowed in the first floor living room and kitchen.
- 3) Visitors are only allowed to enter and exit through the front door and must check in with the case managers.
- 4) Honking of car horns is not allowed.

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**Telephone**

- 1) Phone calls MAY be made in the back yard or garage only.
- 2) Phone calls MAY NOT be made in the house, on the side of the house, or in the driveway.
- 3) Residents are mindful of the volume of their voice while on the phone. Phone calls will not be allowed to disturb the peace of the house.
- 4) Phone calls are not allowed after 9pm via cell or office.
- 5) All cell phones are to be turned in to staff by 9pm daily. They may be picked up again after 6am the following morning.
- 6) Residents are not allowed to use the office phone except in rare cases and only when asked to do so by staff.

**Curfew & Bed Time**

- 1) Residents sign in and out, with accurate and reasonable destinations and time frames. Case managers must approve the destinations and time-frames in advance.
- 2) Signing out longer than 4 hours at a time is not allowed unless previously approved by a Case Manager.
- 3) Curfew is 9pm every night for single women and 8:30pm for women with children.
- 4) When a resident is going to be later than her expected return time, she must call to let case management staff know before the original expected return time. Even with this notification, however, the curfew will be considered broken.
- 5) Curfew is strictly enforced. Residents arrange personal appointments and work around curfew.
- 6) Quiet time is 10pm for adults and 9:30pm for children.
- 7) Bedtime/lights out is 11pm for adults and 9:30pm for children.

**Chores & Housekeeping**

- 1) Residents will be assigned a daily chore and a weekly deep-cleaning chore.
- 2) Daily chores may be completed between 8pm-10pm and are checked between 9pm-10pm. Deep-cleaning chores are checked on Fridays between 9pm and 10pm. Site Supervisors must approve the quality of the work done or the resident must re-do the chore.
- 3) Cleanliness: LCH is a public place and has a high standard of cleanliness. Residents' chores must be done to LCH's standards.
- 4) Periodically residents will be assigned an additional chore which they are expected to complete.
- 5) Residents clean up thoroughly after any food preparation or eating.
- 6) The kitchen closes at 9pm and re-opens again at 5am.
- 7) At times that the dishwasher is full, residents will hand-wash their dirty dishes.
- 8) Residents make their bed each morning and keep their bedroom clean.
- 9) Do not over-stuff clothing or items in drawers or closets.

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- 10) Residents may keep a small amount of clothing and personal belongings in the bedroom. Anything over that may be kept in a designated area of the garage, space permitting.
- 11) Residents clean up after using the bathroom, including shower, toilet, and sink.
- 12) Personal towels are hung in bedroom.
- 13) Personal hygiene products may be kept in the bathroom only in designated area.
- 14) In winter months, residents are expected to remove their shoes before entering the shelter.
- 15) After a big snowfall, snow shoveling is a shared task of every adult resident of the shelter.

**Medications**

- 1) Residents may use medications only as prescribed by their doctor. Before changing a course of medication residents will discuss the issue with their doctor and disclose that information to the case manager.
- 2) Upon receiving a prescription residents must immediately contact a case manager and produce the written script before filling the prescription. Such information will be documented in the resident's file.
- 3) All prescription drugs and over-the-counter medications as well as first-aid materials must be pre-registered with the case managers and must be kept locked in the lockers at all times afterwards. Residents bringing any of those items to the shelter must enter through the front door only. It is not acceptable to keep any prescription medicine outside of the locker, even if it is on one's person.
- 4) Medications will never be shared between residents.
- 5) Medications may not be mailed to the shelter.

**Legal**

- 1) Residents on probation fulfill all their probation requirements while making sure those do not conflict with LCH obligations.
- 2) LCH maintains regular contact with Probation/Parole Officers. LCH will inform Probation/Parole officers of your progress at LCH including drug test results and exit date. \_\_\_\_\_(Client Initials)
- 3) Residents will live in a legal manner and be good citizens of this community.
- 4) Residents with their own vehicles are required to follow all laws concerning their vehicles including having a valid driver's license and proper insurance. Verification of these items must be given to a Case Manager prior to use of the vehicle.

**Emergencies**

- 1) If there is an emergency please call 911 immediately.
- 2) If there is an urgent situation and a need for staff intervention when no staff is on-site, please call the answering service immediately.

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## Dismissal, Consequences, Warning Letters and Point System

### Grounds for Immediate Dismissal Without Warning

- 1) Physical violence.
- 2) Bringing alcohol, "recreational" drugs, banned drugs (see #5 under "medications"), or prescription drugs that have not been registered with a case manager on site. Or having registered, prescription drugs anywhere other than a locked locker (for instance, having them in one's purse or pocket).
- 3) Being under the influence of alcohol, drugs, or having used prescription drugs to the point of intoxication.
- 4) Spending beyond 20% of income.
- 5) Entering into a financial contract without case manager approval.
- 6) When a resident is dismissed from the program, she will have 72 hours to arrange for the removal of her personal items from the shelter. After 72 hours, any belongings left on-site will be disposed of.

### Infractions

When rules are broken, some or all of the following will occur:

- 1) The resident will be assigned a writing task that involves reflection about the rule that was broken.
- 2) The resident will receive a logical consequence (such as doing all the house chores for a week).
- 3) The resident will lose a point(s).
- 4) The resident will be assigned to an In-house (not leaving shelter except for very specific circumstances) for various lengths of time.
- 5) The resident will be given a warning letter.
- 6) **Repeated infractions will result in immediate dismissal.** \_\_\_\_\_(Client Initials)

### Warning Letters

Warning letters serve as official notice that a serious infraction has occurred. They bring attention to the fact that there has been a threat to the resident's successful recovery from homelessness and/or a disruption in the environment of LCH. Warning letters are meant to stop a bad situation from getting worse and also to let the resident know that her shelter stay is in serious jeopardy.

- 1) After a First Warning Letter is received the resident is no longer eligible for overnights. If the resident's behavior significantly improves, however, the First Warning Letter may be revoked after 30 days.
- 2) After a Second Warning Letter is received the resident will be on an In-house for a length of time to be determined by staff. The resident is also required to meet with the case manager, face-to-face, at least once per day. Having two warning letters may make a resident ineligible for our Stage II Transitional Housing program.
- 3) A Third Warning Letter is notice that the resident has 72 hours to pack her things and make other living arrangements before leaving LCH.
- 4) See the Grievance Procedure for information on appealing Warning Letters or Dismissal.

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**Point System**

- 1) Residents earn points that they can use to 'purchase' 4-Hour Passes. Each 4-Hour Pass costs 5 points. A 4-Hour Pass can only be used after 30 days of shelter residency. Only two residents are allowed on a 4-Hour Pass at any given time (decision will be made by staff). Pass limits and times are subject to change (at Case Manager discretion) on the following holidays: Christmas Eve, Christmas Day, Thanksgiving, and Easter.
- 2) Examples of ways to earn points are completing an outpatient program, obtaining a permanent sponsor, creating a resume, etc. Case managers will determine what activities are point-worthy.
- 3) Residents lose points by not following any of the rules listed above.
- 4) Points can also be lost by not doing an assigned chore (5 points lost) or not doing it to LCH standards (1-3 points lost), or not cooperating with overnight staff (5 points lost). Doing an exceptional job on a chore results in earning 1 point.
- 5) If a resident falls below 0 points, it may result in a Warning Letter.

**Conclusion**

The Lake County Haven has established these rules to ensure the safety and success of each resident and of the Haven community. Since unforeseen circumstances will arise that the Haven will need to respond to, we reserve the right to add or alter these rules at any time. When an addition or alteration occurs, it will be posted on the door to the case management office for a minimum of 7 days. Please look out for such notices.

I have read and I understand the Shelter Policies.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

I have read and understand the information presented on this page \_\_\_\_\_(Client Initials)