Wings Refuge Resident Handbook

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Wings Refuge Resident Handbook

**Weekly Schedule**

**Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Graduation date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

It is required that you make each of the following scheduled meetings. Only if you are working and the director has a copy of your work schedule are you excused from mandatory meetings. If an unforeseen event keeps you from attending, you must contact the director as soon as possible. You are responsible for rescheduling meetings with your Pastor, Budget Counselor, or Life Skills organizer if you miss one. House chores are to be completed weekly or more often, as needed.

 You are also expected to participate in additional special events as planned by volunteers.

**Wings Refuge Program Guidelines**

**Housing**

 Checks will be made by the house manager or director. If a family refuses to keep the Wings Refuge house unit clean, their actions will tell us they do not want to continue with the program. All furniture, linens, dishes, utensils, etc. provided in the house MUST REMAIN IN THE house for the next family in need that we will serve. Do not remove anything but your own personal belongings when you exit the program.

* Heating: You may not turn the thermostat above 72 degrees.
* Air Conditioning: Please use wisely and turn the thermostat up while you are gone throughout the day. Do not set the thermostat below 74 degrees at any time.

\*Please note that we, as a Wings Refuge Board of Directors, have access to your home at any time we deem necessary. There is one house check conducted each week, as well as random cleanliness and curfew checks. A board member may also access your home at any time for maintenance issues or other concerns, such as checking for contraband (items not budgeted for, house guests, alcohol, or illegal drugs).

**House Managers**

The house manager is a volunteer. Their responsibilities are to care for the house and the residents. A house manager cannot make decisions regarding budgeting or changing the rules. They conduct apartment cleanliness checks and are ready to help with any emergency that may arise in regards to the house. Please do not contact the house manager unless absolutely necessary about rules or decisions.

**Budgeting Meeting- scheduled with your Budget Counselor for a consistent bi-weekly.**

One or two volunteers from the community serve as budget counselors for Wings Refuge families. They conduct bi-weekly sessions with each family on an individual basis. **These** **weekly meetings are required.** Missing even one meeting without permission may result in termination from the program. (For more details see the budgeting section.)

**Life Skills Meeting- scheduled with Life Skills Organizers for a consistent time each bi- weekly.**

Volunteers from the community donate their time one evening a bi- week to talk about their area of expertise. Topics range from nutrition to health care to parenting issues to credit reports. **These bi- weekly meetings are required.**

**Pastoral Meeting- These meetings are to be scheduled with your pastor once a month.** **These** **monthly meetings are required.** Missing even one meeting without permission may result in termination from the program. These meetings are important to get information about your spiritual goals and help you succeed in your walk with Christ.

**Child Care**

Wings Refuge does not provide child care while you are at work. **Each family is responsible for making their own child care arrangements**. Your director can provide you with a list of providers in the area. Community volunteers are sometimes available to watch children during Life Skills meetings, if necessary based on the age of child(ren).

**Medicine**: No medicine is allowed in the resident rooms at any time. All medicine is to be in a lock box in the kitchen /dining room away from any children. Wings Refuge does not allow any narcotic medicine unless approved by the director. **Any resident found to have a narcotic or controlled substances medicine without approval will be removed.**

**Children in the home**: If you have children in the home it is your responsibility to clean up all messes made by the children if they are unable to. Children in the home need to be made to behave and understand the rules of the program. We want the children to have fun and be kids but they will have to learn the rules of the home as well. **At no time is anyone else to discipline your children.** You will be required to do weekly or bi-weekly parenting meetings while in the home to help better your parenting skills.

**Clothing**

We are able to utilize Treasure Hunt for clothing, shoes, and other needs. Please consult with the director to discuss your needs and we will try to provide gift certificates for necessary items.

**Counseling**

If you feel you need professional counseling services or help with substance abuse, please check with the director for referrals. There are several local services available to low-income families.

**Church Attendance**

Wings Refuge is a faith based program. Each family will be **required to attend weekly church** services. Any family who does not attend church regularly without an approved absence could be subject to termination. Residents may attend any approved Churches but will be required to have a weekly sign in sheet done by a Church official.

**Curfew/Guests**

 **Residents are to be in at 10:00 pm every single night.**  If a child is going to be spending the night elsewhere, please contact your director. If a child wants to have a friend spend the night (only on non-school nights), this needs to be confirmed with the director at an appropriate time (before 7pm). No guests are allowed at the program at any time. The director can make exceptions with approval. Each resident will inform the director if they will be out of town for more than one night. Any resident that does not communicate their whereabouts will be subject to termination.

**Employment**

All adults living at Wings Refuge are expected to have a job & work all scheduled hours. You will be required to obtain a job within two weeks of entering the program, or we will assume you are not serious about the program and ask you to leave. You may also need to continue to search for a better paying job while continuing to work the job you currently have.

**If an adult in our program is receiving SSI they will be required to volunteer at our thrift store Treasure Hunt a minimum of 8 -10 hours a week.**

If you are coming in without a job:

* You must spend 8 hours a day in serious job search efforts (minimum 5 applications, interviews, or follow-ups a day)
* You must check in with the director by leaving a message on voicemail reporting the places you turned in applications (not just picked up applications – TURNED IN APPLICATIONS)
* You must have written record of where you put applications, what day you put the application in, and what result or information you’ve received about potential employment
* Take the first thing that comes along, even if it isn’t a full time hours. It is a good start and you can get another part time job to make up the extra time or continue to look for a full-time job.
* Apply at places that will hire you within 2 weeks. You can’t afford to wait for the perfect job!

**Employment (cont.)**

While you are a resident of our program:

* You may not quit your current job until you have received a schedule from your new employer.
* If you change jobs, or happen to lose your job, you must notify the family advocate within 24 hours.
* If you are not going to work, you must notify the family advocate during the morning of your scheduled time and explain your reason for not working your scheduled hours.

For more information, see Employment Guidelines.

**Future Housing**

When half of your stay at Wings Refuge is completed, your director will talk with you about where you plan to live when you leave our program. You will formulate a plan for your family to acquire the appropriate accommodations. The Wings Refuge volunteers will not find housing for you. We believe you are responsible and capable of searching for housing on your own. We are happy to help with referrals and determining your options. Wings Refuge will provide you with a reference upon request.

**Professional Services**

Please check with your director regarding haircuts, attorneys, car repairs, etc. We often have volunteers who can donate their services.

**Transportation**

You are responsible for your own transportation. There is public transportation service in El Dorado Springs, so plan accordingly. You must pay for all your gas. If you consistently get a ride from someone else, your budget counselors will determine a fair amount to pay them for gas. The Wings Refuge volunteers are not legally allowed to transport residents to work or appointments unless approved. Wings Refuge will allow the house leader to transport you to church, store for food or emergency ONLY unless approved by the director.

**Budget Guidelines**

**Food:** You should immediately apply for food stamps if you are not receiving them already. You should bring your meal planning guide and a grocery list with you to budgeting each week. Your family advocate will help you plan to shop, and you will have access to the panty once a week. You should be able to get a large portion, if not all, of your food from the pantry.

**Child Care:** You are responsible to pay for the full amount of your child care costs. You should only use child care while you are working.

**Car Expenses:** You are required to carry insurance on your car while you are in the program. You will also be responsible to take care of all repairs to your car while at Wings Refuge.

**Past Due Debts**: Your budget counselors will help you establish a payment plan that you can afford. You will need to contact all of your creditors to get copies of those bills and bring them with you to budgeting. Your budget counselors will make a copy of each bill for your file.

**Savings Account**: We require you to open a savings account. They will give you money orders at no charge to pay your bills. You will be required to go over your monthly statement with your budget counselor at every meeting.

**You may only spend what has been approved at budgeting. Exceptions can be made only with approval of a budget counselor or director.**

**Items you need to bring to budgeting each week:**

1. Completed budget sheet
2. Receipts for all expenditures
3. Paycheck stub
4. Any checks that have not been deposited
5. Bank account balance
6. Cash on hand
7. Food stamps and TANF card
8. Job log

**While at Wings Refuge you are NOT to:**

1. Take out a loan or borrow money.
2. Loan money or give food/supplies away.
3. Apply for or use credit cards.

**Employment Guidelines**

Your first task during your stay at Wings Refuge is to find employment. A job is essential to meet the requirements of the program but, more importantly, to meet the income needs of yourself and your family. Therefore, if you are unemployed, your full-time job becomes looking for work.

**LOOKING FOR A JOB**

Keep a daily record of job contacts and interviews on the job search forms provided by the director.

**Job Search Log**

| Business  | Address | Phone  | Contact  | Date of Application | Follow-up Call(s) | Interview |
| --- | --- | --- | --- | --- | --- | --- |
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**Emergency Information**

**Tornado Watch**

This means that conditions are favorable for tornadoes to develop.

* Watch for weather reports, if you have access.
* Be alert for changes in the weather and be prepared to act quickly.
* Be prepared to move yourself/spouse/children to an inside bedroom closet or a bathtub, away from windows and doors to the outside.
* Gather a flashlight, battery powered radio, keys, cell phone and important documents. Keep them close by.

**Tornado Warning**

This means that a tornado has actually been sighted. If you hear the **siren** or reports that a tornado warning has been issued…**seek shelter immediately!**

STAY CALM!

Go quickly to shelter.

* Gather close together inside a bedroom closet or a bathtub, away from windows and doors to the outside.

Remain inside and under cover until you are sure the storm has passed.

Do not turn lights or appliances on. Beware of hazardous obstacles around you such as downed power lines and storm debris.

**Fire Safety**

**NO SMOKING IS ALLOWED at Wings Refuge or any Wings Refuge Property.**

**Before a Fire**

* Smoke alarms are installed on each floor. Test smoke alarms monthly and replace batteries at least once a year. If the alarm is beeping it needs a new battery, let the House Manager know.
* A Fire Extinguisher is located under the kitchen sink. Read and review instructions for use.
* Plan and review escape routes with your family. Practice escaping from each room.
* Teach family members to stay low to the floor where the air is safer to breathe in a fire.
* Flammable liquids are not allowed at Hillcrest.
* Practice STOP, DROP, AND ROLL.

**Preventing a Fire**

* Never leave cooking unattended. Cooking is the leading cause of home fires in the U.S. It is also the leading cause of fire injuries.
* Keep towels, pot holders, clothing and curtains away from flames and heating elements.
* Clean cooking surfaces regularly to prevent grease buildup that could ignite. This cleaning is also required for weekly apartment checks!
* If a fire breaks out while cooking, put a lid on the pan to smother it. Never throw water on a grease fire.
* Heat oil gradually to avoid burns from splattering grease. Use extra caution when preparing deep-fried foods.
* Never use the range or oven to heat your home.
* Double-check the kitchen before you go to bed or leave the house. Make sure all small appliances are turned off.
* Keep matches and lighters up high, away from children, and, if possible, in a locked cabinet.
* If you notice loose plugs, missing cover plates, exposed wiring, or appliances not functioning properly inform the House Manager immediately.
* Do not overload extension cords or outlets. If you need to plug in two or three appliances, ask the House Manager for assistance.

**During a Fire**

* Check closed doors for heat before you open them to escape from a fire. Use the back of your hand to feel the top of the door, the doorknob, and the crack between the door and doorframe. Never use the palm of your hand or fingers to test for heat - burning those areas could impair your ability to crawl below smoke.
	+ **If the door is hot, do not open it.** Escape through a window. If you cannot escape, hang a white or light-colored sheet outside the window, alerting fire fighters to your presence.
	+ **If the door is cool, open it slowly** and ensure fire and/or smoke is not blocking your escape route. If your escape route is blocked, shut the door immediately and use an alternate escape route, such as a window. If clear, leave immediately through the door and close it behind you. Be prepared to crawl, as smoke and heat rise. The air is clearer and cooler near the floor.
* Crawl low under any smoke to your exit - heavy smoke and poisonous gases collect first along the ceiling.
* Close doors behind you as you escape to delay the spread of the fire.
* Stay out once you are safely out. Do not reenter for ANY reason.
* Call 9-1-1 from a safe location. Inform others of the danger and inform the House Manager immediately.

**ID, Health, and Other Resources**

**Social Security Cards**

To receive a replacement Social Security Card: complete application and submit at the
Social Security Office at 120 S. Commerce Drive, Nevada, MO 64772. Call 800.772.1213 with questions.

**Birth Certificates**

Birth Certificates originally issued in the state of Missouri can be obtained for $15 with proof of ID:

Cedar County Health Department

**Driver’s Licenses & Vehicle Registration**

To get a driver’s license or register/renew your vehicle, go to the Driver License & Vehicle Registration Office at 429 E. Walnut, Nevada, MO, 64772, Monday-Friday, 9:00-5:00. Call 417.448.5912 with questions. Make sure to bring all applicable paperwork and fees.

**Government Assistance**

**Family Support Division**

 621 E Highland Ave # 1

Nevada, MO 64772

(855) 373-4636

24-Hour Automated Information Line: 800.392.1261

Fax: 417.448.1348

**Mailing Address:** PO Box 305 Nevada, MO 64772

**Hours of Operation:**

Monday-Tuesday 8 a.m. - 5 p.m.

Wednesday 9 a.m.-5 p.m.

 Thursday-Friday 8 a.m.-5 p.m.

**TANF**

 Single parent and step-parent families eligible upon income qualifications

 Two parent families must meet unemployment or disability criteria as well as income qualifications.

**FOOD STAMPS**

 Families eligible upon income qualifications for food dollars.

**MEDICAID**

 Minor children and pregnant women are eligible depending on income qualifications.

**STATE CHILD CARE SUBSIDY**

 Eligible families will receive offset costs, as the state pays a portion to the childcare provider.\*

 \*Provider must be licensed.

**What you will need:**

1. Social Security cards for all family members.
2. Driver’s License or another form of I.D.

**What to ask:**

1. Can I get emergency food stamps?
2. When will my assistance become effective?
3. How will my assistance arrive?
4. What do I need to do to continue my assistance?
5. Explanation of any benefits you do not understand.

**Income Based Housing**

Call for more information on the area you are wishing to move to.

**Legal Services**

**Legal Aid of Western Missouri:**

Central Office West Office

4001 Blue Parkway, Suite 300 920 Southwest Blvd.

Kansas City, MO 64130 Kansas City, MO 64108

O: 816.474.6750 O: 816.474.9868

F: 816.474.9751 F: 816.474.7575

Joplin Office

302 S. Joplin Ave. #208

Joplin, MO 64801

O: 417.782.1650

F: 417.782.1653

Open: Monday-Friday 8:30-5:00

 Call for an appointment.

Fee: None; Client must pay court costs and must qualify as low income.

Services:

* Domestic Violence Protection
* Guardianships
* Housing law
* Immigration Law

NO CRIMINAL CASES CONSIDERED.

For free legal forms, go to the following website:

<https://www.courts.mo.gov/page.jsp?id=103116> (or search for free missouri legal forms)

These are forms to complete for domestic relations.

**House Inspection Checklist**

 Date: \_\_\_\_\_\_\_\_\_\_\_\_\_ Time: \_\_\_\_\_\_\_\_\_\_ Present / Not Present Announced / Unannounced

**LIVING AREA:**  **DINING AREA:**

 Neat and Clean Yes No Neat and Clean Yes No

 Floor vacuumed Yes No Floor swept/mop Yes No

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**BEDROOM #1**  **BEDROOM #2**

 Neat and clean Yes No Neat and clean Yes No

 Beds made Yes No Bed made Yes No

 Clothes put away Yes No Clothes put away Yes No

 Dirty clothes in basket Yes No Dirty clothes in basket Yes No

 Floor swept/vacuumed Yes No Floor swept/vacuumed Yes No

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**BATHROOM:**

 Neat and clean Yes No Sink clean Yes No

Water off Yes No Bath/shower clean Yes No

Toilet flushed Yes No Health & beauty aids neat Yes No

 Toilet clean Yes No Floor swept/mop Yes No

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**KITCHEN:**

 Neat and clean Yes No Oven/Stove off Yes No

 Dishes done Yes No Coffee maker off Yes No

Dishes put away Yes No Water running Yes No

Sink clean Yes No Food put away properly Yes No

Microwave clean Yes No

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**GENERAL:**

 Presence of candy, soda, alcohol, or drugs Yes No

 Windows closed Yes No

 A/C or Heater at moderate temperature Yes No (Heat Max: 72 degrees, A/C min: 74)

 Door locked Yes No

 Lights/TV/Computer/Radio off Yes No

 Porch/Yard neat and clean Yes No

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**Overall room inspection: Excellent Good Okay Poor Unacceptable**

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House Manager Signature Resident Signature

Move-Out Rules: Once you move into your new place, your belongings must be moved out of the premises and the apartment must be cleaned within 72 hours so that Wings Refuge can be prepared for the next resident. On the day you move into your new place, you are considered a guest on the property and should not be on property beyond the guest curfew of 10pm. Once you have stayed the night in your new place, you cannot stay the night on our property any longer.

Move out Inspection: At a mutually convenient time the House Manager will meet with you to inspect your room for cleanliness and serviceability. You are responsible for cleaning the apartment thoroughly prior to moving out, removing all perishable food items and garbage, and cleaning all dishes and linens. The apartment should be in a state where Wings Refuge need only make basic maintenance repairs and restocking perishable food items. Nothing furnished by the Wings Refuge should be removed from the apartment.

**Please sign that you have received the handbook and agree to the rules given by the Wings Refuge Board of Directors. By signing this you understand if you do not comply with the rules given you could be terminated from our program.**

**Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_**

**Director’s Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_**

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