



# Resident Handbook

**Hope House Residential Facility**

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# Updated 04-05-19

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## INTRODUCTION

HOPE House, which is operated by the Sixth Judicial District Department of Correctional Services, is a structured residence for adult males referred by the court as a condition of probation, or referred by the Board of Parole to participate in the work release program.

The HOPE House OWI Inmate Program is for clients sentenced for multiple offenses Operating While Intoxicated. District personnel work with an accredited substance abuse provider to deliver a minimum of two hundred and twenty hours of substance abuse/drunk driver treatment programming plus the more traditional minimum-security institutional structure.

The HOPE House program allows residents to establish themselves gradually as productive citizens of the community. Emphasis is placed on employment, financial management, and other rehabilitative programming. Hence the acronym H.O.P.E., honesty, opportunity, prosperity, employment.

The rules, regulations and house policies which are on the following pages explain the responsibilities of residents of the facility. It is important that resident know the contents of this booklet. There may be situations or rules that are not specifically addressed in this handbook; residents are encouraged to ask staff whenever they feel uncertain about any aspect of the rules or their program.

We are all working toward successful completion of the program by residents. By working together that goal will be accomplished.

## PREA

The Sixth Judicial District Department of Correctional Services has a zero-tolerance policy toward all forms of sexual abuse and sexual harassment. You have the right to be free from sexual abuse and sexual harassment and to be free from retaliation for reporting such incidents.

### REPORTING SEXUAL MISCONDUCT

Sexual misconduct by staff is prohibited, but it must be reported before action can be taken. Third parties to offenders may report sexual abuse and/or sexual harassment by contacting any staff member, filing a verbal or written report, or assisting an offender with a report.

To make sure that sexual misconduct is reported, the Iowa Department of Corrections has several ways for offenders to report confidentially. Offenders or third parties may use the reporting method with which they are most comfortable:

- Tell a staff member you are comfortable discussing the matter with. As a part of their job, staff is required to report any allegation, ensure offender safety and maintain confidentiality.
- Send a letter to:  
District Director Bruce Vander Sanden  
951 29th Avenue SW  
Cedar Rapids, IA 52404
- Riverview Center: 1-888-557-0310
- Use the facility grievance process
- Sixth Judicial District PREA Hotline: 319-297-3532
- [www.iowacbc.org](http://www.iowacbc.org) (click on Prison Rape Elimination Act)
- Email: 6th.PREA@iowa.gov
- Send a letter to:  
Iowa Ombudsman Office  
Ola Babcock Miller Building  
1112 E. Grand Avenue  
Des Moines, IA 50319  
1-888-426-6283 (toll free) or 515-281-3592
- Rape Victim Advocacy Program (RVAP): 1-800-228-1625

## **FACILITY RULES**

The following are considered **MAJOR RULE VIOLATIONS**; circumstances and special exceptions allow staff to determine otherwise:

**RULE #1: Illegal Behavior** – When an offender plans, participates, assists, condones, or encourages others to violate a local, state or federal law, whether the offense is committed inside or outside the residential facility and whether the offense actually occurs. NOTE: Illegal behavior is determined in a court of law. However, if sufficient evidence exists, a finding of a violation of this rule may be made at a disciplinary hearing.

**RULE #2: Verbal Abuse** – When the offender subjects another person to abusive or defamatory, insolent, or disrespectful language or remarks whether written or oral, or abusive, defamatory, insolent or disrespectful gestures.

**RULE #3: Threats/Intimidation** – When the offender communicates a determination or intent to injure another person or to commit a crime of violence or an unlawful act dangerous to human life, and the probable consequence of such threat or threats (whether or not such consequence, in fact, occurs) is:

- a. To place another person in fear of bodily injury; or
- b. To cause damage to property; or
- c. To take place in the future after released from confinement.

**RULE #4: Disobeying a Lawful Order/Directive** – When an offender refuses to obey an order (written or verbal) given by a person in authority, that is reasonable in nature, or attempts to circumvent established procedures.

**RULE #5: False Statements** – When the offender knowingly makes a false statement whether or not under oath or affirmation, including, but not limited to, dishonesty, deception, failure to disclose, cheating, etc.

**RULE #6: Unauthorized Possession/Exchange** – When an offender has in possession on their person, in the offender's living area, locker, or immediate place of work or other program assignment, or receives from, or gives to another offender, any item delineated as unauthorized or contraband as defined in the Handbook section entitled "Contraband List."

**RULE #7: Possession of Dangerous Contraband** – When the offender possesses, used, or has under their control or custody, an item defined as dangerous contraband by District policy.

Dangerous Contraband: The term includes, but is not limited to; altering of authorized property (such as razors) for purposes of a weapon; diagrams, directions, drawings for explosive devices, or other weapons; a firearm, knife, bludgeon or other weapon, device, instrument, material, or substance, whether animate or inanimate, which is readily capable of causing or inducing fear of death or serious physical injury, or any flammable substance or incendiary devices. As described in Iowa Code 719.7 (See Dangerous Contraband List).

**RULE #8: Possession/Use of Drugs/Intoxicants** - When an offender is in possession or has been in possession of any unauthorized drug or intoxicant. This includes synthetic substances. It further includes paraphernalia that is used in relationship to drugs/intoxicant use, sale, positive urinalysis, or positive blood test. The offender must provide a testable sample within 2 hours of the request. Failure to do so will constitute a violation of this rule. An offender may also be found to be in possession of a drug or intoxicant for which there is no readily available urinalysis testing if the offender displays symptoms or actions that are consistent with intoxication and/or fails any field sobriety test administered by the residential staff or law enforcement personnel.

**RULE #9: Possession/Use of Alcohol** - When an offender is in possession of, or has consumed alcohol or any product containing alcohol. This includes results from any manner of testing including but limited to a positive breath, Alco sensor test or an admission of use. Refusal to submit to a test for alcohol use will constitute a violation of this rule. Offenders are not allowed to enter establishments where alcohol is served without prior staff permission.

**RULE #10: Abuse of Medication** – When an offender fails to follow the prescription or package directions of any medication. An offender will be considered in violation of this rule when they give their medication to another person. Medication shall be turned in to staff. NOTE: Violation of this rule will result in removal from the program and referral for revocation.

**RULE #11: Escape** – When an offender is absent from the residential facility without proper authorization for over 2 hours, or there is probable cause to believe the offender has taken flight or is involved in a criminal offense.

**RULE #12: Out of Place of Assignment** – When an offender is not at their designated place of assignment (residential facility, work place, treatment program, furlough or other authorized leave) and/or fails to use the most direct route or method of transportation. Offenders are responsible for promptly notifying the residential facility staff of any proposed changes in their work schedule or furlough plan and must receive staff approval of all changes.

**RULE #13: Failing to Secure/maintain Employment** - When an offender fails to actively seek, secure and maintain full-time employment as approved by staff. When an offender jeopardizes employment, quits without staff approval, or is terminated from their job. NOTE: Misconduct on the job, not being at work on time and absenteeism are considered violations of this rule.

**RULE #14: Sexual Misconduct** – When an offender proposes or engages in sexual contact with another person on residential facility property (or premises) or engages in sexual contact at any location with a person who is also a resident of a correctional residential facility. Offenders are not allowed to have sexual contact with each other while participating in the program, this includes while on pass or furlough. Indecent exposure also constitutes sexual misconduct. This includes, but is not limited to, offensive exposure of the genitals or pubic area in a manner to be seen by another person; gesture of a sexual nature to cause embarrassment or to be offensive to another person. Sexual misconduct may be written as well as verbal communication.

**RULE #15: Unauthorized Use of a Motor Vehicle** – When an offender uses a motor vehicle as a means of transportation, whether as a driver or passenger, without staff permission.

**RULE #16: Unauthorized Possession of Money, Cashing Paycheck, Unauthorized Accounts or Purchases** – When an offender cashes a paycheck, fails to turn in all money to staff, obtains a checking account, savings account, credit card, charge account, pay in advance or any payroll deductions for personal use without staff approval or control. Offenders are also in violation when they make purchases or incur debts, without staff approval. All money shall be turned in to residential facility staff and all expenditures must be done through the residential facility budgeting process and with prior staff approval.

**RULE #17: Theft** – When an offender takes possession or control of the property of another, or property in the possession of another, with the intent to deprive the rightful owner of the use or benefit of the property.

**RULE #18: Bartering/Selling Goods** – When an offender barters, loans, gives, accepts, sells or buys things of value, enters into financial agreements or contracts, engages in a business, including, but not limited to, clothing, personal items, furnishings, etc., transfers or attempts to transfer or accepts transfer of funds from one offender to another offender; or agrees to perform or receive services or gifts, for anything of value without staff approval.

**RULE #19: Gambling, Debts, etc.** – When an offender plays any game for things of value or wagers anything on the outcome of an event or game; or incurs an unauthorized debt (i.e. cash advances, work debts, etc.)

**RULE #20: Safety/Sanitation Violation** – When an offender engages in any practice contrary to written or verbal safety instructions; or is unsanitary/untidy in their personal hygiene, living quarters, common areas of the residential facility or smokes in an unauthorized area.

**RULE #21: Failure to Comply with Special Conditions or Participate in Treatment** – When an offender fails to be involved in a required educational or treatment program, which shall include failure to follow through with any special condition imposed by staff or to fully participate in treatment or educational activities. This includes failure to comply with a case plan. NOTE: Changing treatment appointments requires prior approval from your RPPO.

**RULE #22: Tampering with Locks or Security Items** – When an offender locks, unlocks, or alters a locking device, fire alarm system or security item without authorization. This includes any unauthorized possession of a key or key pattern and electronic monitoring devices.

**RULE #23: Damage to Property** – When an offender intentionally or negligently causes damage to property of another person, or of the state, such as tampering with electronic, electronic monitoring devices, mechanical, or plumbing devices or fixtures. This also includes damage to property resulting from other misconduct (i.e. fighting, horseplay, theft, disruptive conduct, etc.).

**RULE #24: Fighting** – When an offender engages in a physical altercation including the exchange of blows, shoves, kicks, offensive physical contact, or, if horse playing, the physical contact need not be in anger.



**RULE #25: Assault** – When an offender intentionally causes or threatens to cause injury to another person or applies any physical force or offensive substance (such as feces, urine, saliva, mucous, or any other item) against any person regardless of whether injury occurs, to include sexual assault.

**RULE #26: Violation of a Condition of Leave or Furlough** – When an offender fails to comply with any condition of leave or furlough from the residential facility.

**RULE #27: Unauthorized Group/Gang Conduct** – When an offender displays or promotes involvement in an unauthorized group/gang through any of the following means: writing, words, physical appearance, and hand signs, symbols, photographs, possession of group/gang-related materials or association with others known to be affiliated with an unauthorized group/gang.

**RULE #28: Obstructive/Disruptive Conduct** – When an offender interferes with staff duties or conducts themselves in a manner that disrupts or interferes with the secure and orderly running of the residential facility.

**RULE #29: Habitual Minor Offender** – When an offender is repeatedly found in violation of minor/medium violations. This is defined as the third or subsequent medium or minor violation of the same nature within 60 days.

**RULE #30: Attempt or Complicity** -When an offender attempts to commit any of the listed offenses or is involved with others who are committing or attempting to commit any of the listed offenses.

The following are considered **MEDIUM RULE VIOLATIONS**; circumstances and special exceptions allow staff to determine otherwise:

**RULE #31:** Not have contact with other persons incarcerated, or on correctional supervision via correspondence, phone or in person without staff approval.

## **CONTRABAND LIST**

The following items are considered contraband. These lists are not necessarily complete. Other items may be added to this list by staff. If additional items are added, they will be posted on the resident bulletin board.

**Dangerous Contraband List:** controlled substance or a simulated or counterfeit controlled substance, hypodermic syringe, or intoxicating beverage, dangerous/offensive weapon (pneumatic gun, stun gun, firearm ammunitions, knife of any length or any other cutting device, explosive or incendiary material, or any other item capable of inflicting death or injury.

### **SCHEDULE I CONTRABAND: Possession of these items is considered a major rule violation.**

Alcohol in any ingestible form

Animals, animal related products

Cell phones, smart watches including wearable devices

Cigars/Flavored cigars

Cigarette papers (i.e. ZigZag papers), Pipes, Zippo Lighters, and Lighter Fluid

Drug paraphernalia

Inhalants of any kind

Items that look like weapons or other contraband

Electric cigarettes

Explosives, ammunition, fireworks and other incendiary devices

Financial Instruments (To include food stamps, pay cards, debit/credit cards, reloadable gift cards, etc.)

Gambling paraphernalia (Including dice of any kind)

Illegal pornographic material

Incense, incense burners and candles

Information and/or materials which could assist in making or using explosives, weapons, synthetic drugs, poisons or similar articles

Information, symbols, paraphernalia, etc. related to unauthorized groups, gangs or organizations including racist materials

Loose pills or medicine outside of its original container

Material which threatens, attempts to blackmail, or which is written in code

Photographs of nude/partially nude persons/sexually explicit materials

Photography, video equipment or recording devices

Substance use testing equipment

Tattoo equipment

Unauthorized keys or key patterns

Urine containers

Vinegar

Weapons, including firearms and knives

X-rated video material

### **SCHEDULE II CONTRABAND:**

Aerosol cans (including hairspray or perfume, etc.)

Air fresheners

Aluminum foil

Balloons  
Bleach  
Breath strips/whitening strips  
Clothing which advertises alcohol, bars, illegal drugs or inappropriate sexual reference  
Computers/Word Processors, PDA's, Tablets, Mywifi, Wi-Fi, Hot Spots, Firesticks, USB/Storage devices or any other similar item/etc.  
Eye drops and eye droppers  
Glue (in any form) or any adhesive items  
Hair coloring accessories/perm kits  
Hydrogen Peroxide  
Magic cards/collectable cards  
Musical instruments  
Nail polish remover  
Potted plants or flowers  
Powder in any form (detergent, foot, baby, etc.)  
Rubbing alcohol  
Tools/scissors

**SCHEDULE III CONTRABAND:**

Battery chargers  
Blank, unrated or home-recorded videotapes, DVD's or CD's  
Dryer sheets  
Extension cords (surge protectors are allowed)  
Food or food service items (dishes, silverware, etc.)  
Gum  
IPODS, boom boxes, CD players with speakers, MP3 detachable/portable speakers or any device that has Wi-Fi capabilities or is capable of downloading apps  
Items not listed on the personal property list or in greater number than allowed by the list  
Lithium ion batteries  
Loose tobacco/chew (flavored or non-flavored)  
Magnets  
Matches  
Permanent markers  
Personal locking containers/devices  
Personal linens  
Pillows  
Shoe polish or sneaker cleaner  
Stuffed animals  
Unauthorized facility supplies  
Video games/all gaming devices  
Wallet chains

## **HOUSE POLICIES**

### **Center Property**

The Center provides bedding, bedroom furniture, laundry basket & padlocks. Residents are responsible for insuring facility owned items are neither lost nor damaged beyond reasonable wear and tear. Cost is assessed to the responsible resident for the repair or replacement of an article damaged or lost.

The dining room, television areas, patio, and other common areas are used by all residents; therefore, all residents shall help to keep these areas clean and neat by picking up after themselves and by cleaning when asked by staff. No visitors, food, and/or beverages are allowed in the lounge area. No dishes are allowed outside.

Residents shall not damage Hope House property. Unreasonable wear is charged to the resident responsible, which may include the cost of repair or replacement of the damaged item.

### **Expected Behavior**

Residents are expected to attend all house meetings and house programs.

Residents are expected to conduct themselves in an orderly, reasonable fashion. Rough-housing, embracing, kissing, holding hands, sexual activities, inappropriate language and gestures are not tolerated.

Residents are not to loiter in hallways, outside bathrooms, computer lab area, KIOSK area, or the front door area.

### **Grievance Procedure/Appeal**

Any resident may use the grievance/appeal procedure for any program-related situation without fear of prejudice. Attempts at informal resolution of problems are encouraged before a written grievance is pursued.

Procedure:

1) A grievance/appeal is a written document which contains, at a minimum, the name of the

party being grieved, the date of the action being grieved, a summary of the situation and the corrective action being sought.

2) A resident must initiate the grievance/appeal process within 24 hours of the incident by turning the written document in to staff who, in turn, route it to the Residential Supervisor for investigation and response.

3) The Residential Supervisor responds to the grievance/appeal in writing within 10 working days.

4) A resident who does not pursue a grievance/appeal within time frames is considered to have terminated the grievance/appeal process.

5) Any conditions/sanctions imposed which were the cause of the grievance/appeal remain in effect during the grievance/appeal process.

In addition to, or after having exhausted all Facility/Departmental or State appeal/grievance procedures, residents may contact the **Citizen's Aide, Ombudsman's Office** for assistance in resolving problems and complaints. The office address and phone number is:

Office of the Ombudsman  
1112 E. Grand Avenue  
Des Moines, IA 50319  
Phone: (515) 281-3592

### **Reentry Case Plan**

Upon entering HOPE House, every resident meets with a Probation/Parole Officer to review all program requirements and to begin a Reentry Case Plan. The Reentry Case Plan, which is an agreement between HOPE House and the resident, includes general program requirements and goals chosen to match each resident's rehabilitative needs. These goals may include getting a Hi-Set., obtaining vocational training, attending counseling, getting a driver's license, or attending community activities. Progresses toward these goals, which are a measure of a resident's success in HOPE House, are periodically reviewed by staff and the resident.

### **Release Expectations**

Prior to discharge the resident must submit a proposed residence to the PPO. This residence plan is subject to approval from the PPO. Resident will

be discharged from Hope House after they successfully complete the program goals in their Reentry Case Plans.

The resident will also be made aware of any special Parole/Probation supervision conditions prior to release. If the receiving agent mandates specialized programming, the resident will meet with his counselor, the agent, and treatment provider if applicable.

### **Education**

Residents may be required to complete their Hi-Set or high school diploma while at Hope House.

### **AA/NA**

The Iowa 13<sup>th</sup> District Office can be contacted for advice or support at 338-9111. Residents shall talk to their PPO for permission to attend AA/NA if not deemed necessary in their case plan. If a resident is on facility restriction or owes extra duty hours, he is not allowed to attend AA/NA meetings unless approved by his PPO.

### **Attorney**

Every resident may communicate with his attorney through the mail or in person. Communication by telephone may be limited, however, if a resident is on early curfew or facility restriction. A resident will not be denied a pass to meet with his attorney if the meeting is during business hours or was previously scheduled.

### **Religion**

Residents may attend religious services in the community utilizing earned time allowed through the level system. Residents on restriction or without earned time may be allowed to attend services if approved in advance by the PPO.

### **Control Center**

At the Control Center you will find work assignments, new policies and procedures, messages, contraband updates and other important information. Residents are encouraged to read the information posted at the center at least twice each day, once in the morning and once in the evening.

### **Movement in/out of the Center**

This is a correctional facility and the staff are required to **know and approve** your whereabouts at all times.

Prior to leaving the facility for employment, a pass or furlough, a resident must sign out, listing name, address and phone number of work location(s), and expected time of return as well as their corresponding mode of transportation. A resident must also be signed in or out of the facility by a staff member at the control center. **Any time a resident is out of the Center he must be at the authorized location.**

Residents must call in prior to any changes in pass/furlough plans.

### **Restricted Areas**

Restricted areas include any sleeping room but the one assigned, room doorways, the yard, all office hallways and all offices, the area behind the control desk, and the kitchen. Residents must have staff approval to be in restricted areas.

Loitering around the control center or outside sleeping rooms is not allowed. Residents are not to reach over the control center desk.

While outside, the noise level is kept to a minimum and rough-housing or horseplay will not be tolerated. While outside the building, residents are not to be near or in any vehicles nor talking to any unauthorized persons without specific staff permission. Residents outside the building for recreation must remain within the boundaries of the designated recreation area. No food or beverages are allowed outside the building without staff approval. The dress code outside the building is the same as the dress code inside the building.

### **Room Restriction**

Staff may direct residents to their room for a number of circumstances including but not limited to:

- (a) When a resident's behavior is disruptive and is directed to the room by staff

- (b) When the resident is ill and is unable to go to work
- (c) Orderly running of the facility (medical emergencies, etc.)

### **Level System**

Privileges including curfew times, furloughs and passes are governed by a level system. Details of each level system are outlined in Appendix B for State Work Release, OWI and probation residents.

**Level advancement applications are to be submitted no later than curfew (2200 hours) on Sundays for consideration later that week.** Level will be denied if level application **with attached Carey Guide** is not turned in on time. All level advancements take effect Friday each week.

### **Curfew**

Residents of the facility are subject to a curfew. Residents are to be at their furlough location or the facility from 2200 until 0600 on Sunday through Thursday and from 2300 until 0600 on Friday and Saturday. Curfew does not apply for employment reasons. Residents are advised that staff may verify whereabouts at or after curfew by phone or visual checks.

Within the facility, evening curfew for all residents is 2200 Sunday through Thursday and 2300 Friday and Saturday until 0600. Residents remain in their room during curfew unless employment requires otherwise. Residents should plan to have everything taken care of (example: medications taken, house jobs completed, laundry done, etc.) before evening curfew begins. Failure to do so will result in disciplinary action.

Residents who return to the facility after curfew may be allowed up to 1 hour before curfew compliance is required unless they are on a disciplinary restriction such as facility restriction, in which case up to 30 minutes will be allowed.

On a resident's days off, typically weekend and holiday mornings, residents may sleep whatever hours they desire so long as their responsibilities, such as house jobs, are met.

### **Urine Testing**

All residents will be required to provide a valid urine sample for drug testing upon staff request. **Residents are required to provide a sample immediately upon the request of a staff member.** However, a resident unable to produce a sample immediately will be allowed up to 2 hours to produce a sample before they are considered to be in violation of resident rules. During this 2 hour period, residents who have been given notice must sit in the designated UA waiting area and are NOT ALLOWED TO INTERACT WITH OTHER RESIDENTS. You must limit your liquids intake to 8 ounces of water while on protocol. **Failure to comply will result in disciplinary action.**

### **Dress/Hygiene/Laundry**

Goodwill vouchers may be available for residents new to the facility in need of clothing.

Residents are expected to maintain an acceptable standard of personal cleanliness and hygiene. No chemical hair products are allowed in the facility. Clothes and bedding are to be cleaned on a weekly basis. Laundry facilities are located in the facility. Residents may bring in their own detergent or fabric softener, but it must be in liquid form. Tank tops, undershirts maybe worn, but must be covered at all times with a sleeved shirt/jacket. No sleeveless/cropped t-shirts or open-toed shoes allowed behind the serving line and/or in the kitchen. Residents must be washed and in clean clothing when in these areas.

Outdoor clothing which may include, but is not limited to, sunglasses, coats, and jackets must be removed when inside the facility. Clothing which advertises alcohol or other inappropriate subject matter is not to be worn. Appropriate dress, basically defined as including full shirt/top, shoes, pants and underwear which is worn as intended by the manufacturer is required both in and out of the facility. An appropriate garment is to be worn when sleeping and residents may not sleep in the nude. Residents must be fully dressed when leaving their room.

Upon entering HOPE House, residents must purchase a linen packet containing a mattress pad,

two sheets, a pillowcase, a blanket, a towel and a washcloth. The purchase price will be budgeted from their facility account. These items are the property of the resident and will be removed at the time of the resident's discharge from the facility.

### **Sanitation**

Residents are responsible for keeping their sleeping area neat, clean and properly arranged as directed by staff. Window blinds are to be closed after dark. At discharge, residents are required to thoroughly clean their room according to staff directions.

Any damage anywhere in the building is to be reported to staff immediately. Residents occupying a room where damage has occurred may be assessed the cost of replacement or repair.

Residents are also expected to assist in keeping the facility clean. A house inspection may be done by staff at any time. This inspection may include all parts of the facility including sleeping areas. If a sleeping area fails inspection the responsible resident(s) may receive minor discipline. If the common areas of the facility fail inspection, residents will be expected to correct any deficiencies as soon as practical. Continual, chronic failure of the facility in general to pass inspection or if damage is noted or becomes a problem, a house shutdown could be imposed by staff.

### **Hazardous Chemicals Hazard Communication**

Residents and staff use a number of chemicals at the facility, mostly for cleaning and sanitizing.

Residents will use chemicals to clean areas of the facility and assigned sleeping rooms. Most of the chemicals used in the facility are the same as would be used by a person in their own homes. These are already properly diluted and in a marked container which notes proper use, cautions, and First Aid measures. Some chemicals may require a minor amount of education by staff prior to use. **Residents who are unfamiliar with the safe and proper use of any chemical in the facility are encouraged to ask staff before attempting to use the chemical.**

There are some facts about chemicals which residents should know:

1. All chemicals have some hazardous properties.
2. There are **Safety Data Sheet (SDS)** available for each chemical used in the facility which provides information about the chemical such as: Identity, Hazardous Ingredients, Physical/Chemical characteristics, Fire and Explosive hazards, Reactivity, Health Hazards, Precautions for safe handling and use, and Control Measures describing how to use the chemical or what protection is necessary while using it.
3. Warning labels which signal a potential hazard are found on the container. Hazardous chemicals are marked as **POISON, WARNING, DANGER** or **FLAMMABLE**.
4. All chemicals must be properly stored and inventoried.
5. Protective clothing required for safely using a chemical are maintained by staff and are to be worn by staff and residents when using the particular chemical.
6. All residents required to use or handle hazardous chemicals will receive training and instruction on their safe and proper use.

### **Unauthorized Groups**

Any apparel, jewelry, accessory, notebook, artwork, photographs, symbols or manner of grooming which by virtue of its color, arrangement, trademark or any other attribute, denotes memberships in such a group that advocates drug use or exhibits behaviors that interfere with the normal and orderly operation of Hope House is not allowed. Residents shall not originate, promote, participate in, or recruit for any unauthorized group. This includes, but is not limited to, communicating involvement in any unauthorized group through written, verbal, physical appearance or by use of hand signs. Residents are not allowed to get tattoos/brands of any kind while in the program.

### **Meals**

Three meals are provided each day as outlined below (meal times are approximate):

Breakfast: Monday – Friday 0600 until 0800  
Saturday – Sunday 0600 until 0900

Lunch: Monday – Sunday 1130 until 1230

Dinner: Monday – Sunday 1630 until 1745

Exceptions are made for residents who are leaving early for work or treatment pass or returning from work or treatment pass after the serving times.

Residents working overnights may eat breakfast after returning to the facility from work. Residents departing for work prior to 0600 may eat breakfast one hour before leaving.

Sack Lunches: If a resident will not be in the facility during lunch hours due to work or other appropriate reason, a sack lunch is provided if the resident has signed up for one the day before. The signup sheet is located near the control center. If a resident signs up for a sack lunch and discovers later it is not needed, it is expected that the resident eat the sack lunch in the facility in lieu of lunch.

Late Trays: Residents returning from work or treatment after the dinner hours may obtain a late tray if the resident has signed up the day before. If a resident signs up for a late tray and discovers later it is not needed, it is expected that the resident eat the late tray in the facility in lieu of dinner. Late trays may be eaten up to one hour after returning to the facility and the resident shall clean up after themselves.

Food and drink are not to be taken from the dining area without staff authorization. **No food or beverages are allowed in resident rooms or hallways.** Residents may snack on anything purchased from the vending area. Dirty dishes are to be placed in designated receptacles.

Food and beverages are not allowed to be brought into the facility including chewing gum. All candy, pop, and other food must be purchased in or supplied by the facility. Pop cans/bottles are to remain in the building and disposed of by placing them in the designated box when empty.

Residents may choose to eat outside the facility by utilizing privileges outlined in the Level System. Residents on pass or furlough during meal times are not eligible to receive a late tray or sack lunch.

All residents must be neat and clean before eating meals. Residents must wear sleeved shirts and shoes (no open-toed shoes) when behind the serving line.

### **Padlocks**

Every resident is issued a padlock(s) which should not be loaned to another resident. If the padlock is lost, damaged or removed from the facility the resident will be charged \$15.00 for a replacement. The resident is responsible for turning in the padlock(s) at discharge. Personal padlocks will not be allowed.

### **Personal Property/Bedrooms**

Residents – not staff – are responsible for any belongings which are brought into the center. Personal property is the resident's responsibility and **staff accepts no responsibility or liability for the destruction or loss of any personal property of any resident.** Staff has the right to restrict the kind and amount of personal property a resident may keep in the facility. (See Appendix A - Personal Property List) Personal property should never be left unattended. **RESIDENTS ARE NOT TO TRADE, BORROW, LEND, SELL OR GIVE ANY PERSONAL PROPERTY OR MONEY TO OTHER RESIDENTS.** Residents may have personal items dropped off only during visiting hours.

It is expected that residents will reduce the possibility of the theft of their personal articles by keeping their locker locked and their room door closed. Residents are issued a padlock for their assigned locker. **Resident rooms and personal property, including vehicles, are subject to search at any time.**

No items are allowed to be hung on beds, lockers, windows and/or walls. Absolutely no nails or scotch tape are allowed. Pictures must be approved by staff and no nudes or partial nudes are acceptable on bedroom walls. All radios, televisions, and other electrical equipment in a



room are to be turned off when no one is in the area.

Clients will be assigned a laundry basket according to their room and bed. All laundry baskets will be marked with a specific room and bed number. All laundry baskets will be stored near the client's bed. Clients may not remove the laundry baskets from the facilities. Clients may not bring in their own laundry baskets or another other type of container.

Every resident's personal area is subject to the following inspection criteria:

#### BED

- 1) Must be made daily
- 2) Linen must be washed weekly
- 3) Nothing under bed except shoes
- 4) The ONLY bedding that may use in the facility is the bedding that has been issued to you by staff. No other bedding may be brought in besides 1 twin size blanket/comforter.

#### WALL CLOSETS/LOCKERS

- 1) Nothing on top
- 2) Organized and cleaned. This includes clothes washed and folded.
- 3) All belongings must be kept in wall closet and locker.
- 4) No belongings on the floor.

\*\*\* Residents are not allowed to move furniture around in their rooms or out of their rooms. \*\*\*

#### FLOORS:

- 1) Room vacuumed at least once per week.
- 2) Only 1 shoebox-sized box allowed.

#### WINDOWS & LIGHTS:

- 1) Washed weekly, including blinds.
- 2) No belongings on lights.

**Residents must keep all of their property in their assigned living area. If property is found in another resident's assigned living area it may be confiscated and disposed of.**

#### REASONS FOR FAILING A ROOM INSPECTION:

- 1) The room smells bad.
- 2) Too much property.
- 3) Bed unmade – beds shall be made when resident gets up in the morning; all sides of the bed shall have the bedding neatly tucked under the mattress; bedding should not look as if the resident slept on top of it; the linen should be on the bed unless being laundered.
- 4) No paper or plastic shopping bags, boxes, food, candy or drinks in room.

Minor violations – 3 failures will result in the entire room “failing:”

- 1) Too many DVD's, books, CD's.
- 2) Dirty laundry not bagged/stored in provided baskets.
- 3) Garbage needs taken out regularly; Use new liner each time.
- 4) Nothing besides an alarm clock belongs on overhead lamp.
- 5) Resident only allowed one bottle of non-alcohol containing aftershave, cologne, or mouthwash in room.
- 6) Floor shall be vacuumed and shelves, cabinets, and bed lamps dusted.
- 7) No unauthorized medications in room.
- 8) Nothing besides a TV/VCR/DVD player on the desk/chair.
- 9) Nothing on the bed or hanging from a bedpost.

#### House Details

Every resident is assigned a house detail, which is done daily for one week. New details are posted on the control center on Tuesday and take effect on Wednesday morning. Extra house details may be assigned to residents who have violated HOPE House rules and residents who are on the alternate list. Residents should contact staff for a description of their assigned detail and instruction on the correct procedure for completing their detail.

Details marked “AM” shall be completed between the hours of 0400-0800 Monday-Friday, 0400-0900 Saturday-Sunday. Details marked “PM” shall be completed between the hours of 1300-2200. Details

with other completion times will be indicated on the House Detail list.

The resident must inform staff when beginning his detail and after the detail has been completed to ensure the detail can be checked off by both the resident and a staff member. When staff determines that a detail is not satisfactory, the resident will be informed of the specific deficiency.

When a resident is assigned to do a particular detail and is not present to do the detail (including working extra hours or being on out of county or overnight furlough during times he is expected to do the detail), that resident will accumulate 30 minutes of extra duty hours in the facility. Missing details for furloughs less than 24 hours in length are not excused. When he returns to the facility, he may be able to complete an alternate duty assigned by staff in return for not being present to complete the detail assigned on the duty roster. If work time is still due at the end of the week, staff will keep a record of time owed on the count sheet. Residents must have all the time owed completed prior to level advancement or being considered for discharge.

Failure to complete details will be handled in routine disciplinary fashion. Under compelling circumstances, staff may request that unassigned details be done.

### **Money Flow/Budgeting**

Residents shall support themselves and shall also save money to pay for the housing they will need when discharged from Hope House.

All income including tips, gratuities, and monetary gifts are to be immediately turned in to staff that log them into the facility and provide a receipt. A maximum of \$20.00 per week in gift money may be kept by a resident if approved by staff, without having done a budget; having budgeted, a resident may receive no more than \$70 in a 2 week period in authorized funds. All other money is to be turned in and will be processed through the resident accounting system. **Residents are to turn in their paychecks on the day they are received and CASHING PAYCHECKS IS NOT ALLOWED.**

Prepaid phone cards are allowed. Pay cards must be turned in to staff and stored in the safe.

When a resident obtains employment and turns in the first paycheck, the resident and RPPO will determine a budget plan which will include:

1. Department of Correctional Services obligations such as rent, linen fees and supervision fees.
2. Court ordered obligations such as court ordered child support, court costs, restitution and attorney fees.
3. Personal debts and obligations
4. Savings goal.

The resident completes a budget every 2 weeks.

Checks are issued by the Residential Accounting Clerk according to the approved budget request. The resident receives a copy of a budget form which outlines the status of all money turned in and spent by the resident using the residential budgeting process. It includes income, disbursements and savings balance, if any. If budgeted, the resident receives a personal spending check each budget period. Each budget period, staff will be advised of any "carry-over" money (money not spent from any previous personal spending check or gift money). Residents will be held accountable for the amount reported.

Residents who request funds for a specific personal need, such as work clothes, shoes, etc. which is over and above weekly personal spending will be required to provide a receipt to verify the purchase and the amount. Receipts will be required of residents who make purchases while on shopping or personal spending passes. Residents need to keep in mind that paying rent and other debts come before money for clothing, gifts, or family support (other than child support).

### **Mail**

All resident mail is subject to inspection and, under certain circumstances, search. Letters from the office of the Governor or Iowa, office of the Attorney General of Iowa, Municipal, State or

Federal Court, office of the State Ombudsman and a private attorney are not read by staff but residents may be asked to open such mail at the control center. If no return address is on the envelope, staff may ask that this information be provided at the time the resident receives such mail.

Correspondence between residents of this facility and inmates of any other correctional institution is prohibited.

### **Health**

Residents are responsible for their medical expenses. There is a medical clinic in Iowa City, where residents can obtain free treatment (2440 Towncrest Dr, Iowa City). Information about the clinic hours can be obtained by calling 337-4459, during their business hours, which are Monday to Thursday from 0900-1600 and Friday from 0900-1200. Additional appointments may be available Thursday nights from 1800-2100 by appointment only. Other services may be available including STD and HIV testing and eyeglass vouchers (with current prescription). Limited dental care is also available by appointment only. If extensive dental services are required, the University of Iowa Dental School may provide services at a lower cost. Please call for an appointment 335-7499. Non-emergent medical care can also be obtained at any Urgent care/Walk in Clinic.

Emergency treatment can be obtained at the University of Iowa Hospitals and Clinics 356-2233.

### **Medication**

Residents must **immediately notify** Residential Officers of **ALL MEDICATION** in their possession each time they enter the facility including prescription as well as non-prescription medications, vitamins and the like. Residents must provide a travel bottle for each prescription medication brought into the facility. Staff will determine whether the medication is to be secured at the control center or returned to be locked in the resident's room. Medication must be in its original, labeled container. Loose pills are contraband. Medication which contains alcohol is not allowed unless prescribed by a physician and non-alcoholic substitutes are not available. Medications which are

unidentifiable are not allowed. Pills, including vitamins, must have pharmaceutical markings. Only one multi-vitamin will be allowed. All other nutritional supplements must be approved by a supervisor. Residents must have **PRIOR** staff approval to ingest new or refilled medication prior to returning to the facility, if the medication has not been logged in with staff. This includes over the counter medication as well. (Missing medication will result in a disciplinary report). Clients are allowed to keep all over the counter medication secured in their metal wall lockers including topical, eye drops, and nasal sprays. Benadryl, Coricidin, Diphenhydramine, P.M. medication, pseudoephedrine, Rantidine (Zantax), and Claritin-D are banned from the facilities (unless prescribed by a doctor).

### **Illness**

Residents who are unable to complete assigned house/kitchen jobs, report for or remain at work, go job seeking, or to program-related appointments because of illness must notify staff of this issue and then remain in their room unless otherwise approved by staff. Residents on furlough, or within 16 hours of leaving on furlough, who are too sick to report for work or program-related appointments, must report this to staff. They may not be allowed to leave on furlough or may be required to return to the facility from furlough. Residents with "bottom bunk" medical restrictions are not allowed to participate in facility recreational activities.

During this time, the resident must use the room intercom and request permission from staff to leave his room for any reason except during curfew hours. The resident is to use the public restroom by the control center for hygiene purposes except showering/laundry. Residents are allowed 30 minutes for meal time and they lose all smoking privileges until he is removed from such restricted status.

### **Telephones**

Cell phones may not be used within the facilities. Unauthorized cell phones will be confiscated. Pay phones are located in the main day area. They may be used by residents during non-curfew hours. Phone calls are limited to 15 minutes per call,

waiting one hour in between calls to allow other residents to use the phone. Loud or profane language is not tolerated. Residents may use the office or control center telephone with permission from staff for local business calls or emergencies. Illegal use of telephones may result in criminal charges. **Collect calls are not accepted by Center staff.** Messages left in the resident voice mail system may be monitored to ensure compliance with facility and program expectations.

### **Televisions and Radios**

Televisions cannot be larger than 13 inch tubed televisions or 19 inch LCD televisions. Only clock radios and Walkman's/MP3s are allowed. Radios are not allowed outside of their personal living area. As with any appliance, the last person using it should turn it off. At no time is a television or clock radio to be left on when no one is in a room or when the resident is sleeping. All television and clock radio sound is to be kept at a moderate volume. Radios may be used only with headphones after 2200. The acceptable volume of any television or radio is that which is approved by staff.

### **Smoking/Tobacco**

Cigarettes and cigarette lighters must be kept in resident's room. Smoking is allowed on the smoking patio, which includes the concrete patio and the deck, during non-curfew hours. Smokeless or chewing tobacco is banned and may not be used on Hope House property. Cigarettes must be properly marked with the cigarette manufacture name (by the manufacture). Residents may not have in their possession partially smoked cigarettes. Loose tobacco, papers and/or cigarette rolling machines are also banned from Hope House and are considered contraband.

### **Hair Cutting**

Allowed in the facility only with staff permission and in designated areas.

### **Transportation**

Personal transportation while at the facility is the responsibility of the individual resident. The facility staff does not transport residents except in emergencies or for some specific, compelling

reason not normally encountered. Monthly bus passes may be purchased from your PPO.

Residents are required to provide staff with complete transportation information in KIOSK, on their pass/furlough and must receive staff approval for these arrangements. Exceptions may be made in the case of medical emergencies, extreme weather conditions or other similar situations. Residents receiving rides by approved personal vehicles must be picked up and dropped off in front of the facility where staff can observe and drivers must have a valid Iowa driver's license, insurance and registration.

Bicycles may be kept in the bicycle rack. With advanced staff approval, licensed vehicles may be kept at the center. Driving while at Hope House is a privilege. Residents may be allowed to drive if they have obtained the permission of their PPO and provided proof of purchase, a valid driver's license, and liability insurance. A resident may operate a vehicle belonging to another person if written permission from the owner is obtained. Residents are not allowed to do any mechanical work on their vehicles or wash their vehicles on the Hope House property. Resident vehicles must be moved upon staff request for snow removal. Residents must provide spare keys to staff.

**Neither the Center nor the staff assumes any responsibility or liability for damage to or theft of bicycles or vehicles kept at the center.**

### **Visiting**

Visiting is a **privilege**. A resident may have a visit during the following times:

Tuesday – 1900 to 2100

Saturday – 1900 to 2100

Sunday – 1300 to 1500

Residents on restriction status may have a 1 hour visit on Sundays during regular visiting hours. Residents convicted of sex offenses must go to their rooms during visiting hours (unless given prior approval by PPO) if they do not have visitors when minors are present.

Resident's visitors must first be placed on an approved visitor's list. To accomplish this, residents must obtain and give their RPPO the visitor's name, social security number and their relationship on a visitor request form, available at the Control Center. After receiving this information, the RPPO will determine whether the visitor can be approved. The maximum number of approved visitors is 4 adults and an unlimited number of children (accompanied by parent/guardian). At every visit, staff will require proper identification such as a driver's license, Iowa ID card, etc. Minors must have parental/guardian approval to be eligible to be placed on an approved visiting list. Minors age 16-18 and must be accompanied by an approved adult visitor. Children under 12 years of age must leave the facility by 2000 on Tuesday and Saturday. **Only those on a resident's approved visiting list will be allowed to visit.**

Visitors and anyone else who enters the facility are subject to search. **Any visitor unwilling to submit to a search or who is believed by staff to be under the influence of alcohol or drugs will be asked to leave and not allowed visitation.** Visitors are not allowed to bring any personal items including purses, diaper bags, toys, food, beverages or contraband into the center. Visitors may bring items for residents, which will be searched by staff. Visitors must sign in and be recognized before visiting a resident. **A resident is responsible for the behavior of a visitor.** Misbehavior on the part of a visitor may result in termination of the visit and possible removal from the approved visiting list. Visitors are to be appropriately dressed in a manner acceptable to staff on duty including shoes and undergarments. It is the resident's responsibility to see that visitors are checked out of the facility on time.

Inappropriate displays of affection are not tolerated. If there are a large number of visitors in the facility and the visiting area is crowded, check with staff to determine whether another area may be allowed for visiting. Lights in the visiting area are to remain on during visiting hours when there are visitors present.

Visiting is allowed in the dining area only – not allowed on the sides of the building, the patio area, the lounge or inside a motor vehicle. Residents cannot walk visitors to their cars.

Residents may have personal property brought to the facility upon their intake to Hope House once during non-visiting hours. Personal property/money brought in during visitation must be presented immediately to staff – this will be allowed on a one-time basis to allow them access to necessities.

Reference Appendix F – Visiting Rules

## DISCIPLINE

### **Disciplinary Action - Major**

A hearing will be held before major disciplinary action is taken. The purpose of such hearing is to determine whether or not a resident has violated facility rules and, if so, to impose appropriate sanctions. Disciplinary hearing proceedings cannot be waived by a plea of guilty or no contest. Residents alleged to have violated facility rules by being placed on report and have a hearing pending will not be eligible for furloughs or level passes. All passes need to be approved by RPPO.

### **Procedure:**

1. When staff have reason to believe that a resident has violated the rules of the facility requiring a hearing, a disciplinary report is written.
2. Staff will notify residents in writing of the alleged violation. The notification tells the resident the specific allegations of misconduct and rules allegedly violated and the hearing shall be held within seven (7) working days (M-F, excluding holidays) following the date of the offender's receipt of written notice of the alleged rule violation. If immediate notification is not possible because the resident is absent from the facility the resident will receive notice as soon as possible after staff is able to have contact with the resident.
3. Residents are entitled to:
  - a. **Advance notice of alleged violations.** Residents receive a brief statement which includes the rules allegedly violated and the times and dates at least 24 hours prior to a disciplinary hearing. A hearing must be held by the end of the 7<sup>th</sup> working day from the original notification. The hearing may be rescheduled in the case of resident absence, the need for additional time to complete an investigation, the lack of impartial staff on duty, etc.
  - b. **Advance notice of the hearing.** Residents are notified of the hearing in writing at least 24 hours prior to the hearing. Normally, staff on duty will notify the resident as soon

after the disciplinary report is written as possible. However, if a resident is in an intoxicated, excitable or threatening state the notice will be delayed until after any of these conditions subside.

- c. **Investigation.** Staff who are not directly involved in the allegations of the disciplinary report conduct an investigation which includes obtaining information from the accused resident. This includes, at a minimum, a statement from the resident relevant to the allegations.
- d. **Staff Assistance.** Residents may not be represented by legal counsel at a disciplinary hearing but may be afforded the assistance of staff if it is determined the resident requires assistance in the process.
- e. **Impartial hearing.** Residents are entitled to an impartial hearing to assure fundamental fairness. This means that the 1 staff member who conducts the hearing is of those most removed from the alleged violations.
- f. **Witnesses.** Available witnesses who can provide pertinent testimony as to whether an alleged violation of the rules actually occurred may be allowed. The witnesses may be limited as to number by staff conducting the hearing. Residents **must** identify witnesses at the time the disciplinary report is being investigated and are responsible for making arrangements for their appearance. Verified witness statements may be substituted for witness' presence. The hearing committee may choose to refuse an interview with any witness or disregard a witness statement based on irrelevance, redundancy, or where disruption of the hearing is anticipated.
- g. **Hearing committee report.** As soon as practical after the close of the disciplinary hearing, the resident is entitled to a written statement of the results of the hearing including evidence relied upon by the committee, reasons for their action, and sanctions imposed.
- h. **Appeal.** Residents are advised of their appeal rights and responsibilities at the conclusion of the disciplinary hearing. Residents who waive their right to be

present for the hearing, or who are disruptive during the hearing, lose their right to appeal. Appeals are a statement, written by the resident which indicates their disagreement with one or more aspects of the disciplinary process. It includes the action being appealed, the reasons and stipulates the corrective action sought. The appeal must be turned in to a staff member on duty within 24 hours of the hearing. Appeals are answered in writing within 10 working days – if not; they are to be considered denied.

- i. **Sanctions.** Sanctions are imposed by the Disciplinary committee after the hearing when guilt of a violation of the rules has been determined. Sanctions remain in effect and are adhered to during the appeal process.

#### **Disciplinary Action – Minor (Informal Reports)**

A staff member may impose an informal restriction of privileges when it is determined that there has been a violation of policy but it is not a violation that requires a disciplinary report and hearing. Imposing an informal restriction requires that a written notice of the informal restriction be given to the resident. This written notice will advise the resident of the behavior which caused the informal restriction and the consequence. Receiving 3 restrictions for the same or similar violations in a 60 day time period may be cause for a formal disciplinary report and hearing.

#### **Facility Restriction**

Residents are assigned to this status as a result of disciplinary action involving rule violations or by the determination of the Levels and Furloughs committee based upon a lack of positive adjustment or other negative behavior including failure to comply with case plan requirements.

**Furloughs:** Are not allowed.

**Passes:** ANY passes must be approved by the RPPO.

#### **Extra Duty - Hours**

All assigned extra duty hours are to be completed by the designated times/dates and inspected and signed off by staff. **Failure to have a house job signed off is dealt with as if the house job was not completed.** All cleaning supplies must be returned to the proper storage area after the house job is finished as the last step in completion of the house job. If a resident discovers they may not be available to complete a house job as scheduled, it is their responsibility to contact a staff member and make arrangements for a substitute or an acceptable alternative as soon as possible but prior to leaving the facility. If a resident is experiencing difficulty finding a substitute, it may be necessary to request staff assistance. Residents are advised to check assignments at least once each day.

## **EMPLOYMENT**

It is expected that residents pursue and maintain employment of no less than 120 hours every three weeks, no more than 56 hours per week and no more than 12 hours per day (plus travel time), without checking in to the facility.

Permission must be obtained to work in excess of 56 hours/week by the PPO.

While employed, it is required that a resident: Get to work on time, not be absent from work without proper reason and approval from staff in advance, work in a manner that is acceptable to the employer and does not jeopardize continued employment by failing to comply with the expectations of the employer. Residents are to post their working hours in the work hours binder located at the Control Center as soon as possible. Any work hours not recorded by curfew Tuesday of each week (end of work-week) will not be counted for level advancement. Those residents who are allowed to work jobs which change locations must call the facility each time they change location.

Residents are expected to provide their own alarm clock and be personally responsible for being up and ready for work, school, or other program responsibilities on time.

Treatment shall always take priority over employment. Hours of employment cannot interfere with treatment schedules. Residents must get permission to quit or change a job. If granted permission, residents are required to give 2 weeks notice prior to quitting to current employer. Spot jobs and additional jobs must be approved. Major changes in schedules must be approved. Approval may be obtained from one's PPO or Residential Manager.

Residents are not allowed to work for family members or friends. Residents are not allowed self-employment while at Hope House.

Residents will provide a complete, current work schedule placed in the plastic sleeve of their work hour's binder, facing their calendar. Schedules must be posted prior to leaving Hope House for the purpose of employment. A complete and current

work schedule includes: the resident's full name, the employer's name and phone number, and the supervisor's name as well as number if different from the business number, in addition to the dates, start and stop times of each shift. Resident's work hours must be recorded correctly on the corresponding calendar – any mistakes can affect level advancement.

Residents may not claim they are exempt from paying taxes. Employers must take out the standard deduction for Social Security, Federal taxes and Iowa taxes, Medicare, etc.

Residents may not have visitors or conduct personal business while they are working. Residents may not use work phones or cell phone for personal business while they are working. Residents must be appropriately dressed for employment. Residents must be positive and respectful to customers, co-workers, supervisors and managers.

### **Job Seeking**

Unemployed or under employed residents are to be job seeking between 0800 – 1230 and 1300-1700 each business day. Residents wishing to eat lunch from the serving line must return by 1220.

Residents may not job seek for more than 6 hours at a time. Each evening, by 2100, job seekers must submit to staff a list of job contacts for the next day for review and approval. Job seeking passes must be filled out completely with a minimum of 3 job seeking locations on both the morning and afternoon passes. Job seeking during evening or weekend hours is only allowed for scheduled, approved interviews or special circumstances where permission was granted by the PPO. Residents may not go to a job seeking location more than once without permission. When filling out a job application, residents must use the information of the Hope House.

Each morning residents are to report to staff so that staff can ensure the residents personal appearance and hygiene is appropriate for job seeking. Residents are expected to be freshly shaved or those with facial hair, well-trimmed. Residents must wear a clean collared shirt and trousers/slacks. Residents



cannot wear jeans, shorts, sweatpants, hats, bandanas, wave caps, t-shirts, muscle shirts, sweatshirts, nor can they carry a backpack, gym bag, Walkman/MP3 player. Staff reserves the right to determine if the resident is not appropriately dressed/groomed.

employers, and apprenticeship experience/certifications.

If a resident does not have employment after two weeks of job seeking, he will be placed on restriction status until he gains employment.

**Failure to follow job seeking and online job seeking expectations will result in disciplinary actions.**

### **Holidays**

The following are designated holidays adjusted for job seeking activities; facility curfew will not change for any holiday:

New Year's Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving and the day after  
Christmas Day

### **IowaWORKS**

Attending Iowa WorkForce Development will be a requirement while on JH/Orientation for unemployed or underemployed residents entering the facility. Residents will be required to register in IowaWORKS' system.

IowaWORKS provides access to no-cost trainings and workshops, an opportunity to earn training certificates, access to career and skills assessments, coaching and assistance in writing a resume, assistance with completing electronic applications, and personal assistance in locating employment opportunities in desired fields. As a result, residents will receive a thorough, completed and effective resume, assistance with job seeking/interview experience (e.g. mock interviews), job connections/points of contact with potential

## FURLOUGHS

Furloughs are privileges which enable a resident to spend time away from the facility. They are granted on a need basis as well as reinforcement for positive behavior within the level system. Residents will not be eligible to apply for, or take furloughs for seven days from the date a major report is written. All furloughs are reviewed by residential staff before approval. Time spent away from the facility for 8 hours, overnight, or out-of-county are considered “Furlough.”

### **Procedure:**

1. Residents are eligible to apply for furlough privileges in accordance with their level privileges. A site verification must be conducted and the primary furlough residence must have prior approval by the RPPO before any furlough will be granted. A copy of the lease must be provided to Hope House staff if the residence is rented or leased. Furlough locations that do not have occupants are submitted by the resident by filling out a “Furlough/Pass Location Approval” form.
2. Residents will not be eligible to apply for furloughs for seven (7) days from the date of their last major report.
3. **Furlough time may be decreased or denied entirely as a response to inappropriate behavior.** Residents who have received 3 or more informal restrictions will not receive a furlough. Residents who are late returning from a furlough will lose 1 hour of furlough time from their next furlough for every minute they are late. Residents who have failed to make required phone checks on their preceding furlough may have furlough time deducted on their next furlough and/or be subject to disciplinary action.
4. Any staff has the authority to require any resident on furlough to report in person to the facility at any time for the purpose of obtaining a breath test, urine sample, visual examination or other, appropriate reason.
5. A working landline phone is required at the primary furlough residence for furloughs more than

eight hours. If a phone becomes disabled during a furlough, residents must immediately return to the facility. If there is **no landline phone** at the primary residence, resident may use only one furlough per week not to exceed **8 hours in length (no overnights)** in place of the earned furlough time (24, 48 or 72hrs).

6. Residents on furlough must be available for random telephone or visual contacts by staff.
7. Residents may not use call forwarding or cell phones. Staff must be able to reach the resident by phone **immediately** during **curfew hours** without receiving a busy signal or answering device. The call waiting function may be used on the primary residence phone. If staff is unable to immediately contact a resident on furlough for a curfew check, the furlough will be immediately terminated and the resident required to return to the facility. A disciplinary report will be written. Staff conducting phone checks during non-curfew hours will attempt to contact a resident at the designated location until contact with the resident is made. If contact is not made within 15 minutes of the time staff attempt it, the furlough will be terminated and the resident required to return to the facility. **A disciplinary report will be written regardless of the reason.**
8. Residents taking furloughs **must call** upon **arrival** at the furlough location and immediately **before leaving** the furlough to return to the facility.
9. Additional Furlough guidelines:
  - a. Employment, Treatment and Medical Appointment Passes on Furlough are allowed, but they must be listed on the application when submitted.
  - b. Only 1 – 3 hour “no-phone” pass is allowed each day on Furlough. No-phone pass locations can be called in to the facility while signed out on a Furlough. All 3 hours worth of locations (maximum 3 locations) must be called in at once for approval; once a resident returns to their Furlough they may not leave out on another “no-phone” pass that day.

c. Be prepared to submit to a breath test, personal search and/or urine test at the direction of staff.

d. Furloughs to hotels or motels will not be approved

e. Public area “no-phone” furlough locations are defined as those which either do not have a phone or which do not guarantee immediate access to a phone. The specific location must be stated on the furlough, and if necessary, staff may request a map. The determination as to whether or not a location is to be considered a “no-phone” location rests with the staff on duty and is **not** negotiable.

f. All furloughs, except for pre-discharge and some medical or emergency furloughs must begin and end at the facility. Passes are separate from and may not be added to a furlough.

Residents who are scheduled to work or attend a permanent pass during furlough must note that fact on the furlough form including the times and locations before submitting the furlough for approval.

10. Residents returning from a furlough will place their belongings at the control desk for staff to search.

## **PASSES**

Passes are the same as furloughs except they are shorter in duration and limited to non-curfew situations. Generally, passes are used for permission to leave the center for purposes of treatment, religious activities, shopping or recreation. Passes may be approved by any staff when the pass is earned through placement in the level system. Passes, like furloughs, are a privilege. **Passes require a specific address and, if there is a phone number, that number must be listed.**

Types of passes:

1. **Earned/Restriction Free Furlough/Pass** are approved by any staff member. These passes are earned by the resident as a result of level attainment and positive behavior. Restriction free passes are earned through the level system and are granted when an eligible resident has received no restrictions or disciplinary reports during the preceding 7 days.

2. **Treatment Passes** are approved by residential staff and allow the resident to leave the facility to attend necessary treatment-related activities in the community. Residents must provide a completed Treatment Services Verification form to Hope House staff upon returning to the facility from a treatment-related pass.

3. **Other Passes** are approved at the discretion of the RPPO, Manager or Supervisor for any appropriate purpose or reason not stated above. Generally, these passes are approved in recognition of outstanding program adjustment and behavior, completion of extra work assignments in the facility, or for an identified, appropriate need of the resident. These passes are limited.

## EMERGENCY/ESCAPE PLAN

When the *fire alarm* sounds, residents are to *exit* the facility by the safest, most direct path. Residents who have left the building are then to report to light pole in the main parking lot located directly in front of the facility or elsewhere as staff may direct.

**Smoking is not allowed during emergency drills.**

An emergency or drill may occur which requires residents and staff *not to leave the building but assemble in a designated area*. This would most often occur during a *Tornado or Tornado drill* or other severe weather-related emergency. Under these conditions, staff would likely direct residents to assemble in the **Shower/Bathroom areas located on their living unit (both the East and West wing)**.

Residents will receive specific instructions from staff when evacuation of the building is necessary or when a natural disaster is possible or imminent.

Fire or Bomb Threat – Immediate Evacuation – Exit through the nearest door and meet in the front (West) parking lot, where residents may receive further instructions from staff on how to proceed.

Tornado or Nuclear Accident – Seek Shelter – Occupants will gather in the shower area/restrooms on their living unit.

Emergency First Aid – By Staff Only – Summoning of ambulance service using the 911 emergency number or the use of staff vehicles when an ambulance is unavailable. Transport to the emergency room of the University of Iowa Hospital.

Head Count – Resident and Staff Accountability – Every attempt shall be made during emergencies for an accurate head count. At the end of the particular emergency an immediate head count shall be taken to account for all residents and staff present at the facility. If any residents are unaccounted for, staff will inform Fire Rescue personnel of the missing person(s). In case of a fire drill, staff will search the building to assure all residents have participated in the drill.

## APPENDIX A - PERSONAL PROPERTY LIST

As of 04-05-2019

Residents are responsible for the personal property they bring into the facility. Staff may restrict the kind and amount of property brought into the facility. Staff is not responsible for any lost, stolen or damaged resident personal property. It is the responsibility of the resident to take reasonable precautions with his property to ensure that it is not lost, damaged or stolen.

The following items are allowed in the facility:

- Personal towels/washcloths
- Liquid laundry detergent/liquid fabric softener
- Personal toiletries (shampoo, toothpaste, toothbrush, comb, deodorant, etc.)
- Alarm clock
- Small clock radio
- Portable CD player, MP3 players (w/o Wi-Fi capabilities) – not to be used in common areas of facility
- TV – 19” flat screens or smaller
- Power strips approved by staff
- Bottle (1) of non-alcohol containing aftershave, cologne or mouthwash
- A backpack for transporting items

In order to maintain cleanliness in rooms, the following limits have been put on personal property:

### CLOTHING:

- 10 pairs of pants (including jeans, dress pants, work pants, shorts, sweatpants, etc.)
- 10 sets of underwear/undergarments
- 10 pairs of socks
- 10 shirts (including t-shirts, undershirts, dress shirts, sweatshirts, etc.)
- Seasonal:** November through April – 5 additional shirts allowed
- 5 pairs of shoes (including shower shoes)
- 2 coats/jackets for outerwear
- 5 hats (including stocking caps)
- 3 belts

### ADDITIONAL ITEMS:

- 5 books
- 5 CDs
- 5 videos/DVDs (commercial, privately owned or rental)

Laundry baskets will be assigned to each resident and ONLY assigned baskets may be used. The assigned basket may not leave the facility.

**APPENDIX B – SWR/OWI/PB/PAR LEVEL SYSTEM**

Revised: 04-05-19

*JH/Orientation –*

***Until verification of part time/full time employment: Beginning level for all residents who are unemployed.***

The following requirements must be met to complete this level:

- a. Case Plan assessment work and Case Plan completed
- b. Physical (if needed) and address medical issues
- c. Substance Abuse issues addressed – appointment(s) set
- d. IowaWorks required workshops
- e. Part time/Full time employment secured and verified
- f. Complete Carey Guide assignment (Stabilization Services/Short-Term Stability) in the intake packet.

Privileges:

- a. Residential PPO approved pass
- b. 1 Wal-Mart pass per week

***Level 1 – minimum of 3 weeks***

The following requirements must be met to complete this level:

- a. Develop Reentry Case Plan goals with the RPPO and work toward achieving those goals by making necessary appointments and by attending all required sessions.
- b. Setup all required treatment appointments.
- c. Budget personal finances responsibly.
- d. Satisfactorily complete assigned house details and maintain adequate personal hygiene and maintain clean living areas.
- e. Reentry Case Plan/SI/Jesness/Action Plan must be completed with Probation/Parole Officer.
- f. Must work a minimum of 120 hours every three weeks to advance, Program fees paid current to last budgeting process before advancement.
- g. Complete Carey Guide 1 – 2 (Increasing the Odds of my Success) assignment and attach to Level Advancement form.
- h. Formal discipline free for 21 days.

Privileges:

- a. 3 hour pass to be determined by facility protocol
  - 1. 1 – 3 hour Restriction Free Pass per week (3 locations per pass)

<i>Level 2 - minimum of 3 weeks</i>	
<p>The following requirements must be met to complete this level:</p> <ol style="list-style-type: none"> <li>a. Must complete all previous level requirements.</li> <li>b. Must work a minimum of 120 hours every three weeks to advance Program fees paid current to last budgeting process before advancement.</li> <li>c. Complete Carey Guide 2 – 3 (Making your Decisions) assignment and attach to Level Advancement form.</li> <li>d. Formal discipline free for 21 days</li> </ol>	<p>Privileges:</p> <ol style="list-style-type: none"> <li>a. 4 hour pass to be determined by facility protocol               <ol style="list-style-type: none"> <li>1. 4 hour Restriction Free Pass per day (if the entire 4 hours is not used clients may not go back out). Includes all passes (church, recreation, medical, personal hygiene, etc.) (4 locations per pass)</li> <li>2. One 24 hour furlough per week</li> </ol> </li> </ol>
<i>Level 3 - minimum of 3 weeks</i>	
<p>The following requirements must be met to complete this level:</p> <ol style="list-style-type: none"> <li>a. Must complete all previous level requirements.</li> <li>b. Complete Carey Guide 3 – 4 (Making your Change Plan) assignment and attach to Level Advancement form.</li> <li>c. Must be current on rent to advance to Level 4.</li> </ol>	<p>Privileges:</p> <ol style="list-style-type: none"> <li>a. 5 hour pass to be determined by facility protocol               <ol style="list-style-type: none"> <li>1. 5 hour Restriction Free Pass per day (if the entire 5 hours is not used clients may not go back out). Includes all passes (church, recreation, medical, personal hygiene, etc.) (5 locations per pass)</li> <li>2. One 48 hour furlough per week</li> </ol> </li> </ol>
<i>Level 4 - minimum of 4 weeks</i>	
<p>The following requirements must be met to complete this level:</p> <ol style="list-style-type: none"> <li>a. Must complete all previous level requirements.</li> <li>b. Complete Carey Guide Ext. Furlough – Parole (Identifying/Using Strengths &amp; Long-Term Stability) assignment and attach to Level Advancement form.</li> <li>c. Must be current on rent.</li> </ol>	<p>Privileges:</p> <ol style="list-style-type: none"> <li>a. 6 hour pass to be determined by facility protocol               <ol style="list-style-type: none"> <li>1. 6 hour Restriction Free Pass per day (if the entire 6 hours is not used clients may not go back out). Includes all passes (church, recreation, medical, personal hygiene, etc.) (6 locations per pass)</li> <li>2. One 72 hour furlough per week</li> </ol> </li> </ol>
<p><b><u>Restriction Free Pass Maximum Time Limits per Location (including travel time)</u></b></p> <ul style="list-style-type: none"> <li>Retail/Convenience Store(s) → 1 hour</li> <li>Restaurants           <ul style="list-style-type: none"> <li>Fast Food → 1 hour</li> <li>Sit Down → 2 hours</li> </ul> </li> <li>YMCA/Recreation Location → 3 hours</li> <li>Public Library → 3 hours</li> <li>Movie → 3 hours</li> <li>Park → 3 hours</li> </ul>	

**Appendix C – Carey Guides**  
Gerald R. Hinzman Center – Hope House – Lary A. Nelson Center

Revised: 04-05-2019

Carey Guides are evidence-based tools designed to assist residents in understanding and addressing risk factors, triggers, and other conditions essential to one's success. The guides are an effective tool for addressing behaviors in critical skill deficit areas in order to facilitate positive change.

A Carey Guide assignment will be completed prior to the advancement of each level:

1 during intake and the JH/Orientation Level (Stabilization Services/Short-Term Stability)

1 to advance from Levels 1-2 (Increasing the Odds of my Success)

1 to advance from Levels 2-3 (Making your Decisions)

1 to advance from Levels 3-4 (Making your Change Plan)

1 to complete the program and start extended furlough (probation clients) or parole (Identifying/Using Strengths & Long-Term Stability)

Carey Guide assignments will be available and labeled at the Control Center for easy access in order to complete on time. Carey Guides must be completed and turned in to Residential Staff NO LATER than Sunday night at 10:00PM, the week one is applying for level advancement. The Carey Guide worksheet must be reviewed with a Residential Officer, preferably one's assigned mentor, and attached to the corresponding Level Advancement sheet for further review. If completed to an acceptable standard, the resident will be eligible for their level advancement if they meet all other requirements as listed in Appendix B. If a resident does not fill out their Carey Guides to an acceptable standard, level advancement will be denied. If a resident does not turn in their Carey Guide and level advancement on time (Sunday evening), level advancement will be denied. In these instances, the resident must apply again the following week.



**Appendix D - Minimum Sanctions**  
 Gerald R. Hinzman Center – Hope House - Lary A. Nelson Center  
 Revised: 04-05-19

<b>Rule Violated Detailed Information</b>	<b>Sanction ***Any rule violation may result in jail placement***</b>
<b>1. Illegal Behavior</b> Misdemeanor offense: Traffic violations, shoplifting, trespassing, disorderly conduct	14 day Facility Restriction with credit time served from the date report served 5 hours extra duty Refer to Levels and Furloughs – on Facility Restriction until Levels and Furloughs Meet
<b>2. Verbal Abuse</b>	14 day Facility Restriction with credit time served from the date report served 5 hours extra duty With possibility of 1 Level Loss
<b>3. Threats/Intimidation</b>	5 hours extra duty Levels 2-4 – 1 Level Loss & 7 days Facility Restriction JH Status or Level 1 – 21 days Facility Restriction
<b>4. Disobeying a Lawful Order/Directive</b>	7 day Facility Restriction with credit time served from the date report served 5 hours extra duty
<b>5. False Statements</b>	7 day Facility Restriction with credit time served from the date report served 5 hours extra duty
<b>6. Unauthorized Possession/Exchange</b> Contraband from Schedule I – MAJOR violation Contraband from Schedule II – MEDIUM violation Possession of Pay Card/Debit Card/Credit Card	7 day Facility Restriction with credit time served from the date report served 5 hours extra duty Cell Phones → 1 Level Loss 2 <sup>nd</sup> Violation or Subsequent
<b>7. Possession of Dangerous Contraband</b> Specify dangerous nature of contraband	7 day Facility Restriction with credit time served from the date report served 5 hours extra duty Placement reviewed by RPPO/Supervisor
<b>8. Possession of Drugs/Intoxicants</b>	7 day Facility Restriction with credit time served from the date report served 5 hours extra duty Recommend to L&F Committee - Restart level system over – on Facility Restriction until Levels and Furloughs Meet
<b>9. Possession/Use of Alcohol</b>	7 day Facility Restriction with credit time served from the date report served 5 hours extra duty Recommend to L&F Committee - Restart level system over – on Facility Restriction until Levels and Furloughs Meet
<b>10. Abuse of Medication</b>	5 hours extra duty Levels 2-4 – 1 Level Loss & 7 days Facility Restriction JH Status or Level 1 – 21 days Facility Restriction
<b>11. Escape</b>	<u>SWR/OWI:</u> Jail/Revocation (Hearing must be held)  <u>Parole/Probation:</u> Jail/Revocation
<b>12. Out of Place of Assignment</b> 0-14 minutes – Informal 15 or more minutes – Formal	7 day Facility Restriction with credit time served from the date report served 5 hours extra duty If furlough related: Refer to L&F for further sanctions Over 2.5 hours OPA time – 1 Level Loss (per report)

<b>13. Failing to Secure/Maintain Employment</b>	7 day Facility Restriction with credit time served from the date report served 5 hours extra duty Termination of employment=Dropped to JH where in two weeks level will be reevaluated by L&F.  <u>2<sup>nd</sup> Offense:</u> Early curfew until full-time employment is verified
<b>14. Sexual Misconduct</b>	7 day Facility Restriction with credit time served from the date report served 5 hours extra duty
<b>15. Unauthorized Use of a Motor Vehicle</b>	7 day Facility Restriction with credit time served from the date report served 5 hours extra duty  <u>If Driving:</u> 5 hours extra duty Levels 2-4 – 1 Level Loss & 7 days Facility Restriction JH Status or Level 1 – 21 days Facility Restriction
<b>16. Unauthorized Possession of Money, Cashing Paycheck, Unauthorized Accounts or Purchases</b>	7 day Facility Restriction with credit time served from the date report served 5 hours extra duty  <u>Cashing Paycheck:</u> No passes or furloughs until current on rent If current on rent 21 days Facility Restriction
<b>17. Theft</b>	5 hours extra duty Levels 2-4 – 1 Level Loss & 7 days Facility Restriction JH Status or Level 1 – 21 days Facility Restriction
<b>18. Bartering/Selling Goods</b>	7 day Facility Restriction with credit time served from the date report served 5 hours extra duty
<b>19. Gambling, Debts, Etc.</b>	7 day Facility Restriction with credit time served from the date report served 5 hours extra duty
<b>20. Safety/Sanitation</b>	7 day Facility Restriction with credit time served from the date report served 5 hours extra duty
<b>21. Failure to Comply with Special Conditions or Participate in Treatment</b>	7 day Facility Restriction with credit time served from the date report served 5 hours extra duty  <u>2<sup>nd</sup> or Subsequent Violation</u> 5 hours extra duty Levels 2-4 – 1 Level Loss & 7 days Facility Restriction JH Status or Level 1 – 21 days Facility Restriction
<b>22. Tampering with Locks or Security Items</b>	7 day Facility Restriction with credit time served from the date report served 5 hours extra duty
<b>23. Damage Property</b>	7 day Facility Restriction with credit time served from the date report served 5 hours extra duty
<b>24. Fighting</b>	Jail
<b>25. Assault</b>	Jail
<b>26. Violation of a Condition of Leave or Furlough</b> 30+ minutes= Violation of Rule #12, instead of Rule #26	7 day Facility Restriction with credit time served from the date report served 5 hours extra duty Refer to L&F for further sanctions

<b>27. Unauthorized Group/Gang Conduct</b>	7 day Facility Restriction with credit time served from the date report served 5 hours extra duty
<b>28. Obstruction/Disruptive Conduct</b>	14 day Facility Restriction with credit time served from the date report served 5 hours extra duty
<b>29. Habitual Minor Offender</b>	7 day Facility Restriction with credit time served from the date report served 5 hours extra duty
<b>30. Attempt or Complicity</b>	7 day Facility Restriction with credit time served from the date report served 5 hours extra duty
<b>31. No Contact with Person on Supervision</b> *** This is a MEDIUM violation	5 day Facility Restriction with credit time served from the date report served 5 hours extra duty

When a resident has a collective of 30 hours of In-House that have not been completed, residents will meet with RPPO/Supervisor.

**Definitions:**

Facility Restriction: See Handbook, “Facility Restriction”

Enhanced Restrictions: (Include but are not limited to)

- Facility Restriction
- Behavioral Contract
- Extra House Job
- Writing a Paper
- No Recreation
- No Lounge/TV Room
- Early Curfew
- Recommendations for Status Review
- 3 reports in 7 days requires
  - 15 days Facility Restriction for stabilization to begin at sanction time of 3<sup>rd</sup> report
- Level Loss
- Multiple rule violations-
  - 1 hour of Extra Duty-Hour for the second and each subsequent rule violations

APPENDIX F - VISTING RULES

Hope House

<ol style="list-style-type: none"> <li>1. Visiting is a privilege and may be denied if circumstances warrant it. The staff on duty will make this decision.</li> <li>2. Visits may be allowed during the following hours: (Each visitor is limited to one hour maximum each day)                  Hope House:                  Tuesday: 7:00pm - 9:00pm                  Saturday: 7:00pm - 9:00pm                  Sunday: 1:00pm - 3:00pm</li> <li>3. All visitors must be approved and placed on the resident's visitor list prior to visiting.</li> <li>4. Residents are responsible for explaining facility rules regarding the visiting area to their visitors.</li> <li>5. Visiting may be denied if the resident is participating in individual/group counseling or a unit meeting during that time.</li> <li>6. Visitors must be appropriately dressed as determined by staff on duty. Shoes and undergarments are required.</li> <li>7. Visitors with children must control them. If the visit becomes disruptive to others, they will be asked to leave.</li> <li>8. Visitors under the age of 18 must be accompanied by parents/legal guardians or and adult caretaker may accompany the minor and have written permission to visit from their parent/guardian (permission slip will be verified by staff).</li> <li>9. Profanity will not be tolerated during visiting.</li> <li>10. All visitors are subject to search.</li> </ol>	<ol style="list-style-type: none"> <li>11. Visitors are NOT ALLOWED to bring personal items into the facility - this includes purses, diaper bags, cell phones, photography equipment, etc.</li> <li>12. No more than four visitors may visit a resident at the same time.</li> <li>13. All visitors must sign in/out and all are required to make staff aware of their presence.</li> <li>14. Visitors who show evidence of being under the influence of alcohol or drugs will not be allowed to visit.</li> <li>15. Residents may embrace their visitors upon their entry to and exit from the facility; other displays of affectation will not be permitted. During visits there will be no kissing, no necking, no fondling, no sitting on laps, and no other behavior of like-manner.</li> <li>16. Residents are not permitted to leave the building to escort visitors to their vehicles.</li> <li>17. No food or beverages of any kind are allowed; you may buy snacks or beverages from the vending machines in the facility.</li> <li>18. Items brought into the facility during visiting hours for the resident will be left at the front desk. Staff will give it to the resident after the visit.</li> <li>19. Visitors who fail to follow the rules or those who create serious problems will be asked to leave and/or suspended temporarily/indefinitely from the facility. Likewise, residents may receive discipline. Residents will be held responsible for the actions of their visitors.</li> </ol>
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